

POLICY AND RESOURCES CABINET BOARD

REPORT OF THE HEAD OF CORPORATE STRATEGY AND DEMOCRATIC SERVICES – MRS. KAREN JONES

9TH JULY 2015

SECTION C – MATTER FOR MONITORING

WARD(S) AFFECTED: ALL

WELSH LANGUAGE SCHEME: ANNUAL MONITORING REPORT 2014-15 AND CORPORATE ACTION PLAN 2013/2016

Purpose of Report

To provide Members with the Welsh Language Scheme Annual Monitoring Report for 2014-2015 and the updated Corporate Action Plan.

Background

It was anticipated that the Welsh Language Scheme Annual Monitoring Report 2013-2014 would be the last such report due to the introduction of the Welsh Language Standards. However, as the introduction of the Standards has been delayed to autumn 2015, the Welsh Language Commissioner has requested a monitoring report for 2014-2015.

Overview of Progress

While we have continued to work towards meeting our commitments under the current Welsh Language Scheme, we have been conscious of the anticipated requirements of the Welsh Language Standards and consequently focused on progressing existing initiatives rather than initiating new ones.

Progress on the action plan is included in the Monitoring Report Appendix 1

Welsh Language Standards

The Welsh Language Commissioner has prepared compliance notices for the introduction of the Welsh Language Standards. Officers are currently considering the compliance notices and the implications for the Council and will report to Members at the Special Policy and Resources Cabinet Board on 23rd July 2015.

Following receipt of the Council's response, final compliance notices will be served by the Commissioner in September 2015.

Appendix

Appendix 1 - Welsh Language Scheme Annual Monitoring Report 2014-2015.

List of Background Papers

None

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**NEATH PORT TALBOT COUNTY BOROUGH COUNCIL
CYNGOR BWRDEISTREF SIROL CASTELL NEDD PORT TALBOT**

WELSH LANGUAGE SCHEME

ANNUAL MONITORING REPORT

2014-15

Annual Monitoring Report 2014-15

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1. Scheme Management and Administration

Responsibility for the implementation and monitoring of the Council's Welsh Language Scheme (the Scheme) lies with Caryn Furlow, Corporate Policy, Performance & Partnership Manager.

The Heads of Service Equality and Community Cohesion Group monitors progress on the implementation of the Scheme and its action plan as well as supporting the mainstreaming of equalities within the Council.

Each directorate provides assistance in monitoring the Scheme. This information in turn informs and supports the Council's Corporate Improvement Plan and the Neath Port Talbot partnership Single Integrated Plan, as well as strengthening our underlying principles.

At an Elected Member level the Scheme, and its implementation, falls within the Cabinet portfolio of the Equality Champion, Cllr Arwyn Woolcock.

The Scheme, the Annual Report and Action Plan are subject to the Council's established executive reporting mechanism which includes scrutiny at senior officer and elected member level, i.e. Heads of Service Equality and Community Cohesion Group, Corporate Management Group and Policy and Resources Cabinet Board/Scrutiny and Council.

2. Dealing with Other Organisations and Procurement

The procurement service works to ensure a consistent approach to procurement across a wide range of supplies, services and works.

The service is mindful of its legal obligations not only with regard to the spending of public money but also to the legal requirements in respect of the Welsh language. The procurement team works with service managers during the entire process to ensure that the Welsh language and equalities are considered at every stage.

WLB/WLI 1 Number and percentage of the sample of third parties monitored that conform to the requirements of the Welsh Language Scheme

Care Services

As in previous years, in order to examine, assess and monitor services provided on behalf of the Council, and in particular Social Services, Health and Housing, by contractors, consultants, agents and third parties a survey was undertaken of a sample of providers of social care.

A telephone questionnaire was undertaken with a snapshot of 12 providers of residential care and 5 providers of domiciliary care.

Survey Results

Generally the results were positive; 89% of the providers approached employed Welsh speaking staff, which is an increase on last year. They actively converse directly with Welsh speaking residents, which 78% of the homes/care agencies currently work with; and providers continue to recognise the importance of this. 1 home which does not currently have Welsh speaking staff, does offer bi-lingual literature.

