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Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr

Bridgend County Borough Council



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Cyfarwyddiaeth y Prif Weithredwr / Chief Executive's Directorate

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Gofynnwch am / Ask for: Democratic Services

Ein cyf / Our ref:

Eich cyf / Your ref:

Dyddiad/Date: Friday, 27 November 2020

Dear Councillor,

CABINET COMMITTEE EQUALITIES

A meeting of the Cabinet Committee Equalities will be held remotely via Skype for Business on
Thursday, 3 December 2020 at 10:00.

AGENDA

1. Apologies for Absence
To receive apologies for absence from Members.
2. Declarations of Interest
To receive declarations of personal and prejudicial interest (if any) from Members/Officers in accordance with the provisions of the Members' Code of Conduct adopted by Council from 1 September 2008.
3. Approval of Minutes 3 - 12
To receive for approval the Minutes of 07/10/2020
4. Annual Report on Community Cohesion 13 - 30
5. Annual update on progress made with meeting the objectives within the Welsh Language Standards Five Year Strategy 31 - 96
6. The impact of COVID-19 and lockdown on people with caring responsibilities 97 - 106
7. Annual report on the work of Bridgend Community Cohesion and Equality Forum 107 - 110
8. Update report on implementation of Welsh Language Standards 111 - 114
9. Use of the name of Picton in Street Names and Buildings throughout the Bridgend County Borough 115 - 118
10. Urgent Items

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To consider any other item(s) of business in respect of which notice has been given in accordance with Rule 4 of the Council Procedure Rules and which the person presiding at the meeting is of the opinion should by reason of special circumstances be transacted at the meeting as a matter of urgency.

Note: Please note: Due to the current requirement for social distancing this meeting will not be held at its usual location. This will be a virtual meeting and Members and Officers will be attending remotely. The meeting will be recorded for subsequent transmission via the Council's internet site which will be available as soon as practicable after the meeting. If you have any queries regarding this, please contact cabinet_committee@bridgend.gov.uk or tel. 01656 643147 / 643148.

Yours faithfully

K Watson

Chief Officer, Legal, HR & Regulatory Services

Councillors:

SE Baldwin
TH Beedle
NA Burnett
HJ David
SK Dendy
J Gebbie

Councillors

DG Howells
JE Lewis
D Patel
JC Radcliffe
KL Rowlands
CE Smith

Councillors

E Venables
SR Vidal
HM Williams
RE Young

Present

Councillor D Patel – Chairperson

SE Baldwin	TH Beedle	NA Burnett	HJ David
SK Dendy	J Gebbie	DG Howells	JE Lewis
JC Radcliffe	CE Smith	E Venables	SR Vidal
HM Williams	RE Young		

Officers:

Debra Beeke	HR & OD Manager
Nicola Bunston	Consultation Engagement and Equalities Manager
Jackie Davies	Head of Adult Social Care
Julie Ellams	Democratic Services Officer - Committees
Mark Galvin	Senior Democratic Services Officer - Committees
Andrew Thomas	Group Manager Sports & Physical Activity

75. DECLARATIONS OF INTEREST

Councillor N Burnett declared a personal interest in agenda item 6, due to the fact that her parents lived Picton Gardens, Bridgend.

76. APPROVAL OF MINUTES

RESOLVED: That the Minutes of a meeting of the Cabinet Committee Equalities dated the 24 August 2020, be approved as a true and accurate record.

77. ANNUAL REPORT ON EQUALITY IN THE WORKFORCE (2019/20)

The Group Manager – HR and Organisational Development, presented a report, the purpose of which, was to provide Cabinet Committee Equalities, with a summary of the equality profile of the Council's workforce as at 31 March 2020 and information about the requirement for Welsh language skills for vacant posts.

She confirmed that, the provision of relevant and accurate workforce information enables the Council to meet its statutory duties and obligations in relation to the Equality Act 2010, the Public Sector Equality Duty and the Welsh Language Standards.

The Group Manager – HR and Organisational Development advised that, Appendix 1 to the report, provided an equality profile of the Council's workforce as at 31 March 2020, with comparative data from previous years.

There was full data set available on gender and age, however, it was not mandatory for employees to disclose their sensitive personal information for equality monitoring purposes. She added, that work was ongoing and planned to encourage employees to provide and/or update such details, notwithstanding the fact that this was given voluntary by employees (and was not something that was obligatory.)

Referring to the report's Appendix, the Group Manager – HR and Organisational Development advised that BCBC had a larger proportion of female employees when compared to other local authorities, although this could not strictly be compared on a like for like basis, given that different authorities outsourced different sized services.

She confirmed that there were more people over 60 working within the authority and this had been the trend for the last 3 years. This was also consistent with other local authorities.

Data also confirmed that there had been an increase in residents of an ethnic minority within the BCB, of around 1.9% within the last few years.

In 2020, there had been a slight decrease in the percentage of workforce who had declared carer responsibilities. Although interestingly, 20% of staff who had responded to the survey (equating to 350 employees, had indicated that they had some level of caring responsibilities.

In terms of some queries raised at the last Committee regarding the Council's recruitment processes and the need for the successful candidate to be a Welsh speaker for any particular post, the Group Manager – HR and Organisational Development confirmed, that when a vacancy arises, managers must undertake an assessment of the Welsh language skills required by considering the duties and responsibilities of the individual post as well as that of the team. In relation to the post, the criteria covers, contact with the public and the expectation to be able to communicate in both English and Welsh, the extent of contact with Welsh speakers and the need to undertake internal administration in English and Welsh. From a team perspective whether another officer is available who can provide a Welsh language service.

In order to increase the number of Welsh speaking employees and improve the Welsh language service provided by the council, the current Policy on Using Welsh Language in the Workplace, sets out that all posts will be advertised with Welsh as desirable, unless the assessment identifies Welsh is essential.

She added, that these arrangements have been reviewed internally and recommendations are being developed. These will now be considered alongside the results of the Welsh Language Commissioner's 2019-20 monitoring work, which covered recruitment. The final outcomes of this may change the Council's current protocols in terms of recruiting Welsh speakers for certain posts, confirmed the Group Manager – HR and Organisational Development. One of the issues picked up by the Welsh Language Commissioner as part of their previous monitoring work within HR, was that BCBC needs to be more specific about what was required, when it advertises vacant posts and states in the job specification, that one of criteria for the position is that it would be desirable for applicants to speak Welsh. HR were presently therefore re-looking at this issue.

A Member referred to Point 5. in the Appendix to the report, where it referred that the sexual orientation of staff in terms of those who declared they were bi-sexual or lesbian etc, amounted to a total of 1.5% (ie of staff). This was below the 1.8% of staff of staff who confirmed they were of ethnic minority. He felt that a true reflection of this data could be higher than this percentage reflects and that due to this, more encouragement should be given to the Council's workforce to provide this information. This would allow for a more accurate reflection to be given in terms of the data of the Council overall, as opposed to calculating the percentage only of those providing the information.

The Group Manager – HR and Organisational Development confirmed that this would be looked at further, though she emphasised, that it was not mandatory for staff to provide such details.

A Member advised that whilst the Authority should encourage Welsh speakers as part of its recruitment process, it was difficult and possibly unreasonable, to have a workforce that could provide a Welsh language service in all of its service areas. He felt though that it was essential in some areas, for example, on main Reception areas at our buildings (as a first point of contact) and via any contact to the Authorities by telephone, ie to Customer Services/Contact Centres. Specifying the need for Welsh speakers in too many posts where this was strictly not essential, could also result in BCBC not recruiting the best person for that particular job, he added.

A Member felt that employees should also be encouraged to declare if they were a carer, particularly since the inception of the Covid-19 pandemic. This was essential he felt, as some of these individuals may require additional support from the Council.

The Leader concluded debate on this item, by advising that whilst the Authority could not apply pressure on its existing workforce to become Welsh speakers, there was a need where there was a demand or necessity for this, to recruit people who were able to converse in the medium of Welsh, in certain key posts within the Authority.

RESOLVED: That the Cabinet Committee noted the information contained in the report.

78. EQUALITIES WORK SUPPORTED BY WELLBEING SERVICE (INC. GIRLS NETWORK, DEMENTIA FRIENDLY SWIMMING AND OLYMPAGE GAMES)

The Head of Adult Social Care gave a brief introduction on the report, before passing onto the Group Manager – Prevention and Wellbeing, to expand upon this further.

The Group Manager – Prevention and Wellbeing, advised that the purpose of the report, was to provide information on the programmes of work of the prevention and wellbeing service and the related contribution to the BCBC strategic equalities plan.

He explained that the The Prevention and Wellbeing service had conducted an internal review of progress made during 2019-20 and collated the information in a format that can increase awareness of what is being achieved within the Directorate and broader Council, with a number of areas of this work being cross cutting.

A series of extracts from the larger report were included as appendices to the covering report, in order to further illustrate some of the work that has taken place during the year. There were 6 appendices providing examples of the work taking place within the service included as supporting information.

The Group Manager - Prevention and Wellbeing referred firstly, to the ‘Our Voice’ programme, which had been developed to capture the views of young people on wellbeing and to work in partnership with schools and communities to develop action plans.

He then referred to the “Girls Network.”

This was an initiative operating in partnership with six secondary schools with a focus on improving health and wellbeing. The groups conduct research and analyse needs prior to developing supportive opportunities, he explained. Further information with regard to this programme, could be found at Appendix 1 to the report. This service worked in

partnership with primary and secondary schools to use extra-curricular activity, to develop active and healthy lifestyles.

The Group Manager – Prevention and Wellbeing confirmed that there were other programmes that indicated a growing focus on looked after children and young carers also within the annual report. During the year, 19 school delegates were supported to attend a Teacher Disability Inclusive Training (DIT) course. The service supported schools, in order to develop their wellbeing plans. Further information on this, could be located at Appendix 2 to the report.

He then went on to refer to the Ageing Well Plan for Bridgend and the development of 'age friendly' communities and where there were appropriate intergenerational opportunities.

The Group Manager – Prevention and Wellbeing advised, that there is a growing focus on digital exclusion and those impacted. Work has commenced with Wales Cooperative Centre on developing a 'care to cooperate' programme that targets support for 200 vulnerable people and carers to build skills and connections. Aligned to this, the service was developing a "community information champions" programme with organisations and volunteers to support information sharing with those who are not digitally connected.

He then referred to developing dementia supportive communities, a strategic objective of the Ageing Well Plan for Wales and the 'Feel Good for Life' programme, that had been developed with certain key partners. Further details on this programme were outlined in Appendix 3 to the report.

The Group Manager – Prevention and Wellbeing stated that there has been a growth in social prescribing work using cultural activities with Awen that have supported older adults, young people with disabilities and carers. Examples would include the 'Same As' advocacy project with parent carers, the 'Off Duty' carers choir programme, 'Cultural Olympage' programmes focused on reminiscence and the 'creative at home' resources and digital communication platform 'Stronger Together Bridgend'. Further information on this, was provided at Appendix 4 of the report.

The Olympage programme was launched in Bridgend in 2017 to support older adults to have more socialisation opportunities and to live active and healthy lives. In 2019 the Prevention and Wellbeing service was successful in securing 400k of investment via the Healthy and Active Fund to develop a regional approach across the Healthy Board footprint, he added.

The subsequent 'Super Agers' programme had also been established across Bridgend, RCT and Merthyr. The programme has been identified as a Bevan exemplar. A review of the programme and approach will be required based on regulations during 2020/21. Further information regarding this, was detailed at Appendix 5 to the report.

The Group Manager – Prevention and Wellbeing then highlighted, that the approach of working with community owned networks goes beyond the Girls Network identified earlier in the report. During 2019-20 an additional network, Bridgend Inclusive Network Group (BING), had been co-produced and also 'Together for Young People in Bridgend' as a network for youth organisations.

The service leads on the play sufficiency duty for BCBC, including assessment and action planning for the range of statutory matters. An example of the play and activity pods project, was shown at Appendix 6 to the report.

A total of 7,670 visits were recorded to Active for Life programmes in Summer 2019, with inclusive opportunities and 309 children were engaged on what was important to them in their communities.

The Group Manager – Prevention and Wellbeing, concluded his submission by referring to the report's financial implications. He confirmed that, a large number of the programmes referenced in the report, were supported by external funding, including Welsh Government, Sport Wales, and Disability Sport Wales grants. The list of external funding during the period 2019/20 could be found at Appendix 7 of the report.

The Chairperson commended the report and the expansiveness of this, in terms of the health and wellbeing initiatives that were in place for a broad spectrum of people that was also broad ranging in terms of what was available for varying age groups, between both the young and the old. She also noted from the report, that the Council were learning from previous projects that had been put in place and using these as 'best practice' for new projects ongoing/proposed.

The Cabinet Member – Social Services and Early Help, advised that she was Consort to the Mayor, Councillor Baldwin, when she had the pleasure of attending last year's Olympage and Super Ages events and this had been a moving experience that reflected that individuals continue to have significant and life changing events, no matter how old (or young) you may be. The previous Mayor echoed these sentiments, adding that he too had thoroughly enjoyed the experience that the above events had given him, whilst he held the mayoral position.

As Chairperson of the Evergreen Hall, she received funding for leaflets that were forwarded to the older generation of the County Borough advising them of activities such as those mentioned in the report. She commended the intergenerational aspect of the work that was ongoing, as referenced to in the report, in order to forge closer connections between age generations.

A Member was pleased to see the diverse activities referred to in the report, where support avenues had been put in place for contrasting age groups, ranging from people with dementia to support for younger girls. He commended the support also that came from Community Co-ordinators and this was echoed by the Chairperson.

The Leader concluded debate on this item by also commending the varied amount of support that had been highlighted by other Committee Members, which he hoped could also be scaled up, particularly given the challenging times people in communities were facing, due to the ongoing pandemic.

RESOLVED: That the Cabinet Committee received, considered and noted the report.

79. USE OF THE NAME PICTON IN STREET NAMES AND BUILDINGS THROUGHOUT BRIDGEND COUNTY BOROUGH - UPDATE REPORT

The Chief Executive submitted a report, the purpose of which, was to provide Cabinet Committee Equalities with information on the use of the name Picton in street names and buildings across Bridgend County Borough.

An initial report was presented to Cabinet Committee Equalities on 24 August 2020 which recommended that further research be undertaken by a local historian. The report also recommended that Cabinet Committee Equalities await the outcome of the Welsh Government audit of Wales' historic monuments and statues, and the names of streets

and public buildings before further consideration is given to action needed within the county borough.

Paragraph 4.2 of the report, highlighted potential organisations who may be able to carry out further such research work, however, she was now able to update Members, that Past Lives Historical and Consultancy Services had been commissioned to do this work. In respect of this, a further outline report would be presented to the next scheduled meeting, with hopefully a more detailed outcome report then being presented before Committee at next March's meeting.

The Consultation, Engagement and Equalities Manager, reminded Members that the Welsh Government's audit into the use of the name Picton for streets and buildings as a separate piece of research work as was referred to in the report, was progressing.

Carmarthen County Borough Council were doing a similar piece of research work in respect of this matter and the Consultation, Engagement and Equalities Manager referred to paragraph 4.4 of the report, which gave an example of what they had asked members of the public with regard to the General Thomas Picton monument that was situated in that particular county borough.

A Member noted that there was a street name of Picton Court in Nottage, that had not been allocated through BCBC in consultation with the Post Office and the Porthcawl Town Council and this street was not included in the ongoing work. He added that this was a private Hafod Housing Association Development

The Chairperson advised that she had spoken to Hafod Housing, who had confirmed their intention to change this name.

The Cabinet Member – Communities acknowledged that whilst some place and street names within the County Borough were associated with General Picton and therefore connected to the slave trade, some were named after Richard Picton Turbeville from Ewenny Priory, who had been a Magistrate and who had also committed significantly to voluntary work and services in the local community. It was therefore important to differentiate what streets and buildings had been named after these two individuals.

RESOLVED: That the Cabinet Committee considered the update report and awaits research from a local historian and the outcome of the Welsh Government audit before further consideration be given to actions that may require to be taken within the BCB.

80. **EQUALITY IMPACT ASSESSMENTS - ANNUAL REVIEW 2019/2020**

The Consultation, Engagement and Equalities Manager presented a report, in order to provide members with an annual update on the council's requirement to undertake Equality Impact Assessments (EIAs), an overview of the council's approach to EIAs and an outline of EIAs undertaken in Bridgend County Borough Council (BCBC) service areas in 2019/20.

By way of background, she advised that the Equality Act 2010 sets out a general duty that, as a public body in Wales, BCBC is required to have due regard in its decision making processes (including financial decisions) to three factors:

- To eliminate unlawful discrimination, harassment and victimisation;
- To advance equality of opportunity, and;

- To foster good relations between people who share a protected characteristic and those who do not.

She explained that the EIA is a tool to assess whether new (or changes to existing) policies/services/functions, or the removal of services, could impact on different sectors of society in different ways. If the Council were creating a policy or making a major change to a service or function, through a report for example, to Cabinet, then an EIA should accompany the report, or if not then an EIA Screening should have been completed.

EIAs helped the council make better decisions, identify how services can be more accessible or improved and consider the nine protected characteristics as well as the impact on the Welsh language.

The Consultation, Engagement and Equalities Manager, added that the EIA toolkit will be revised in readiness for the implementation of the socio-economic duty in March 2021, to include guidance for officers on the socio-economic duty and when this needs to be considered.

The administration of the EIA processes will also be reviewed, and consideration given to an online assessment process to assist in the collation and publication of data. Currently full EIAs are linked to Cabinet reports and as such become public documents. All EIA screenings are retained by the service area.

In terms of training, the Consultation, Engagement and Equalities Manager confirmed that an e-learning module continued to be available for employees which provides an overview of EIAs, their role in improving services and a guide to conducting them. At the end of the module, staff have an opportunity to complete an EIA and compare this against an already completed version to assess how the module has assisted in terms of knowledge and understanding. The Consultation, Engagement and Equalities Manager, added that to date, 225 council employees had completed the EIA e-learning module.

She added that between February 2019 and March 2020, 8 full EIAs were undertaken and accompanied Cabinet reports and these, were listed in Appendix 1 to the report.

68 EIA screenings were undertaken during this period and these were listed in Appendix 2. These screenings were referenced in the relevant Cabinet report/s and indicated that the policy/ies being assessed could either be "screened out" or would require a full EIA to be undertaken. This had compared favourably to last year, when there had been 6 full EIA's conducted and 33 EIA screenings.

The Chairperson advised that she was pleased to note that EIA had developed on-line as part of e-learning and that the number of full EIA's and EIA Screenings were increasing compared to last year.

A Member noted that an Air Pollution Control report had recently been considered by Cabinet and with this impacting upon people with breathing problems, he was surprised to see that this report had not been accompanied by an EIA document.

He also asked of the employees in management positions who had taken up EIA training to date, what proportion of this was compared to the total number of management staff the training was made available to.

The Consultation, Engagement and Equalities Manager advised that she would take the above point up with Human Resources and provide an answer to the Member, outside of the meeting.

The year before last she confirmed that the training had been face to face with an external training organisation called Red Shiny Apple. This tranche of training had identified that 60 – 65 Managers should have signed up for the training and 56 of these actually attended, so this was quite a high percentage overall.

In terms of the Air Quality Management report that had recently been considered by Cabinet, this had been an update report and due to this, had probably not necessitated it being accompanied by a full EIA.

RESOLVED: That the Cabinet Committee noted the progress made in the Council during 2019/2020 in the completion of Equality Impact Assessments, the progress made with training (e-learning and development of face to face training) and the review of the administration processes to support service areas.

81. **STRATEGIC EQUALITY PLAN ACTION PLAN REPORT (UPDATE ON WORK UNDERTAKEN BY DIRECTORATES IN THE LAST 12 MONTHS)**

The Consultation, Engagement and Equalities Manager gave a report, which provided Cabinet Committee Equalities with an update on progress made in delivering the Strategic Equality Plan (SEP) 2016 - 2020 during 2019/2020. This is the fourth and final annual review for this plan, she added.

She explained that, following public consultation the Council's SEP (2016-2020) was approved by Cabinet on 15 March 2016.

Further consultation with the public and local equality and diversity groups took place back during May and June 2016, in order to develop the action plan which would support achievement of the seven objectives in the SEP over the four year period. Key/ lead officers were consulted regarding the development of meaningful and achievable actions within their respective services. The final action plan was a live document and contained 47 actions. This was approved by Cabinet Committee Equalities in July 2016. The action plan was attached as a background document to the report (at appendix one).

The Consultation, Engagement and Equalities Manager reminded Members, that the Committee had received three updates on progress. Progress during 2016/17 was presented in the meeting in July 2017, progress during 2017/18 was presented in July 2018 and progress during 2018/19 was presented to Members in July 2019.

Referring to the present time, she referred Members to appendix 1 of the report, which detailed progress on the SEP action plan for 2019/2020 and key points regarding this were shown in bullet point format at paragraph 4.1 of the report, in respect of the areas of:

- Transportation;
- Fostering good relations and awareness training;
- Our role as an employer;
- Mental health;
- Children;
- Leisure, Arts and Culture, and
- Data initiatives

A Member confirmed he was pleased with the progress being made over the last four years in the Strategic Equality Plan and the proposals of its supporting Action Plan for the last/current year. During his term as Mayor up until very recently, he had been involved in his role in a number of engagements as was reflected in the action plan, in the support of Hate Crime and other Awareness Campaigns the Council had been involved in promoting as a local authority.

He noted the support for Syrian refugees within the last four years of the SEP, but stated that he felt that this should now be rolled-out and extended to all refugees.