The production of bilingual information/leaflets remains low but higher than last year, with 50% responding to having this in place. Unusually and in contrast to this only 17% had bilingual place signs.

It is recognised that generally, further work is required to educate, support and advise providers in relation to the responsibilities and expectations placed on them with regard to Welsh language. Officers will need to be sensitive to market needs and provide guidance on how best to approach this, including the sharing of best practice.

Officers within the Directorate have produced an action plan to address the strategic framework for Welsh Language in Health, Social Services and Social Care, 'More Than Just Words'. Work will progress during 2015-16 to develop the profile of Welsh language and adopt services to meet need.

Grants and Funding

As a result of the review of funding to third sector organisations in Neath Port Talbot a revised Grant Funding Scheme is being developed to ensure we have a more robust system around the provision of grants to the third sector.

One of the aims of the Scheme is to foster genuine partnership working between the Council and the Third Sector to promote the wellbeing of local people and communities.

3. Welsh Language Frontline Services and Linguistic Skills

Staff Awareness

We continue to raise awareness amongst staff of the requirements of our Scheme as well as the potential requirements of the Welsh Language Standards. Activities have included articles on the Welsh language have in our internal newsletter 'In the Loop', publicity of the 'How to...' guides which includes sections on producing bilingual publications as well as being an agenda item at individual service team meetings, senior management and Cabinet Board meetings

We are continuing our work to update and translate our website. Services have been working to ensure that their webpages are relevant, up to date and translated into Welsh and we now have approximately 1800 live webpages of which 62% are translated.

This work has also provided an opportunity not only for officers to be reminded of the requirements of our Scheme but also to have more awareness of the Welsh language in general.

Frontline Services

Guidance for the designation of posts is available on the Intranet, to assist in the process of designating posts as 'Welsh essential' or 'Welsh desirable' in accordance with the Scheme. Due to the financial challenges faced by the Council there are a limited number of posts advertised and the majority of these are only being advertised internally.

WLI 2: Number and Percentage of main reception, call centres or one stop shop posts that have been denoted as 'Welsh essential' and have been filled by staff who are bilingual

Number of Staff FTE	21
Number of Welsh Speaking Staff	4
Percentage of Staff	19
No. of Posts Designated Welsh – No Requirement/Desirable/Essential	3 Essential 18 Desirable

The number of Welsh speakers in the service has recently decreased with the overall numbers of staff working within Customer Services also reducing and continuing to reduce over the next 2 years to meet the savings identified in the forward financial plan. The ability to fill posts with Welsh speakers is affected with no external advertising of vacancies due to internal staff redeployment requirements to avoid compulsory redundancies.

The introduction of Skype services at Pontardawe will help overcome this, providing customers with remote interview facilities with Welsh speaking staff when required.

Customer Services staff work across three different locations (two face to face and one telephone based) to provide a first point of contact enquiry service for the Council during Council opening times. Since 1st April 2015 there are 2 bilingual staff whose first language is Welsh and 2 bilingual staff who can converse competently in Welsh to deal with first point of contact enquiries. Any further training needs for Welsh language delivery would be fully supported by the service managers.

There is a dedicated Welsh language line for the Council's switchboard provision for first point of contact queries which should be published alongside the English line contact details on general Council correspondence and on the Council's website.

As significant numbers of staff have left the Council there is a likely impact on the overall numbers of staff available to deal with customer enquiries in Welsh; this will feature in the considerations over the implementation of the new Standards.

Welsh Language Training

WLI 4 (a): The number of staff who have received training in Welsh to a specific qualification level.

The Council can access five levels of Welsh language courses for its employees, provided by Swansea University Welsh for Adults Centre.

There is currently 1 employee undertaking training at Intermediate Level (Year 6). Numbers enrolling for courses have dropped in recent years however we are currently exploring new opportunities for learning the Welsh language. One such opportunity is collaboration with Unison to provide a tailored course for staff working in social care. The course is based on an entry level syllabus and will run 2 hours per week, over 12 weeks. The course aims to give linguistic skills and enable learners to understand and converse with others at a level to allow daily conversation.

WLI 4 (b): The number of staff who have received language awareness training.

Service	2013/2014 No. Employees
Chief Executive's	3
Education, Leisure & Lifelong Learning	4
Environment	0
Finance & Corporate Services	2
Social Services, Health & Housing	29
Other	37
Total	75

The above figures are representative of the following training sessions:

- Understanding Cultural Diversity in a Welsh Context
- Welsh Language Awareness for Social Work Students
- Customer Care and Telephone Skills

Customer Care and Telephone Skills

The Council runs a Customer Care and Telephone Skills Course, which is a one day training course that is open to all employees. The course defines customer care, looks at the consequences of good and poor service and helps participants to develop communication skills. Part of the course also raises awareness about the requirements of the Welsh Language Scheme and meeting the Communicating with the Welsh Speaking Public objectives.

Social Work Degree

Social Work students seconded and hosted by the Council receive "Welsh Language Awareness in Neath Port Talbot" training. The course raises awareness of the use of the Welsh language across the geographical areas of Neath Port Talbot based on the latest census information and looks at the equal opportunities that staff working in social care should provide to users accessing services.

Practice assessors and facilitators of social work students receive training on 'Cultural Diversity within a Welsh Context'. The course supports assessors and facilitators with the applying knowledge and context to support students through their learning and application to practice in accordance with National Occupational Standards for Social Work and Code of Practice for Social Care Workers.

Welsh language, culture and its context is an integral part of the degree course in Wales and Welsh context and practice must be sufficiently evidenced throughout the course. We have practice learning opportunities that can be offered through the medium of Welsh with practice assessors able to complete the assessment process in Welsh.

Practice and Consolidation Programme

As part of social workers First Year in Practice Programme newly qualified social workers are asked to reflect on their experience of working in Neath Port Talbot. This includes considering Welsh context in Neath Port Talbot and how they apply policy and procedure. This allows the opportunity for reflection especially for those newly qualified social workers who have not studied in this area or who studied in England.

Newly qualified social workers entering their 2nd year of practice are required to undertake a consolidation programme. Neath Port Talbot CBC is part of the 'Porth Agored' partnership. The Porth Agored partnership is responsible for the writing, development and implementation of the consolidation programme and work in conjunction with University of South Wales, Trinity Saint David.

This programme can be undertaken in both Welsh and English and the partnership has sufficient resources to offer this. In addition a section of the required portfolio is 'Characteristics and needs of Wales, its languages, culture, geography and institutions'. Candidates are required to compose a timeline to show the historical context of the Welsh language including legislation and policy and are asked to reflect on the timeline with examples from their social work practice.

Multi-Agency and Foster Carer Training

Welsh language awareness is included where possible on any multi-agency and assessment training. Case studies used are set in a context of Welsh language and emphasise the need for its use in particular with vulnerable adults and children whose first language is Welsh; the need to provide services to gain an accurate reflection or assessment; where the service is requested through the medium of Welsh e.g. children whose first language is Welsh or service users with dementia.

Foster carers providing placements for Welsh speaking children and young people are supported to attend local Welsh classes. All carers are sign posted to online courses through the “learn at home” section of the Foster Carers Training Programme.

Children’s Services Staff Training

A case study used on ‘Working together to safeguard children’ focuses on a young child whose first language is Welsh. The purpose of this is to highlight the need for staff to consider bilingual provision when interviewing children in particular. This is reinforced further on core skills training including ‘Court Skills’ where further case studies require staff to consider bilingual provision in order to ascertain the wishes and feelings of the child in care proceedings in the family court.

Health and Social Care Diploma

All candidates enrolled to complete Health and Social Care Diploma (Level 3-5) must complete the mandatory unit ‘Promote equality and inclusion in health, social care or children’s and young people’s settings’. They are encouraged to consider Welsh language, context and to provide evidence as part of their portfolios. Through standardisation internal assessors working in Neath Port Talbot will focus on ensuring that the need to consider services for citizens through Welsh is explored as part of the assessment process.

Further key areas to note and training implications:

The Neath Port Talbot CBC Training and Development Team is a registered centre with Agored – the Welsh awarding organisation committed to promoting the Welsh language by encouraging the assessment of learning through the medium of Welsh.

All learners entering onto a programme of learning or undertaking a qualification are asked to complete an equalities questionnaire which ensures learners are offered their preferred choice of learning environment and studying through medium of Welsh.