The Consultation, Engagement and Equalities Manager confirmed that she recognised the need for this to be taken on-board.

In terms of e:learning including on important issues such as raising Hate Crime Awareness, she added that this was also looking to be increased together with the expansion of other e:learning modules and to give e:learning a higher profile, so that staff could be encouraged to become involved in this, with the longer term view possible, of this being built into staff performance reviews.

A Member added that he felt that the Council should advocate First Aiders in mental health wellbeing and awareness, particularly in light of the Covid outbreak, which had placed a lot of added pressure on Council employees, some of which had been adversely affected by this pressure emotionally speaking.

The Consultation, Engagement and Equalities Manager confirmed that she would take this point up with Human Resources and update Members of the outcome accordingly.

A Member referred to page 103 of the report and the development of a systems School Bullying SIMS model which though having been used in-house, this had not been mandated by schools. She asked why this had not yet been used in our schools.

The Consultation, Engagement and Equalities Manager advised that she would link in with the Education Department and feedback to the Member, outside of the meeting.

RESOLVED: That the Cabinet Committee received, considered and noted the report and its attached appendix.

82. URGENT ITEMS

None.

The meeting closed at 12:10

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BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CABINET COMMITTEE EQUALITIES

3 DECEMBER 2020

REPORT OF THE CORPORATE DIRECTOR CHIEF OFFICER FINANCE, PERFORMANCE AND CHANGE

ANNUAL REPORT ON COMMUNITY COHESION

1. Purpose of report

- 1.1 The purpose of this report is to provide an annual report on the work of the Welsh Government Funded Community Cohesion Officer and the community cohesion work of Bridgend Community Safety Partnership

2. Connection to corporate well-being objectives / other corporate priorities

- 2.1 This report assists in the achievement of the following corporate well-being objectives under the **Well-being of Future Generations (Wales) Act 2015**:-
1. **Supporting a successful sustainable economy** –. taking steps to make the county borough a great place to do business, for people to live, work, study and visit, and to ensure that our schools are focussed on raising the skills, qualifications and ambitions for all people in the county borough.
 2. **Helping people and communities to be more healthy and resilient** - taking steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services. Supporting individuals and communities to build resilience, and enable them to develop solutions to have active, healthy and independent lives.

3. Background

- 3.1 In December 2018 Welsh Government issued their 'intention to fund' email to all Regional Community Cohesion Co-coordinators in Wales. Welsh Government indicated that each region would be allocated £140,000 to:
- Identify and mitigate community tensions (hate crime, extremism, anxiety, anti-social behaviour) relating to Brexit;
 - Improve community cohesion communications;
 - Organise events/activities to promote social inclusion; and
 - Deliver non Brexit activities as outlined in the National Community Cohesion Plan (2019).
- 3.2 At that time Bridgend County Borough Council, (BCBC), Swansea Council and Neath Port Talbot County Borough Council made up the Western Bay Community Cohesion Region, led by a Regional Community Cohesion Co-coordinator based in Swansea Council.

- 3.3 To ensure BCBC could access the funding an application for £140,000 for the Western Bay Community Cohesion Region was submitted and accepted.
- 3.4 BCBC appointed a Community Cohesion Officer in September 2019. The post is funded until 31 March 2021

4. Current situation/proposal

- 4.1 The role of the Community Cohesion Officer (the officer) in Bridgend County is to:
- support the delivery of the Western Bay Community Cohesion Delivery Plan by working with the Regional Community Cohesion Coordinator to identify and mitigate community tensions;
 - work with local partners including South Wales Police to monitor community tensions and hot spots, and co-ordinate a multi-agency response to reduce tensions and / or undertake preventative work;
 - continue the community mapping exercise to better understand the impacts of Brexit on communities, through direct engagement with local residents and communities;
 - Undertake regular engagement with groups vulnerable to community tensions in relation to Brexit (European Union (EU) citizens, Black, Asian and Minority Ethnic (BAME) communities, and other protected characteristic groups), collating intelligence on tensions as they emerge; and
 - work with community based groups to support them in building their capacity through social integration initiatives and identification of grant funding opportunities.
- 4.1.1 The Community Cohesion Officer is based within the Bridgend Community Safety Partnership (CSP). Bridgend CSP is a sub board of Bridgend Public Services Board. The CSP brings together public, private and voluntary agencies to reduce crime, disorder and fear of crime. They do this by tackling the needs of both individuals and communities. More information on Bridgend CSP can be found <https://www.bridgend.gov.uk/my-council/community-safety-partnership/about-the-bridgend-community-safety-partnership/>
- 4.1.2 The Community Cohesion Officer works closely with Bridgend CSP partners to avoid duplication and ensure collaboration across all aspects of community safety and cohesion.
- 4.1.3 Events locally, nationally and globally have had a significant effect on community cohesion work in Bridgend County.
- 4.1.4 Although still low in numbers there has been a spike in reports of hate crime in Bridgend County during recent months. This increase has been reflected in most local authorities across Wales. Some of these additional incidents may be due to increased reporting following campaigns and the work done during hate crime weeks.
- 4.1.5 Chart 1 below illustrates hate crime figures for the period April to September 2020 with a comparison to the previous 2 years.

4.1.7 As well as Brexit other issues have contributed to community tensions. The restrictions associated with COVID-19 have presented problems, including disputes with neighbours and complaints over 'gatherings' and re-housing some homeless individuals.

4.1.8 The closure of facilities for children and young people has led to an increase in anti-social behavior in some areas, which in turn causes community tension.

4.2 Progress to date

4.2.1 The focus of the community cohesion officer has included work on the effects of Brexit, as well as the broader community cohesion agenda.

4.2.2 A key element of the Brexit work has included engaging with individuals and communities to ensure maximum uptake of the European Union Settlement Scheme (EUSS) including some of the examples below. More information on the EUSS can be found in **Appendix 1**.

4.2.3 A social media campaign promoting the EUSS and BCBC's Brexit page has been developed. This included sharing 43 Social media posts to promote the EUSS. The campaign generated 690 clicks through to the BCBC Brexit page. Residents can access a range of advice and support in various languages for their EUSS applications from a range of organisations

4.2.4 Over 90 frontline staff from a range of partner organisations have attended EUSS information and awareness raising sessions coordinated by the Community Cohesion officer.

4.2.5 Drop in sessions with Citizens Advice Bureau, Newfields Law and Settled have been held and EU nationals from Latvia, Lithuania, Poland, Greece, Romania, France and Italy have received one to one support with their EUSS applications.

4.2.6 Translated information on Covid-19 and social distancing along with community support from BAVO has been shared via Bridgend Health & Wellbeing social media and BCBC social media platforms.

4.2.7 Information on how to celebrate Ramadan and Eid, during lock down, including how to access local and national support has been provided via BCBC social media, website and BCBC Health & Wellbeing pages.

4.2.8 An Additional Language Skills survey of BCBC staff was undertaken during the summer of 2020. The survey identified 14 different languages spoken by BCBC employees. These are:

- French 4
- Italian 3
- German 3
- Russian 2
- Polish 2
- Spanish 2
- Japanese 1

- Mandarin 1
- Sinhala 1
- Creole 1
- Slovak 1
- Cantonese 1
- Czech 1
- Ukrainian 1

4.2.9 Of the respondents to the survey 59% agreed they would volunteer to support residents with specific language needs.

4.2.10 The community cohesion officer has worked with the Citizens Advice Bureau and Bridgend College to deliver an online Webinar focused around EUSS support during lockdown. At the end of the Webinar there was an opportunity for students to ask general questions

4.2.11 The officer has supported the development of a script for the EUSS animated video, which has been promoted via social media.

4.2.12 The officer also worked alongside South Wales Police and other partners to promote the peaceful Black Lives Matters demonstrations in Bridgend and Porthcawl.

4.3 Community Tensions

4.3.1 Alongside community and stakeholder engagement, work continues on tension monitoring within local communities.

4.3.2 Tensions identified by partners are reported via the tension monitoring system to the Safer Bridgend Inbox.

4.3.4 Weekly meetings are held between the Community Cohesion Officer and South Wales Police Hate Crime Officer to identify areas of tension and identify additional interventions or actions.

4.3.5 The community cohesion officer provides the secretariat for the Prevent Channel Panel. This role includes coordinating requests to partners (partnership scanning) for information from the Welsh Extremism and Counter Terrorism Unit (WECTU) on individuals who are at risk of being drawn into extremism and radicalisation.

4.3.6 Regular engagement meetings are held with the Well-being & Safeguarding Officer at Bridgend College, to share intelligence and concerns from our students, BAME residents and refugees, and provide regular engagement with our local Faith group leaders via email and phone.

4.3.7 Although still very low, the majority of referrals to the Prevent Channel Panel identify individuals who are at risk of radicalisation by extreme far right wing groups. To ensure internal and external partners are able to identify these risks far right extremism and counter narrative training has been provided by an external

specialist provider. An online version of this training has now been developed and will be piloted on 10 December 2020.

4.4 Future Arrangements

4.4.1 The Community Cohesion Programme is funded by Welsh Government through the European Union transition fund until March 2021. Welsh Government have not yet made a decision on whether the Programme will be funded in future years.

5. Effect upon policy framework and procedure rules

5.1 The report has no direct effect upon policy framework and procedure rules.

6. Equality Impact Assessment

6.1 This is an information report so no additional equality impacts. The Community Cohesion project aims to support those with protected characteristics and other vulnerable groups

7. Well-being of Future Generations (Wales) Act 2015 implications

7.1 The Community Cohesion project demonstrates the sustainable development principle by ensuring that by meeting the needs of the present they do not compromise the ability of future generations to meet their own needs this is evidenced through the 5 ways of working:

- Long term – the project seeks to understand and mitigate the long term implications on Bridgend residents and communities of the decision for the UK to leave the EU
- Prevention – working with partners to map and understand community tensions will help prevent serious problems occurring and mitigate existing tensions
- Integration – the project contributes to the wellbeing goals: an equal Wales, a healthier Wales and Wales of Cohesive communities and to the Wellbeing objectives Supporting communities in Bridgend to be Safe and Cohesive, and Reducing Social and Economic Inequalities
- Collaboration – the success of the role of the Co-ordinator will rely on collaboration with partners across Bridgend County and the Western Bay region.
- Involvement – a significant element of the project is based on engaging and involving residents and community groups

8. Financial Implications

8.1 There are no financial implications resulting from this information report.

9. Recommendation(s)

9.1 It is recommended that the Cabinet Committee Equalities note and accept the contents of this report.

**GILL LEWIS
INTERIM CHIEF OFFICER FINANCE, PERFORMANCE AND CHANGE
DECEMBER 2020**

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Background documents: None

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Briefing Paper on

EU SETTLEMENT SCHEME
(EUSS) – Updates on the
latest EU Settlement Scheme
(Oct 2020)

Riaz Hassan

Community Cohesion Coordinator
(Swansea, Neath Port Talbot, Bridgend)

EU Settlement Scheme applications exceed 4 million



Over **4 million applications** have been made to the EU Settlement Scheme (EUSS) according to the latest [monthly statistics](#), with eight months to go before the 30 June 2021 deadline.