Employees requesting a Dyslexia Workplace Needs Assessment are asked their first language choice. English medium assessments are undertaken internally and there is currently no provision to undertake Welsh medium assessments. Employees who require a Welsh medium assessment will be referred to Dyslexia Cymru.

Course evaluations are bilingual and the Training Department welcome feedback in both Welsh and English.

One of the challenges to delivering dementia services in Wales is the need to be able to provide a Welsh language service, in particular to support communication as dementia progresses. A direct link to this work has also been made to **More than just words**. Many people with dementia will often revert to their first language and it is essential that they can be understood and reassured by a carer who can converse in their first language and positively impacts on providing person centred services in an individual’s first language.

'They all speak English anyway' – through this Welsh Language Awareness Training Resource we are continuing to reinforce the importance of the Welsh Language.

Section 14 of the Social Services and Well-being (Wales) Act 2014 makes provision for the Welsh language by imposing requirements on local authorities to provide the required range and level of services and assessment through the medium of Welsh. As such one of our key priorities for 2015-16 is the improved provision of Welsh Language training opportunities in order to strengthen Welsh language services in Neath Port Talbot.

The National Outcomes Framework will help track locally and nationally, progress towards the transformation of care and support services and measure how that care and support is helping people achieve well-being outcomes. Quality standards and performance measures will require us to report on whether people receive services through the Welsh language if they need it and the percentage of people who use the Welsh language to communicate with health or social care staff.

A Performance Measurement Framework will underpin the National Outcomes Framework. Reporting against the performance measurement framework will be integral to an annual report, provision of which is included in the Social Services Regulation and Inspection Bill. The outcome of these is likely to impact on the provision and availability of Welsh language training in Neath Port Talbot.

Linguistic Skills

Applicants are asked to complete an equalities questionnaire as part of the recruitment process and the information is recorded on Vision, the Council's personnel and payroll system, on appointment.

The following information has been collated for all services using the Vision System. The tables below summarise the percentage and number of staff who are Welsh speakers and learners split via service and grade.

As stated above the data currently held is recorded on appointment.

WLI 5: The number and percentage of staff within the Council's services who are able to speak Welsh (excluding school teachers and school based staff)

Number and percentage of staff within the Council's Service who are Welsh speakers according to service division

DIVISION	Grade 1		Grade2		Grade3		Grade 4		Grade 5		Grade 6		Grade 7		Grade 8		Grade 9		Grade 10		Grade 11		Grade 12		Grade 13			
	No	%	No	%	No	%	no	%	no	%	no	%	no	%	no	%	no	%	no	%	no	%	no	%	no	%	no	%
BUSINESS STRATEGY AND PUBLIC	-	-	2	40	4	5	5	22	3	11	0	0	7	15	0	0	3	15	0	0	0	0	0	0	0	0	0	0
CHILDREN AND YOUNG PEOPLE SERVICES	0	0	0	0	1	14	2	11	4	10	7	10	2	13	1	4	5	9	5	10	4	27	1	100	0	0	0	0
COMMUNITY CARE AND COMMISSIONING SERVICES	0	0	3	23	1	3	36	11	22	11	3	12	2	17	2	9	4	4	2	14	0	0	0	0	0	0	0	0
CORPORATE STRATEGY AND DEMOCRATIC SERVICES	-	-	-	-	0	0	0	0	3	14	0	0	2	25	2	11	0	0	0	0	0	0	1	50	-	-	-	-
ENGINEERING AND TRANSPORT SERVICES	-	-	1	2	3	8	0	0	2	10	2	13	2	11	0	0	0	0	1	13	1	20	0	0	0	0	0	0
FINANCIAL SERVICES	-	-	-	-	1	7	0	0	7	9	1	4	1	4	0	0	0	0	0	0	2	17	0	0	0	0	0	0
HUMAN RESOURCES	1	100	-	-	1	100	1	33	5	22	0	0	0	0	4	14	0	0	0	0	0	0	0	0	0	0	0	0
ICT	0	0	-	-	0	0	0	0	0	0	2	15	0	0	1	5	1	5	0	0	0	0	0	0	0	0	0	0
LEGAL	0	0	0	0	2	9	0	0	1	5	0	0	0	0	-	-	0	0	1	10	1	17	1	33	0	0	0	0
PARTICIPATION	0	0	0	0	3	5	2	10	3	7	1	3	6	19	1	25	0	0	0	0	-	-	-	-	-	-	-	-
PLANNING	-	-	-	-	0	0	0	0	0	0	1	14	2	50	2	13	1	9	-	-	1	20	-	-	0	0	0	0
PROPERTY AND REGENERATION	7	10	0	0	0	0	0	0	0	0	2	19	1	17	1	5	0	0	1	14	0	0	1	100	0	0	0	0
SOUTH WALES TRUNK ROAD AGENCY	-	-	-	-	2	17	0	0	1	8	1	13	1	3	3	20	0	0	2	25	0	0	0	0	0	0	0	0
STREETCARE SERVICES	-	-	10	13	11	7	3	5	15	10	3	9	7	20	4	40	0	0	1	33	0	0	0	0	1	50	0	0
TRANSFORMATION	0	0	11	19	9	9	3	13	4	8	2	7	5	19	2	9	2	12	0	0	1	25	0	0	0	0	0	0
WESTERN BAY	-	-	-	-	0	0	-	-	2	17	0	0	-	-	0	0	0	0	0	0	-	-	0	0	-	-	-	-