The figures show that, up to the end of September 2020:

- 4.06 million applications were received,
- 3.88 million applications were processed;

Following is the breakdown:

- 3.69 million applications were from England
- 204,700 applications from Scotland
- 67,200 applications from Wales, and
- 66,300 received from Northern Ireland.

Please note that 56 per cent (2,172,200) were granted settled status and 42 per cent (1,614,600) were granted pre-settled status (Total 3.78 million with granted status). Of the remaining applications, 34,600 received a withdrawn or void outcome, 42,400 were invalid and 16,600 were refused.

2020-2021 Grant Funded Network Launch

New £4.5 million of grant funding has been awarded to 72 organisations – list of organisations is available to view [here](#). They will provide a wide range of support, available across the UK, ensuring those most vulnerable and at-risk continue to get the help they need.

New social media assets to share

To celebrate this milestone, a new social media graphic is available to raise awareness of the scheme among people who may not have applied yet – click [here](#) to download and share it on your channels.

Other graphics available are:

- Translated versions of the 4 million graphic in a range of European languages including Welsh (available shortly)
- Bespoke graphics for Scotland, Wales and Northern Ireland highlighting the overall number of applications to the scheme per region

All social media assets are available to download [here](#).

Welsh Local Authority original estimated number and total concluded application to the EUSS scheme to date

Below is the local authority breakdown of the total number of applications submitted to the EUSS scheme. You will note that there are few local authority areas where more applications submitted to the EUSS scheme as against the original estimated numbers eg. Bridgend, Monmouthshire etc.

Local authority	Concluded applications	Welsh Govt original estimated number of EU citizen per LA
Swansea	5,490	8000
Bridgend	1,730	1000
Neath Port Talbot	970	3000
Cardiff	15,340	14000
Vale of Glamorgan	1,230	3000
Caerphilly	1,370	3000
Blaenau Gwent	930	2000
Torfaen	620	1000
Gwynedd	1,500	1000
Conwy	1,360	2000
Isle of Anglesey	370	1000
Rhondda Cynon Taf	1,800	2000
Merthyr Tydfil	1,720	2000
Newport	6,630	6000
Monmouthshire	1,110	1000
Carmarthenshire	3,250	4000
Powys	1,720	1000
Ceredigion	1,540	2000
Pembrokeshire	1,280	1000
Wrexham	5,580	6000
Flintshire	5,170	5000
Denbighshire	940	2000
Sub-Total	61,650	72000

EU Settlement Scheme: concluded applications by local authority, 28 August 2018 to 30 June 2020

Welsh Local Authority total concluded application including people status and other outcomes to the EUSS scheme to date

The below table shows the number of concluded applications in the three local authority areas in the Western Bay region, by settled / pre-settled status and other outcome types. Please note that in October we received a new total per local authority, which is added in yellow.

Local authority	Total	New total (Oct 2020)	Settled	Pre-settled	Other outcomes
Swansea	5,090	5490	2,960	2,060	70
Bridgend	1,640	1730	1,150	470	10
Neath Port Talbot	910	970	590	300	10

EU Settlement Scheme: concluded applications by outcome type and local authority, 28 August 2018 to 30 June 2020

Western Bay - Total concluded applications by nationality

The table below shows the country breakdown of the total applications submitted to the EUSS scheme between 28th June 2018 to 30 June 2020.

The below figures are based on the data released in October 2020 by the Home Office.

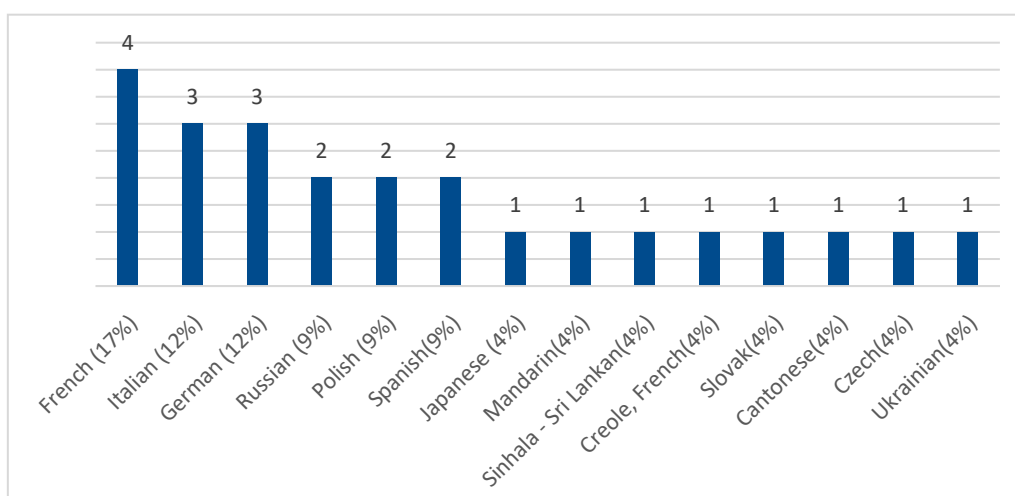
Name	Swansea	Neath Port Talbot	Bridgend
Bulgaria	190	30	50
Czech Republic	90	10	20
Cyprus	50	20	-
France	130	30	40
Germany	190	30	50
Greece	190	20	20
Hungary	130	50	50
Ireland	20	-	10
Italy	400	40	60
Latvia	220	20	50
Lithuania	200	50	150
Netherland	120	20	20
Poland	1680	300	710
Portugal	280	40	50
Romania	970	200	320
Slovakia	60	10	20
Spain	260	30	40
Sweden	30	-	10
Non-EEA	140	20	20
Austria	20	-	-

Belgium	30	-	-
Croatia	10	-	-
Denmark	10	-	-
Estonia	20	-	-
Malta	20	-	-
Norway	20	-	-
Switzerland	10	-	-

Bridgend – Additional Language Skills Survey

In October 2020, we have undertaken a rapid survey of our workforce to find out the additional languages spoken amongst the Bridgend Council workforce.

As a result of this survey, in total 14 languages were identified 24 times by all respondents in BCBC. Below is the breakdown of both the number of staff and languages spoken within the Council.



Top ten ethnicities in our Schools in Bridgend

We have undertaken a detailed analysis of the PLASC data for January 2020. As per the data, the following are the top 10 ethnicities in our school population in Bridgend.

Ethnicity*	Total
Polish	184
White and Asian	125
Other White	100
White and Black African	92
Filipino	90
White and Black Caribbean	85
White and any other ethnic group	79
White European Other	78
Indian	74
Other Mixed Background	52

*Top 10 ethnicities stated from PLASC January 2020 data

Top ten Non-EU ethnicities in our Schools in Bridgend

Ethnicity*	Total
Filipino	90
Indian	74
White and Chinese	46
Chinese and any other ethnic group	43
Bangladeshi	29
Nigerian	22
Sri Lankan Tamil	15
Turkish/Turkish Cypriot	15
Hong Kong Chinese	12
Malaysian Chinese	11

*Top 10 ethnicities stated from PLASC January 2020 data

Top ten European ethnicities in our Schools in Bridgend

In addition to the above, we have also analysed the PLASC data for January 2020 for those with EU ethnicities. As per the data, the following are the top 10 EU ethnicities in our school population in Bridgend.

Ethnicity*	Total
Polish	184
White European Other	78
Romanian	27
Lithuanian	25
Hungarian	12
Greek/Greek Cypriot	8
Latvian	5
Spanish	5
Bulgarian	4
Italian	3

Please when reading the above two tables, make sure that you note below:

- *Information taken from ethnicity data which could provide an indication of languages that are potentially spoken at home.
- This does not include ethnicities that do not provide a direct indication of potential languages spoken, i.e. 'Other Mixed
- Ethnicity', 'Other Mixed White Background', 'Other Mixed Black Background', 'Other Ethnic Group'
- Please note: 'White European Other' has been included as it could indicate that various European languages are being spoken at home.
- Information Refused' and 'Blank' has not been included in this table

Bridgend PLASC January 2020 data

The table below provide the complete breakdown of data for each ethnicity in our schools in Bridgend.

Ethnicity	New to English	Early Acquisition	Developing Competence	Competent	Fluent	Not Applicable	TOTAL
White - British	6	7	15	16	19	21417	21480
Polish	23	39	38	44	23	17	184
White and Asian	2	4	8	5	7	99	125
Other White	3	7	19	9	15	47	100
White and Black African	1	2	5	1	1	82	92
Blank						91	91
Filipino	1	8	12	25	28	16	90
White and Black Caribbean			1		1	83	85
Information refused		1		2	1	80	84
White And Any Other Ethnic Group	2	2	2			73	79
White European Other	5	10	12	7	7	37	78
Indian	6	13	10	8	14	23	74
Other Mixed Background		4		1	2	45	52
White And Chinese	2	1	2	2	2	37	46
Chinese And Any Other Ethnic Group	2	2	5	12	15	7	43
Bangladeshi	2	2	2	10	9	4	29
Information not obtained						28	28
Romanian	7	5	4	5	1	5	27
Lithuanian	3	4	11	2	3	2	25
Nigerian			2	2	1	17	22
Other Ethnic Group	3	2	2	1		13	21
Other Black African	1	2	2	1	4	9	19
British Gypsy						19	19
Other Asian	1	2	2	4	3	6	18
Other Chinese	3	4	5	3	2	1	18
Other Pakistani				1	5	11	17
Arab	7	5	1	1		3	17
Asian And Chinese	4	2	4	4	1	1	16

Sri Lankan Tamil	5	1	2	2	5	0	15
Turkish/Turkish Cypriot	2	2	5		3	3	15
Hong Kong Chinese	1	1	1	2	6	1	12
Asian And Any Other Ethnic Group		1	2	2	3	4	12
Hungarian	4	3	1	1		3	12
Malaysian Chinese	1	2	2		5	1	11
Greek/Greek Cypriot	1		4	1		2	8
Vietnamese	2			2		3	7
Korean				2	4	0	6
Egyptian	2	2		1		1	6
Black And Any Other Ethnic Group		3	1			2	6
Other Black				1		4	5
Latvian	1	2	1		1	0	5
Spanish		1	1		1	2	5
Bulgarian		1	2	1		0	4
Traveller of Irish Heritage						4	4
Sinhalese	1	1		1		0	3
Italian		1		1		1	3
Russian		2		1		0	3
TOTAL	1	4	0	3	0	1	9
Latin/South/Central American	1	1				1	3
Syrian	1					2	3
Occupational Traveller						3	3
EU Roma	1					2	3
Other Traveller						3	3
Irani			1	1		0	2
Japanese					2	0	2
Caribbean						2	2
Asian And Black		2				0	2
Libyan			2			0	2
Moroccan						2	2
Albanian		2				0	2
Gypsy from Other Countries		1				1	2
Singaporean Chinese				1		0	1
Iraqi				1		0	1
Maltese				1		0	1
German					1	0	1

Portuguese					1	0	1
Slovakian					1	0	1
African Asian						1	1
Black European	1					0	1
Kurdish		1				0	1
Any other ethnic background	1					0	1
Thai						1	1
French			1			0	1
Traveller						1	1
Kosovan						1	1
Any other white background		1				0	1
Scandinavian						1	1

BRIDGEND COUNTY BOROUGH COUNCIL
REPORT TO CABINET EQUALITIES COMMITTEE

3 DECEMBER 2020

REPORT OF THE CHIEF EXECUTIVE

**ANNUAL UPDATE REPORT ON PROGRESS MADE WITH MEETING THE OBJECTIVES
WITHIN THE WELSH LANGUAGE STANDARDS FIVE YEAR STRATEGY**

1. Purpose of report

- 1.1 To update Cabinet Committee Equalities on the work undertaken to meet the objectives within the Welsh Language Standards Five Year Strategy (2016 to 2021), during the fourth year since its introduction.

2. Connection to Corporate Improvement Plan / Other Corporate Priorities

- 2.1 The Welsh Language (Wales) Measure 2011 introduced Welsh Language Standards which impact upon the work of the whole council. The standards link to the equalities agenda and form a key component of the council's Transformation Programme and Customer Charter.
- 2.2 This report assists in the achievement of the following corporate well-being objectives under the **Well-being of Future Generations (Wales) Act 2015**:

Helping people and communities to be more healthy and resilient – taking steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services. Supporting individuals and communities to build resilience, and enable them to develop solutions to have active, healthy and independent lives.

Smarter use of resources – ensuring that all resources (financial, physical, ecological, human and technological) are used as effectively and efficiently as possible and support the creation of resources throughout the community that can help deliver the Council's well-being objectives.

3. Background

- 3.1 The council's final compliance notice from the Welsh Language Commissioner includes two standards (145 and 146) that require the council to have produced and published a Five Year Strategy by 30 September 2016. The strategy, which is attached as **Appendix one**, sets out how the council will promote the Welsh language and facilitate its use in Bridgend County Borough for the period covered by the strategy. The strategy includes:
- a target (in terms of the percentage of Welsh speakers in Bridgend County Borough) for maintaining the number of Welsh speakers by the end of the five year period;

- a statement setting out how the council intends to maintain that target. The council is also required to review the strategy and publish a revised version on its website within five years of publishing the initial strategy.

3.2 Five years after publishing the strategy the council must:

- assess to what extent it has followed the strategy and reached the target;
- publish an assessment on its website, containing:
 - the number of Welsh speakers in the Bridgend area and the ages of those speakers;
 - a list of activities that have been arranged or funded during the five years to promote use of the Welsh language.

3.3 It was agreed that the strategy would be split into two sections, section one to address our employees and section two for our public. The following individual objectives were agreed:

3.3.1 Section one: employees

- Objective 1: Identify the capacity in service areas to deliver services in Welsh.
- Objective 2: Provide appropriate learning and development solutions at various levels to meet identified needs within budget allocation.
- Objective 3: Establish arrangements in recruiting to positions where Welsh language skills are essential.

3.3.2 Section two: the public

- Objective 1: Raise the profile of the Welsh language, culture and local activities and events organised by the council and our partners in a structured way.
- Objective 2: Increase promotion and awareness of the council's Welsh in Education Strategic Plan (WESP) particularly in relation to objectives one, two and four of the WESP plan.
- Objective 3: to explore (and implement where possible) any new activities which will support the use of the Welsh language more widely within the county borough, promoting these accordingly.

A series of actions sit underneath each objective.

3.4 Internally it was agreed to report on the strategy to Cabinet Committee Equalities on an annual basis rather than just report at the end of the five-year period. This would provide an opportunity to identify any gaps and keep developments and activities on track.

4. Current situation / proposal

Since the last annual report the following developments in the period October 2019 and September 2020 can be noted:

4.1 General developments:

- Officers attended the launch event for the ‘Closing the Gap’ Welsh Language Commissioner assurance report on 15 September 2020. This is the sixth assurance report published by the Commissioner. The report addresses the issues on which organisations need to take action over the coming months. It includes evidence on:
 - organisations’ performance in providing Welsh language services and encouraging people to use them
 - compliance arrangements – what organisations do to ensure their provision is compliant
 - workforce capacity – ensuring that there are enough Welsh speakers in the right roles
 - promoting the Welsh language – contributing to the future of the Welsh language by considering the impact of policy and grant decisions on the language
 - implementing Welsh language promotion strategies.

A copy of the concise version of the ‘Closing the Gap’ Welsh Language Commissioner assurance report can be seen in **Appendix two** (Welsh) and **Appendix three** (English).

- Following the Welsh Government consultation seeking views on the draft Welsh in Education Strategic Plans (Wales) Regulations 2019 and Guidance, new regulations came into force at the end of January 2020, with the guidance published in February 2020. The new regulations made provisions enabling the next cycle of WESPs to commence in September 2021 with current Plans remaining in place during the transition to the new WESP arrangements. These dates were subsequently pushed back by one year due to the Covid-19 pandemic, so now it is expected that a draft WESP will be submitted to Welsh Government for approval by 31 January 2022 to come into effect on 1 September 2022. To increase alignment with School Modernisation programmes, WESPs will become 10-year rather than 3-year plans and annual work plans and progress reports will be required.
- The Welsh in the Workplace policy is available to all staff via our staff intranet.
- Continue to work with Menter Bro Ogwr (MBO) on agreed actions. These can be summarised as:
 - BCBC to work with MBO to advertise Welsh-essential jobs on their website and Facebook page
 - MBO to continue working with Halo and Awen Trust to provide recreational courses through the medium of Welsh for adults in Bridgend
- We will be working on the new five year strategy over the next six to eight months, which is due for publication in September 2021.

4.2 Employee developments:

4.2.1 Objective 1: Identify the capacity in service areas to deliver services in Welsh

- A Welsh language assessment tool has been undertaken in key front line services i.e. Bridgend Resource Centre, Customer Services and Trem-y-Mor. These services now have detailed updated Welsh language training plans in place.
- Welsh language skills are assessed for each vacancy when advertised. This is being reviewed to assist managers and clarify requirements for applicants.
- Monitoring is still carried out monthly to identify the demand for Welsh services across all access channels within Customer Services including telephone, face-to-face, email and online, albeit the face-to-face channel is currently suspended due to Covid-19. With there being more English speaking customers over the phone (99.97 % of contact in this period), an option has been introduced to arrange a call back with a Welsh speaker if none are available at the time of calling.

4.2.2 Objective 2: Provide appropriate learning and development solutions at various levels to meet identified needs within budget allocation

- Awareness of Welsh language in the workplace has been raised by promoting two new e-learning modules: Welsh Language Standards (37 completions) and Welsh language awareness (209 completions).
- A Welsh language training programme is offered to employees at various levels:
 - Cwrs Mynediad/Mynediad blwyddyn – Entry Level Year 1 (October 2019 to September 2020) – **14** enrolled
 - Cwrs Mynediad/Mynediad blwyddyn – Entry Level Year 2 (October 2019 to September 2020) – **6** enrolled

Funding for community based learning is available to those employees who are unable to access the Welsh language training due to the nature of their role, working hours or the level of provision provided. A total of 6 employees were supported during October 2019 to September 2020 to access this training.

4.2.3 Objective 3: Establish arrangements in recruiting to positions where Welsh language skills are essential

- New guidance is being developed to ensure that there is clarity about the Welsh language skills needed for vacancies. This includes updating the recruitment documentation so that managers are explicit about the skills needed and candidates can better determine their suitability for roles. Online recruitment is available in Welsh to enable the submission of Welsh applications.
- Vacancies have been advertised via Menter Bro Ogwr.
- Four Welsh speaking Apprentices have been appointed to permanent roles across the council
- Attendance at the Careers Day at Ysgol Gyfun Gymraeg Llangynwyd

4.3 Public developments:

4.3.1 **Objective 1:** Raise the profile of the Welsh language, culture and local activities and events organised by the council and our partners in a structured way

The rolling calendar of Welsh language activities and events is still in place and details are shared across internal and external communications channels, such as press, social media and Bridgend, depending on the target audience and nature of the event. During the period the following activities and events have been promoted:

- Benefits of choosing Welsh-Medium Education
- Bridgend Business Forum St David's Day event
- Welsh Language Rights Day
- Family lives Welsh language helpline
- Exploring options for increasing the provision of Welsh medium education
- How can I support my children to use the Welsh language at home if I don't speak Welsh?
- Supporting children to speak Welsh In the home
- Welsh for adults 20 minute Welsh lessons
- A new Welsh-medium childcare facility for more than 30 children is to be built in the Ogmere Valley.
- Shwmae Sumae day
- Check out this summer programme of activities to give your kids a summer full of Welsh
- Come and celebrate #StDavidsDay with @menterbroogwr and @ysgolyfos
- Saint Dwynwen's Day
- Celebrate 70 years of #Welsh medium education in the Llynfi Valley

4.3.2 **Objective 2:** Increase promotion and awareness of the council's Welsh in Education Strategic Plan (WESP) particularly in relation to objectives one, two and four of the WESP plan.

- The £2.6m Capital Grant plans are well underway for the provision of four early years' settings to feed current Welsh-medium primary schools in Bridgend and any future provision (including nursery provision in Bridgend town). The four early years' setting are planned for Bettws, Ogmere Valley, Porthcawl and Bridgend Town. Planning approval has been granted for the provision at Bettws and Ogmere Valley due to open in Autumn 2021; an options appraisal is currently being conducted for Porthcawl to open in 2022; the options appraisal for Bridgend provision was completed in July and reported in August. It is proposed that this development will be aligned with plans for the future YGG Bro Ogwr. The stakeholder group continues to support the planned developments, meetings are being held with colleagues within the procurement team to identify how the local authority is able to secure providers who will deliver all the above services through the medium of Welsh.

Progress on **Outcome 1: More seven-year-old children being taught through the medium of Welsh** include:

- The council monitors the transition from nursery to primary provision with the aim to increase numbers entering Welsh-medium provision in early years by **5%** over the next three years
- The council monitors the number of seven-year-old children being taught through the medium of Welsh by referring to the year 3 population (7-8 year olds) in the

Pupil level annual school census (PLASC) data (as outlined in the table below). The PLASC data provides a more meaningful and consistent measure than previously used date of birth data.