Number and percentage of staff within the Council's Service who are Welsh learners according to service division and grades of posts

DIVISION	Grade 1		Grade2		Grade3		Grade 4		Grade 5		Grade 6		Grade 7		Grade 8		Grade 9		Grade 10		Grade 11		Grade 12		Grade 13	
	No	%	No	%	No	%	no	%	no	%	no	%	no	%	no	%	no	%	no	%	no	%	no	%	no	%
BUSINESS STRATEGY AND PUBLIC	-	-	0	0	12	16	1	4	7	25	2	9	5	44	0	0	3	15	1	13	1	14	1	50	0	0
CHILDREN AND YOUNG PEOPLE SERVICES	1	7	0	0	1	14	3	17	3	8	12	17	3	20	2	7	3	5	6	12	2	14	0	0	2	33
COMMUNITY CARE AND COMMISSIONING SERVICES	-	-	-	-	1	3	20	6	16	8	6	23	0	0	3	14	10	17	4	31	1	17	0	0	1	25
CORPORATE STRATEGY AND DEMOCRATIC SERVICES	-	-	-	-	0	0	0	0	2	9	1	25	1	13	3	17	2	33	0	0	0	0	1	100	-	-
ENGINEERING AND TRANSPORT SERVICES	-	-	1	2	1	3	1	8	4	19	2	13	4	21	1	14	0	0	0	0	0	0	1	33	0	0
FINANCIAL SERVICES	-	-	-	-	1	7	1	13	3	4	2	8	3	13	1	25	0	0	0	0	1	8	0	0	0	0
HUMAN RESOURCES	0	0	-	-	0	0	-	-	0	0	0	0	2	22	1	4	0	0	0	0	0	0	0	0	1	50
ICT	0	0	-	-	0	0	0	0	4	19	0	1	17	1	1	5	3	16	1	14	1	25	0	0	0	0
LEGAL	0	0	1	25	0	0	0	0	1	5	0	0	0	0	-	-	2	17	2	20	0	0	1	33	0	0
PARTICIPATION	-	-	-	-	8	14	2	10	6	14	3	8	6	19	0	0	1	17	0	0	-	-	-	-	-	-
PLANNING	-	-	-	-	0	0	1	25	0	0	1	14	0	0	1	7	1	9	-	-	0	0	-	-	1	50
PROPERTY AND REGENERATION	0	0	0	0	1	8	0	0	0	0	2	25	1	14	3	14	1	10	1	14	0	0	0	0	0	0
SOUTH WALES TRUNK ROAD AGENCY	-	-	-	-	0	0	0	0	0	0	0	0	4	13	3	20	0	0	0	0	0	0	1	100	0	0
STREETCARE SERVICES	-	-	2	3	8	5	2	3	9	6	3	9	6	17	1	10	1	11	1	33	0	0	2	100	0	0
TRANSFORMATION	0	0	6	11	11	11	3	13	2	4	4	13	3	12	3	14	4	24	1	14	0	0	1	33	1	50
WESTERN BAY	-	-	-	-	0	0	-	-	3	27	0	0	-	-	0	0	1	8	1	50	-	-	1	100	-	-

Youth Services

As reported on for the last 2 years changes to funding have once again impacted on the breadth of activity the Youth Service has been able to provide to promote Welsh language and culture during 2014/15.