Welsh-medium proportion of the whole cohort for year 3

YEAR 3 PUPILS (age 7-8) *excluding special schools and excluding dual registrations							
PLASC Year (January)	YBO	YCG/CYC (**CyC opened in Jan 2019)	YCS	YFOS	TOTAL Welsh-medium year 3 cohort	Year 3 cohort for all schools*	% Year 3 pupils in Welsh-medium education
2016	65	20	37	27	149	1631	9.14%
2017	41	21	37	25	124	1593	7.78%
2018	55	13	41	29	138	1694	8.15%
2019**	64	28 **	41	29	162	1780	9.10%
2020	53	21	38	24	136	1713	7.94%

- Given the small numbers involved, any difference year on year needs to be interpreted cautiously because a small change can impact on the proportions e.g. one family move in/out of the area or a new school opens. The figures above show a similar pattern over the years with little variation. As part of our aspiration to meet ambitious targets set by Welsh Government, there has been a significant amount of promotional work designed to encourage more families to consider Welsh-medium education for their child/ren. Given that these are pitched at mothers from the birth of their child/ren, we anticipate that the increase in numbers should begin to feed through to year 3 in approximately five years' time.
- While the actual number has decreased from 2019-2020, this is reflective of the smaller cohort. The proportion of the cohort learning through the medium of Welsh has remained similar to previous years, although 2019 showed a slightly higher figure – potentially related to the opening of Ysgol Calon y Cymoedd in January 2019.

Progress on **Outcome 2: More learners continuing to improve their language skills on transfer from primary to secondary school** include:

- The Council monitors the transition from primary provision to secondary provision with the aim to improve transition rates **by 10%** between each phase of education and increase retention of children in Welsh-medium education in FP and KS2
- Summer 2016 - there were 122 children in year 6 in the Welsh primaries in 15/16. The number in year 7 in YGG Llangynwyd in 16/17 was 110
- Summer 17 - there were 119 children in year 6 in the Welsh primaries in 16/17. The number in year 7 in YGG Llangynwyd in 17/18 was 114
- Summer 18 - there were 110 children in year 6 in the Welsh primaries in 17/18. The number in year 7 in Ysgol Gyfun Gymraeg Llangynwyd in 18/19 was 106.
- Summer 19 - there were 131 children in year 6 in the Welsh primaries in 18/19. The number in year 7 in Ysgol Gyfun Gymraeg Llangynwyd in 19/20 was 125.

- There is a known issue where parents make choices about sending their child to a Welsh-medium primary school and then an English-medium secondary school. Parents are encouraged to commit to continuity of Welsh-medium education for their child/ren.
- Since September 2017, full course GCSE Welsh second language became compulsory and there is encouragement for young people to continue learning through Welsh and maintain their language skills.
- A multi-agency task and finish group was established during the Covid-19 lockdown period to support pupils' language retention and development where they are from non-Welsh speaking families. A vast array of resources were shared with schools for online learning and many have been added to BCBC's website.

June 2016 Pupils entered into Welsh language GCSE (short course and full)
Welsh 1st Language 98
Welsh 2nd Language (Full) 585
Welsh 2nd Language (Short) 784

June 2017 Pupils entered into Welsh language GCSE (short course and full)
Welsh 1st Language 99
Welsh 2nd Language (Full) 877
Welsh 2nd Language (Short) 769

June 2018 Pupils entered into Welsh language GCSE (full course)
Welsh 1st Language 77
Welsh 2nd Language (Full) 1185

June 2019 Pupils entered into Welsh language GCSE (full course)
Welsh 1st Language 99
Welsh 2nd Language (Full) 1094

June 2020 Pupils entered into Welsh language GCSE (full course)
Welsh 1st Language 100
Welsh 2nd Language (Full) 1122

The numbers engaged in the Welsh Second Language Full course have continued to increase since the removal of the short course from the curriculum.

Progress on **Outcome 4: More learners' aged 16-19 studying subjects through the medium of Welsh** include:

- An extensive collaboration between YGG Llangynwyd in Bridgend and YGG Llanhari in Rhondda Cynon Taff continues to ensure that the school is able to meet the requirements of the Learning & Skills Measure
- School's results data is used to improve the provision of Welsh medium education, BCBC undertakes an annual review of Post 16 provision with each sixth form including YGG Llangynwyd

June 2016 Pupils entered into Welsh language A level

Welsh 1st Language 9. Welsh 2nd Language 22

June 2017 Pupils entered into Welsh language A level
Welsh 1st Language 10. Welsh 2nd Language 29

June 2018 Pupils entered into Welsh language A level
Welsh 1st Language 10. Welsh 2nd Language 14

June 2019 Pupils entered into Welsh language A level
Welsh 1st Language 9. Welsh 2nd Language 16

June 2020 Pupils entered into Welsh language A level
Welsh 1st Language 2. Welsh 2nd Language 9

The number of pupils completing A Level Welsh as a first language and as a second language has decreased.

- Central South Consortium continues to deliver training to upskill teachers in Welsh language skills to improve learning.
- There is a sabbatical scheme on offer which is funded by Welsh Government.

Progress on **increasing capacity within the Welsh medium sector implemented through school 21st Century Schools and Education programme** includes:

- In January 2020, Cabinet approval was received to progress the Band B feasibility studies for Bridgend North East (2.5-form entry (FE) replacement Ysgol Gymraeg Bro Ogwr) Bridgend West (2FE replacement for Ysgol y Ferch O'r Sgêr) and Bridgend South East (2FE entry dual-stream school located at the proposed Parc Afon Ewenni residential development).
- The feasibility studies for the schools in Bridgend North East and Bridgend West are progressing well.
- In respect of the Bridgend South East scheme at Parc Afon Ewenni (a proposed English/Welsh-medium 2FE school), it was agreed that the scheme could not progress without the housing coming on-line and this scheme is some way off and outside of the Band B period.
- Options appraisal work is still being progressed for the delivery of a Welsh-medium starter class

Progress on **supporting Flying Start settings** include:

- Within Bridgend the number of Flying Start childcare providers has reduced from 13 to 10, three of which are Cylch Meithrin offering Welsh language provision.
- Mudiad Meithrin data related to the transition from these settings to Welsh-medium primary schools is analysed to ensure effective transition as a means of maintaining linguistic continuity. This work is ongoing and the data held

within BCBC is provided by colleagues at Mudiad Meithrin which forms part of this intelligence.

- The LA childcare team work to investigate the reasons for some parents not continuing with Welsh-medium education and to improve the transfer rates where they are not already 100%. This work has been supported by the booklet ‘Pam dewis addysg Gymraeg?’/ ‘Why choose Welsh medium education?’ This is given to parents at the birth of their child and at the 18-month home visit by the Flying Start Health Visitor and shared on the BCBC website.
- At the 18 month visit, all Flying Start children’s parents are given information regarding the opportunity to receive provision at two years via the medium of Welsh if they so wish.
- Within Flying Start areas, parents are regularly made aware from the earliest opportunity of the benefits that are available to them from the Flying Start programme, including the opportunity for their child to benefit from Welsh language childcare provision.
- All antenatal parents in the borough benefit from information regarding Welsh language benefits for their child with Cymraeg I blant sponsoring information at both the scan and the child health record books that all children receive.

4.3.3 **Objective three:** to explore (and implement where possible) any new activities which will support the use of the Welsh language more widely within the county borough, promoting these accordingly.

During the period BCBC has worked in partnership and supported activities across the county borough including:

Work with Menter Bro Ogwr to deliver school half term activities:

Hwyl y Chwefror / February Fun	11 children
Hwyl yr Hydref / Autumn Fun	19 children

Bridgend County Borough Council and the Urdd Sports Department have worked in partnership to:

- Deliver high quality Welsh medium sports provision, with a focus on developing sustainable community based opportunities that support continuity from school engagement programmes.
- Continue the development of the School Sport and Wellbeing programmes at YGG Llangynwyd, providing opportunities for extra-curricular provision for Key Stage 3 and 4 pupils, as well as engaging with the Girls Network programme and MAT leaders
- Continue the successful development of our family ‘Chwaraeon Bach’ programmes which include rugby, netball and football, sustaining a successful netball pathway, as well as developing weekly Welsh medium learn to swim lessons at Litchard Primary school that engages with new swimmers at Splash and Wave 1.

- Introduce a structured programme of Welsh medium activities for second-language schools where positive experiences are provided through sport to promote the benefits of being bi-lingual
- Support in partnership over 2,700 children and young people accessing welsh medium provision, with 57% of girls attending weekly provision, and 33 leaders and coaches receiving training.

5. Effect upon Policy Framework & Procedure Rules

There is no effect upon the policy framework and procedure rules.

6. Equality Impact Assessment

This is an information report. As such, no Equality Impact Assessment is required.

7. Well-being of Future Generations (Wales) Act 2015 Assessment

7.1 The well-being goals identified in the Act were considered in the preparation of this report. It is considered that there will be no significant or unacceptable impacts upon the achievement of well-being goals/objectives as a result of this report.

8. Financial Implications

8.1 There are no financial implications associated with this report.

9. Recommendation

That the Cabinet Committee Equalities receives and considers this report.

Mark Shephard

Chief Executive – Chief Executive’s Directorate.

Date: 3 December 2020

10. Contact officers:

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Background papers:

None

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Welsh Language Strategy

September 2016

This document is also available in Welsh

INTRODUCTION

The council has developed this five year Welsh language strategy in response to the following Welsh Language Standards:

145	You must produce, and publish on your website, a 5-year strategy that sets out how you propose to promote the Welsh language and to facilitate the use of the Welsh language more widely in your area; and the strategy must include (amongst other matters) - (a) a target (in terms of the percentage of speakers in your area) for increasing or maintaining the number of Welsh speakers in your area by the end of the 5 year period concerned, and (b) a statement setting out how you intend to reach that target; and you must review the strategy and publish a revised version on your website within 5 years of publishing a strategy (or of publishing a revised strategy).
146	Five years after publishing a strategy in accordance with standard 145 you must - (a) assess to what extent you have followed that strategy and have reached the target set by it, and (b) publish that assessment on your website, ensuring that it contains the following information - (i) the number of Welsh speakers in your area, and the age of those speakers; (ii) a list of the activities that you have arranged or funded during the previous 5 years in order to promote the use of the Welsh language.

SECTION ONE: EMPLOYEES

1.0 INTRODUCTION

- 1.1 As part of this strategy, it is relevant to reference the work that has been undertaken and is planned by the council to: promote Welsh language in the workplace and improve the Welsh language skills of its employees.
- 1.2 This is important in the context of the council working towards ensuring the provision of language choice in service delivery and within its internal processes.

2.0 CURRENT SITUATION

2.1 Profile of the workforce

- 2.1.1 Employee data is held in the HR integrated system, which categorises skills in Welsh language, i.e. Welsh speaker; Welsh reader; and Welsh writer. These can be recorded as fluent; fairly good, a little and no ability. Employees can also opt for “prefer not to say” as it is not mandatory for employees to provide such data.
- 2.1.2 A report on this data as at 1 September 2016 is set out in [Appendix 1](#). This provides a breakdown by main service area within each directorate. It is important to note that this is based on employees’ assessment of their own skills. Also, whilst this information has been captured for the employees, there are over 40 per cent of employees who have not provided this information.