External grant funding was used to support Welsh language and culture this year with staff awareness sessions in clubs and training in art and craft which was then cascaded to young people in youth settings and come targeted groups. Examples of the work include

- Studying the work of Welsh Artist David Carpinini; artwork inspired by the landscape and the village of Blaengwynfi.
- Producing collages of the Welsh Flag
- Looking at the traditions and story associated with St Dwynwen.
- Card and gift making to celebrate St Dwynwen's Day
- Raising awareness of St David's Day by creating Welsh flags, daffodils and leeks with a range of different art and craft resources. S
- Within the Autistic Youth Club 17 Young People made Christmas, St Dwynwen's Day and Easter Cards as well as Easter Wreaths with the message of Pasg Hapus. Ball games have also been used in the youth club to encourage the use of Welsh Language where the young people are learning the days of the week, months of the year and numbers
- Sessions with the Traveller Education Unit included making bilingual cards for Christmas, St Dwynwen's Day and Easter, wreath making for St Dwynwen's Day with the words 'Cariad' or 'Cwtch' and for St David's Day they made daffodil brooches and bookmarks illustrated with the Welsh flag.

Some crafts projects undertaken by the young people have been Agored Cymru accredited. The Welsh Culture Agored Cymru unit has been offered to 15 youth clubs and a number of young people took part in a range of activities. The unit specifically at Welsh culture events, symbols associated with Wales, sporting, musical and literary traditions associated with Wales, Welsh myths and legends, Welsh language and Welsh performers. Five young people have completed the unit and are awaiting moderation. These sessions have increased the young people's knowledge of the traditions and customs of Wales along with building on, literacy, communication and teamwork skills.

Providing opportunities for young people to experience activities and places for the first time have been part of the work of the service throughout the year. One opportunity was a visit to the Millennium Stadium to watch the Wales v Fiji Autumn International. It was an opportunity to be patriotic, be proud of being Welsh and experience a successful sporting win.

The use of Welsh has been encouraged and supported in the youth clubs; particularly Cwmlynfell, Crynant and Seven Sisters. This helps reinforce the Welsh language for those who are fluent, provides opportunities for staff and young people who are already learning and encourages others to start. The mobile youth provision, the Rolling Zone, in Ystalyfera between April and November 2014, provided a range of activities delivered through the medium of Welsh.

The Youth Service has been working with other services and organisations to provide specific pieces of work for young people and the wider community. These include:

- Producing Welsh language sex relationship education packs for key stages 2 and 3 for all schools.
- Youth workers also provided support to run bilingual sex relationship education sessions in YG Ystalyfera
- Communities First youth workers and staff and young people from Glynorrwg youth club worked with the local community with the aim of having a war memorial erected in their community. A great deal of research was carried out within the community and with other organisations and although unfortunately the project didn't come to fruition learning about the role Wales played in both World Wars was a rewarding experience for all.
- The Communities First youth work team supported a young person last summer to revise for her Welsh GCSE.
- Working with the Youth Council a candidate pack for their upcoming elections has been translated into Welsh.

Childcare

We are continuing to work with all childcare settings to increase the amount of Welsh language used. Mudiad Meithrin (the organisation that supports Welsh medium settings) have recently changed their organisations structure and now have a language support officer for each region, so this should improve the quality of the language used in Cylchoedd Meithrin.

Currently there are 9 registered Cylchoedd Meithrin in the area, along with approximately 10 parent and toddler groups that are classed as bilingual - Cylchoedd Ti a Fi.

The location of bilingual provision is mainly focused in areas with a significant population who use the Welsh language; the Amman, Upper Swansea and Dulais valleys.