2.2 Supporting employees to improve Welsh language skills and raising awareness of Welsh language in the workplace

2.2.1 During 2016/2017 a range of learning and development resources have been implemented to ensure employees: are equipped to undertake their role; are able to develop their Welsh language skills and have an awareness of Welsh language. In summary this includes:

- Updating the corporate induction programme to include Welsh language awareness
- Providing face-to-face training for around 400 customer-facing employees
- Arranging face-to-face training for employees to develop language skills, approximately 46 employees commencing Cwrs Mynediad in Sept 2016
- Developing and launching e-learning modules for employees: on using Welsh language in the workplace specifically for managers; and to develop an awareness of Welsh language history and culture, understanding of the duty to operate in accordance with the Welsh language standards
- Implementing a policy on Using Welsh language in the Workplace
- Introducing Welsh language champions in all directorates
- Making web pages available on the council's intranet to give an overview of the Welsh Language Standards and what they mean
- Providing briefings for all employees to raise awareness of the standards, including a DVD of the Chief Executive
- Asking employees to indicate whether they would prefer to receive future correspondence in relation to their employment with the council in English or Welsh.

2.2.2 All corporate learning and development activities are recorded in the HR integrated system which will enable monitoring of all corporate Welsh language learning and development.

2.3 Recruitment

2.3.1 All recruitment material for applicants is available online in English and Welsh via the council's e-recruitment system.

2.3.2 Managers' guidelines and the e-learning module have been updated to reflect the considerations managers need to make throughout the recruitment process. This starts with determining the need for Welsh language skills for the vacant position through to candidates selecting to use the Welsh language during the selection process.

2.3.3 Records are also maintained on the skills assessments made by managers for each position advertised.

3.0 AIMS AND OBJECTIVES

3.1 Aim

3.1.1 The council is committed to maintaining the percentage of Welsh speakers in the workforce in order to achieve the following principles:

- The council must deliver services in Welsh and encourage the use of the language
- Customers have the right to communicate with the council in Welsh
- Language choice is available for employees when dealing with HR matters
- The quality of service and a positive attitude are important.

3.1.2 One of the main transformation projects for the council is to deliver services online as a matter of course. Whilst new communication channels will be available in Welsh, the introduction of a digital operating model will mean a reduction in a customer-facing staff resource and may impact upon our aim to maintain the level of Welsh speakers.

3.2 **The key objectives** to achieve the desired outcome of having sufficient capacity within the workforce to deliver services, as required, in Welsh, are set out below along with identified actions:

3.2.1 **Objective one: Identify the capacity in service areas to deliver services in Welsh**

Actions:

- Take actions to increase the level of employee data held in the HR integrated system
- Assess language skill requirements for posts within service areas, initially focussing on those that have direct contact with customers, e.g. reception areas
- Audit the language skills of employees within service areas
- Assess language skills capacity within service areas based on recognised qualification and assessment frameworks
- Undertake skills analysis based on identified gaps.

3.2.2 **Objective two: To provide appropriate learning and development solutions at various levels to meet identified needs within budget allocation**

Actions:

- Raise awareness of Welsh language in the workplace
- Provide training for staff to meet and greet customers
- Develop a training programme for employees to access training based on linguistic assessment which may include entry level, level one to four and proficiency training
- Develop a range of resources for employees who wish to improve skills
- Signpost community-based services for employees
- Promote learning opportunities for employees.

3.2.3 **Objective three: To establish arrangements in recruiting to positions where Welsh language skills are essential**

- Assessing and recording the Welsh language skills requirements for all vacancies, taking account of service and skills assessments
- Identifying a range of recruitment advertising methods which target Welsh speakers
- Developing assessment tools in the selection processes relating to Welsh language skills.

4.0 **MEASURING SUCCESS AND MONITORING ACTIVITIES**

4.1 The outcomes of the actions outlined above will be identified and monitored by HR/OD Manager.

4.2 **Objective one: Identify the capacity in service areas to deliver services in Welsh**

This objective will mainly involve working with managers of customer-facing services to gather information about service needs and employee skills.

Specific measures will include:

- monitoring the level of employee data held in the HR integrated system
- providing reports on skill levels based on the above
- providing specific service reports on service needs and employee skills.

4.3 **Objective two: To provide appropriate learning and development solutions at various levels to meet identified needs within budget allocation**

Outcomes will be measured through reporting on:

- internal and external training courses provided
- the number of attendees
- training evaluations
- take-up of e-learning modules
- e-learning evaluations
- the range of resources provided and communication activity.

4.4 **Objective three: To establish arrangements in recruiting to positions where Welsh language skills are essential**

This measure will be assessed by:

- reporting on language requirements for vacant positions
- monitoring outcomes of recruitment for Welsh language posts

SECTION TWO: THE PUBLIC

1.0 CURRENT SITUATION

- 1.1 In 2011 the census confirmed (for Bridgend County Borough) that 9.7 per cent of respondents (13,103 people aged over three) answered yes to the question 'Can you speak Welsh?' The age range of these respondents is broken down in the table below:

Age band	Number	% of total in band
3 – 4	473	15.3
5 – 9	1843	24.3
10 – 14	2450	29.3
15 – 19	1740	20.7
20 – 24	937	11.4
25 – 29	803	9.5
30 - 34	663	8.0
35 – 39	698	7.6
40 – 44	589	5.6
45 – 49	445	4.2
50 – 54	430	4.6
55 – 59	386	4.5
60 – 64	363	4.0
65 - 69	323	4.3
70 – 74	272	4.4
75 – 79	247	5.2
80 - 84	201	6.1
85+	240	7.9

Total	13103	
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1.2 In summary, prior to the introduction of the Welsh Language Standards the council promoted and facilitated the use of the Welsh language to the public in the following ways:

- Developed a Welsh Language Scheme for the authority which improved access to a number of council services through the medium of Welsh e.g. telephone, webpages and promotional materials. We added to this with various guidance documents for specific areas such as signage
- Developed promotional and advertising materials bilingually
- Developed and implemented a Welsh in Education Strategic Plan (WESP) which focuses on children of all ages being able to access Welsh-medium education. This involves working closely with key partners
- Developed provisions in key areas such as sport and play and cultural services
- Promoted and raised awareness of Welsh language events and activities that we were aware of albeit in an adhoc way e.g. Shwmae Shwmae day and Welsh holiday programmes.

1.3 Since the introduction of the Welsh Language Standards we have built on this work and strengthened the public-facing services available in Welsh listed above. Additionally, we have:

- Adapted our processes and procedures for meetings and public events so Welsh speakers can use Welsh if required
- Adapted our process for handling and recording bilingual correspondence
- Developed and or reviewed some of our public-facing policies such as complaints, tenders, grants etc.

2.0 AIMS AND OBJECTIVES

2.1 **Aim:** to maintain the number of Welsh speakers in the county borough.

2.2 **Objective one: To raise the profile of the Welsh language, culture and local activities and events organised by the council and our partners in a structured way.**

2.2.1 Actions:

- Develop a rolling calendar of Welsh language activities and events taking place within Bridgend County Borough, linking in with partners accordingly
- Include national Welsh cultural events such as St David's Day
- The council's Communications, Marketing and Engagement team will manage and update the calendar on an ongoing basis
- The team will use the calendar to raise the profile of these activities and events through its various corporate communications and

marketing channels, such as social media, press releases, internal communications etc.

- The team will be targeting citizens, schools, local businesses etc with these communications as required.

2.3 Objective two: To increase the promotion and awareness of the council's Welsh in Education Strategic Plan (WESP) particularly in relation to objectives one, two and four of the plan, which are:

- Increasing the number of seven year old children being taught through the medium of Welsh
- Increasing the number of learners improving their language skills when transferring from primary to secondary school
- Increasing the number of learners aged 16 – 19 studying Welsh in school, college and work

2.3.1 Actions:

- **School modernisation programme:**
 - Review and consider our options to deliver Welsh medium education and increase numbers
 - Review and consider Welsh medium schools' future provision covering ages 3 – 16 or 3 – 19 years
 - Map the provision of Welsh medium additional learning needs support
- **Flying Start programme:**
 - Extend provision within identified communities across Bridgend County Borough, targeting children 0 – 4 and their families

2.4 Objective three: To explore (and implement where possible) any new activities which will support the use of the Welsh language more widely within the county borough, promoting these accordingly.

2.4.1 Actions:

- Explore (and implement where possible) a mystery shopper function to provide feedback that can then be used to improve services for the public
- Explore (and then implement if the demand is there) a series of informal Welsh language courses which the public can sign up to
- Explore linking in with Menter Bro Ogwr to support the Ogi Ogi Ogwr festival which aims to raise the profile of Welsh within the county borough.

2.5 For all of these objectives, we may develop some of these activities in partnership.

3.0 **MEASURING SUCCESS AND MONITORING ACTIVITIES**

3.1 This section will cover measuring success in terms of percentage of Welsh speakers in Bridgend County Borough as well as measuring the success of individual activities undertaken which aim to maintain the numbers of Welsh speakers.

3.2 **Objective one**

Success will be measured by:

- Collecting data on the activities on an ongoing basis
- Reporting annually on the promotional activity undertaken and where applicable the return on investment
- Including data such as number and type of promotional activities, level of reach (social media), number of people attending events etc.

3.2.1 We will create a separate communications plan for the Urdd Eisteddfod 2017.

3.3 **Objective two**

Success will be measured by:

- Collecting and analysing performance data against the targets set for objective one, two and four of the WESP
- Including targets and annual data (also reported to Welsh Government) for the number of seven year olds being taught through the medium of Welsh, the number of learners improving their skills from primary to secondary school and the number of learners 16-19 studying in Welsh in either school, college or work.
- Reporting, at the multi-agency WESP Forum, on promotional/awareness activities such as the use of the Welsh Medium education/marketing materials, which have been used to help meet the target figures.

3.3.1 Ongoing progress towards achieving the objectives within the WESP will continue to be discussed at the termly WESP board meetings.

3.4 **Objective three (if implemented):**

Success will be measured by:

- Collecting feedback as a result of the mystery shopper exercises and reporting annually on how this information has been used to improve services where relevant
- Reporting on public Welsh course attendance, sign ups, feedback etc.

- Reporting on the activity and number of people attending the Ogi Ogi Ogwr event.

3.5 Percentage of Welsh speakers in Bridgend County Borough

3.5.1 The next census is due in 2021, depending on the timing of release of that data and the timing of reporting on this strategy, we will report on and compare 2021 data against the 2011 data in section 1.1. This will help us to understand and evaluate how the number of Welsh speakers and their ages has changed during the 10 year period and the five year period of this strategy.

3.5.2 We will also use the data that will come out of our population assessment, (required by April 2017) as an interim indicator on the number and ages of Welsh speakers within Bridgend County Borough. It is not compulsory however for people to respond to this survey so it is unlikely to give a full picture.