4. Standard of Welsh Language Services

WLI 6 Number of complaints received in relation to the operation of the Language Scheme and the percentage dealt with in accordance with the Council's corporate standards

No complaints in relation to the Welsh language were received during 2014-15.

5. Analysing Performance and Publishing Information

Scrutiny arrangements for the Annual Monitoring Report and Corporate Action Plan remain the same as in previous years, with the report being published on the Council's website.

A summary of progress is highlighted in the following Corporate Action Plan.

Those actions that were identified as completed in last year's report have been removed and so the numbered actions in the following action plan will not be sequential.

As the Welsh Language Standards will require a different approach to both delivery and monitoring arrangements it is considered appropriate that outstanding actions from the current action plan are reconsidered as part of the ongoing work following the introduction of the Standards

Summary of successes in 2014-15

- We have made significant progress to determine the relevance and appropriateness of the information contained on the website as well as existence of equivalent Welsh web pages.

Priorities for 2015-16

- Improve monitoring and compliance of the Council's website, which remains a priority action in the 2013/2016 action plan.
- Implementation of the Welsh Language Standards
- Consider linguistic skills as part of the 'More Than Just Words' Strategy/Action Plan

6. Welsh Language Standards

The introduction of the Standards in autumn 2015 will provide a new framework for the council in taking forward its commitment to the Welsh language. However, should the Standards be applied in full it will create additional financial and human resource pressures at a time of enduring austerity. It will be an unreasonable and disproportionate use of our limited resources to fully implement the Standards and the Council will therefore need to work with the Welsh Language Commissioner to agree a course of action that is appropriate and relevant, given the anticipated further cuts in local government budgets.

7. Corporate Action Plan

Action No.	Action	Target Date	Action Completed	Comment
MAINSTREAMING				
1e	Consider the development of an Equality Impact Assessment template/guidance for collaborative projects in South and South West Wales Region	2013/15		<p>The South West Wales Regional Equality Group provided recommendations to the Heads of Policy All Wales Group on a template for use on collaborative projects.</p> <p>Progress on this matter is dependent on the response from the Heads of Policy All Wales Group.</p> <p>However, with the demise of the Equalities Unit in the WLGA there may be limited support for this work should it go forward.</p>
DEALING WITH OTHER ORGANISATIONS AND PROCUREMENT				
2	Social Services, Health and Housing to undertake exercises to meet the Welsh Language Commission's best practice guidance as detailed in "Contracting out Public Service Contracts and the Welsh Language".	2013/14		<p>The Social Care Health and Housing Department has undertaken a survey with a sample of external providers on their Welsh language provision.</p> <p>This survey will continue each year on a sample of different providers until all have been surveyed.</p> <p>This work is ongoing</p>

KEY

Yes	In Part	No

Action No.	Action	Target Date	Action Completed	Comment
FRONTLINE SERVICES AND LINGUISTIC SKILLS				
2a	Ensure that reference to and inclusion of equalities and the Welsh language is taken into account when procuring services, including the work on the Programme for Improving Corporate Systems (PICS)	2013/14		Reference to and inclusion of equalities and the Welsh language are included in tender documentation.
3	To consider the Welsh Language Commission's guidance on the "Assessment of Linguistic Skills" as part of the Council's recruitment process.	2014/15		With the current general moratorium on external recruitment this work has been interrupted. This will be considered in light of the new Welsh Language Standards
3a	Update 'A Guide to the Designation of Posts' in light of the advice document 'Recruitment: Welsh Language Considerations'	2014/15		The current general moratorium on external recruitment makes work to increase linguistic capability in our workforce very difficult and has delayed work in relation to this action. This will be considered in light of the new Welsh Language Standards

Action No.	Action	Target Date	Action Completed	Comment
3b	Social Services to consider language and recruitment as part of the 'More than Just Words' Strategy and Action Plan	2013/15		<p>'Welsh Language Awareness in Neath Port Talbot' continues to be a core element of the Social Work Degree Course. This includes raising language awareness and looks at the equal opportunities that staff working in social care should provide to those accessing services.</p> <p>As part of the 'More than Just Words' action plan work is continuing to marry together geographic, service user and staff language profiles.</p> <p>This remains challenging particularly in light of personnel and organisational changes throughout the directorate.</p>

Action No.	Action	Target Date	Action Completed	Comment
4	Develop language awareness opportunities.	2014/15		This will be considered in light of the new Welsh Language Standards
4a	Include Welsh language as an item in the Equalities Conference	2014/15		<p>The Conference was held in September 2014 and was attended by Elected members and Officers of the council.</p> <p>The focus of the conference was why and how to engage with various equality groups and the importance of engagement when undertaking Equality Impact Assessments.</p> <p>It was also hoped to provide an update on the Welsh Language Standards but this was not possible due to the limited information that was available at this time.</p> <p>However, there have been other opportunities such as articles in the Loop, team briefings, briefings to the Heads of Service Equality and Community Cohesion Group and Corporate Management Group as well as updates to Elected Members.</p>

Action No.	Action	Target Date	Action Completed	Comment
4b	Identify further relevant training opportunities to incorporate language awareness	2013/15		This will be considered in light of the new Welsh Language Standards
5	Welsh language to be considered at a future Children and Young People's Partnership Management Group meeting	2014/15		We are continuing to work with all childcare settings to increase the amount of Welsh language used and the presence of a Mudiad Meithrin language support officer in Neath Port Talbot officer will help improve the quality of the language used
STANDARDS OF WELSH LANGUAGE SERVICES				
6	Monitor and improve website compliance with the Scheme.	2014/15		Significant progress has been made during 2014-15 on updating revising and translating our website. A small team has been established to support service areas on updating their information as well as ensuring that it is translated and available on the appropriate Welsh web pages.
6a	Update, revise and translate home page	2014/15		
6b	Identify most accessed areas	2014/15		
6c	Revise and translate most accessed areas	2014/15		

Action No.	Action	Target Date	Action Completed	Comment
6d	Update the website with new bilingual 'self-service' applications: <ul style="list-style-type: none"> • Bulk Collections • Pest Control • Pot Holes • Refuse and Recycling Equipment • Street Lighting 	2014/15		<p>As the problems with the form request, appointments and payment area of the webpage are linked to back office systems software the translation of these areas has not been able to be resolved.</p> <p>The cost to update the software along with the limited number of staff available with the relevant language skills will greatly impact on our ability to offer these services completing bilingually.</p> <p>However, this will be considered in light of the new Welsh Language Standards</p>
6e	Develop an Online Strategy ensuring that new and current content is bilingual with a target of a fully bilingual website	2014/16		The development of the Digital by Choice policy will address this.

Action No.	Action	Target Date	Action Completed	Comment
PUTTING THE SCHEME INTO PRACTICE AND MONITORING PROGRESS				
8	Continue to promote and develop the network of employees who are Welsh speakers and learners.	2014/15		Unfortunately we have not been able to progress this work during 2014/5 due to the continuing high number of changes in personnel. This will be considered in light of the new Welsh Language Standards.
8a	Review the Network in light of recent personnel changes	2014/15		Personnel changes continued during 2014/15. The work to progress this action has been delayed due to the reasons set out in 8 above. This will be considered in light of the new Welsh Language Standards.
8d	Develop an editorial policy, to clarify certain issues, to be read in conjunction with the current Welsh Language Scheme	2013/14		We have considered it a better use of resources to delay this work and develop guidance for use in conjunction with the Standards.

Action No.	Action	Target Date	Action Completed	Comment
PUTTING THE SCHEME INTO PRACTICE AND MONITORING PROGRESS (Cont)				
8e	Identify opportunities to promote and develop the network, e.g. equalities conference	2013/14		The Equalities Conference was held in September 2015. This will continue to be considered in light of the new Welsh Language Standards.
8f	Review the Welsh Language Scheme Employee Guidance	2014/15		This will be considered in light of the new Welsh Language Standards
8g	Revise the Welsh Language Employee Guidance in line with New Standards	2015/16		Await the Standards and produce appropriate documentation
IMPLEMENTATION ACTION PLANS AND TIMETABLE				
9	Implement the Welsh Language Commission's final version of the Standards, once published.	2014/15		Await the Standards and produce appropriate documentation.
9a	Review Single Integrated Plan following publication of the Standards	2014/15		Await the Standards and produce appropriate documentation