REVIEW

We will aim to publish a revised strategy three months before the end of the current strategy term (September 2021).

Information that we collect and report on annually for both employees and the public will be included in the council's annual Welsh language report (due June 30 each year). This will also be reported to the council's Cabinet Equalities Committee.

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Cau'r Bwlch

Adroddiad sicrwydd
Comisiynydd y Gymraeg
2019-20 – fersiwn cryno



Comisiynydd y
Gymraeg
Welsh Language
Commissioner



Cyhoeddwyd yn unol ag adran 4 Mesur y Gymraeg (Cymru) 2011
Medi 2020

Rhagair y Comisiynydd

Mae'r misoedd diwethaf wedi bod yn heriol i bawb ohonom, ac rydym wedi gorfod addasu'n gyflym i ddarparu gwasanaethau cyhoeddus mewn ffyrdd gwahanol. Dros y misoedd nesaf byddaf yn edrych yn ôl ar yr argyfwng, er mwyn deall sut y cafodd darpariaeth Gymraeg sefydliadau ei heffeithio, a dysgu gwersi ar gyfer y dyfodol.

Mae'r pandemig wedi dangos gwerth gwydnwch, arweiniad ac arbenigedd, a'r hyblygrwydd i defnyddio staff yn greadigol. Mae wedi'n gorfodi i gyflymu datblygiadau yn y ffordd rydym yn defnyddio technoleg. Mae'r argyfwng yn debygol o newid y ffordd rydym yn gweithio am byth.

Mae'n bosib y bydd sefydliadau'n mynd ati i ailfeddwl yn sylweddol am y ffyrdd y maent yn gweithredu ac yn darparu gwasanaethau i'r cyhoedd. Mae hyn yn gyfle arbennig i roi lle canolog i'r Gymraeg.

Mae'r adroddiad hwn yn nodi fy nghanfyddiadau ynghylch perfformiad sefydliadau wrth weithredu dyletswyddau iaith yn 2019-20 – cyn i Covid-19 effeithio arnom. Ond wrth i sefydliadau fynd ati i weithredu ar y canfyddiadau, bydd angen iddynt wneud yn siŵr fod eu trefniadau'n hybu eu darpariaeth Gymraeg yn y normal newydd.

Wrth i mi ddadansoddi perfformiad sefydliadau yn 2019-20, des i bryderu bod risg fod bwlch yn agor rhwng sefydliadau sy'n cydymffurfio'n dda ac yn gwella'n barhaus, a'r sefydliadau sydd heb drefniadau digonol.

Mewn rhai sefydliadau, mae trefniadau strwythuredig a gwaith caled bellach yn golygu eu bod yn cydymffurfio â'r safonau gan greu cyfleoedd dibynadwy i ddefnyddio'r Gymraeg. Ond mae rhai sefydliadau heb ddefnyddio'r safonau fel sbardun i wella trefniadau a sicrhau bod ganddynt ddigon o gapasiti Cymraeg i ddarparu'r gwasanaethau y mae gan bobl hawl i'w derbyn.

Gyda dros bedair blynedd wedi mynd heibio ers i'r safonau ddod yn weithredol am y tro cyntaf, fy nisgwylid yw bod pob sefydliad yn cydymffurfio'n llawn â'r gofynion a osodwyd arnynt. Dros y cyfnod nesaf, byddaf yn ystyried y dystiolaeth sydd gennyf ynghylch perfformiad sefydliadau, ac yn cymryd pa bynnag gamau cymesur sy'n angenrheidiol i ddelio ag unrhyw ddiffyg neu fethiant.

Dylai pob siaradwr Cymraeg allu cael disgwyliadau uchel o sefydliadau cyhoeddus. Mae'n amser i bob sefydliad fod yn gwneud y pethau sylfaenol bob tro – defnyddio'r Gymraeg yn ysgrifenedig; cael digon o staff sy'n siarad Cymraeg i allu darparu gwasanaethau derbynfa a ffôn; a dilyn trefniadau cadarn ar gyfer asesiadau allweddol o ran anghenion sgiliau swyddi a phenderfyniadau polisi.

Lle mae gwasanaethau'n cael effaith uwch ar lesiant pobl, dylid gallu cymryd yn ganiataol y byddant ar gael yn Gymraeg. Mae angen i'r safonau greu gwelliant cyflym yng ngwasanaethau sefydliadau iechyd, ac rwyf o'r farn y dylai cynghorau sir weithio tuag at gynnal cyfarfodydd ynghylch llesiant yn Gymraeg yn ddiodyn gyda siaradwyr Cymraeg.

Rwy'n awyddus i allu cymryd yn ganiataol fod gwasanaethau sylfaenol yn cael eu darparu fel mater o drefn, fel bod modd i ni dreulio'n hamser yn mynd i'r afael â'r materion mawr fydd yn gwneud gwahaniaeth strategol i ddyfodol y Gymraeg. Rwyf am weld sefydliadau'n creu shifft yn iaith defnyddwyr gwasanaethau a staff y sefydliad, ac yn ystyried o ddifri sut gall holl drefniadau gweithredu'r sefydliad hybu'r Gymraeg yn economaidd, addysgol a chymdeithasol.

Ni fyddaf yn caniatáu sefyllfa lle mae sefydliadau'n parhau i fethu â chwrdd â'r gofynion a osodwyd arnynt. A lle bo sefydliadau'n barod i arloesi er mwyn cynyddu defnydd o'r Gymraeg, byddaf yn cefnogi a hwyluso'u gwaith.



Aled Roberts
Comisiynydd y Gymraeg
Medi 2020



Crynodeb o'r adroddiad yw hwn. Mae'r adroddiad llawn [ar wefan y Comisiynydd](#).

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1 Cyflwyniad

- Dyma'r chweched adroddiad sicrwydd i'r Comisiynydd ei gyhoeddi. Mae'r adroddiad yn mynd i'r afael â'r materion y mae angen i sefydliadau weithredu arnynt dros y misoedd nesaf. Mae'n cynnwys tystiolaeth ynghylch:
 - **perfformiad sefydliadau** wrth ddarparu gwasanaethau Cymraeg a chymell pobl i'w defnyddio
 - **trefniadau cydymffurfio** – yr hyn y mae sefydliadau'n ei wneud er mwyn sicrhau bod eu darpariaeth yn cydymffurfio
 - **capasiti'r gweithlu** – sicrhau bod digon o siaradwyr Cymraeg yn y rolau cywir
 - **hybu'r Gymraeg** – cyfrannu at ffyniant y Gymraeg drwy ystyried effaith penderfyniadau polisi a grantiau ar y Gymraeg, a gweithredu strategaethau hybu'r Gymraeg.
- Mae'r adroddiad yn seiliedig ar dystiolaeth gadarn ac amrywiol, gan gynnwys gwirio gwasanaethau sampl o sefydliadau, gwirio dogfennau statudol, gofyn i sefydliadau am dystiolaeth mewn astudiaethau thematig, ymgysylltu â defnyddwyr, a chyswllt â sefydliadau wrth roi cefnogaeth i gydymffurfio, gosod safonau, a chynnal ymchwiliadau.
- Cyfrifoldeb sefydliadau yw cydymffurfio â'r dyletswyddau a osodwyd arnynt. Mae'r adroddiad hwn yn cynnig arweiniad clir ynghylch sut i sicrhau bod hynny'n digwydd.
- Lle bynnag mae gwaith monitro sy'n sail i'r adroddiad hwn wedi amlygu methiant gan sefydliad, byddwn yn ystyried pa gamau sydd angen eu cymryd er mwyn mynd i'r afael â'r diffyg hwnnw, gan ystyried defnyddio holl bwerau'r Comisiynydd.

Covid-19

- Nid yw'r dystiolaeth sy'n sail i'r adroddiad hwn yn deillio o'r cyfnod pan oedd yr argyfwng Covid-19 yn amharu ar allu sefydliadau i weithredu.
- Parhaodd safonau'r Gymraeg a chynlluniau iaith Gymraeg yn weithredol yn ystod y cyfnod, ac mae'n bwysig fod hawliau siaradwyr Cymraeg yn cael eu parchu er gwaetha'r argyfwng.
- Gall yr argyfwng fod wedi cael peth effaith ar allu sefydliadau i gydymffurfio. Yn ystod 2020-21 byddwn yn craffu ar sut y gwnaeth yr argyfwng effeithio ar wasanaethau Cymraeg sefydliadau a'r defnydd o'r Gymraeg yn fewnol, gyda'r bwriad o hwyluso dysgu gwersi at y dyfodol.

2 Darparu a hybu gwasanaethau

Gyda chynnydd i'w weld o ran argaeledd nifer o wasanaethau, a pherfformiad ar y cyfan yn symud i'r cyfeiriad cywir, y demtasiwn yw bodloni ar y canlyniadau hyn. Ond mae rhai rhesymau i bryderu ynghylch gallu siaradwyr Cymraeg i gael gwasanaethau yn eu dewis iaith.

Ni wnaeth rhai sefydliadau ddarparu gwasanaethau penodol yn Gymraeg ddim un o'r troeon y gwnaethon ni wirio'r gwasanaethau hynny.

Ni welwyd y gwelliant angenrheidiol yng ngwasanaethau derbynfa sefydliadau. Ac ar rai o'r gwasanaethau eraill lle mae perfformiad yn eithaf ffafriol, fel dogfennau, cyfryngau cymdeithasol a gwefannau, mae'n rhaid gofalu nad yw trefniadau'n llacio.

Mae rhai sectorau – sefydliadau iechyd, a'r rheiny sy'n gweithredu cynlluniau iaith – yn cydymffurfio'n llai aml na'r gweddill. Er nad oes gwahaniaeth mawr ym mherfformiad cynghorau yng ngwahanol ardaloedd Cymru ar y rhan fwyaf o wasanaethau, mae rhanbarthau de Cymru ar ei hôl hi ar wasanaethau derbynfa a ffôn.

Mae angen i sefydliadau fynd i'r afael o ddifri â'r cyfrifoldeb i hyrwyddo gwasanaethau – gyrru cynnydd yn y defnydd o wasanaethau Cymraeg. Golyga hyn newid dyluniad gwasanaethau, gan ddarparu gwasanaethau yn Gymraeg yn ddiofyn lle bo modd (yn enwedig pan fo effaith uwch ar unigolion, fel mewn cyfarfodydd ynghylch llesiant), a rhoi gwybod i siaradwyr Cymraeg am y gwasanaethau sydd ar gael.

Mae enghreifftiau o gynnydd sylweddol yn y defnydd o rai gwasanaethau Cymraeg, sy'n amlygu potensial am gynnydd pan gaiff gwasanaethau eu dylunio a'u hyrwyddo'n effeithiol – ond cymharol brin yw'r enghreifftiau hyn. Mae'r camau sydd angen eu cymryd i wella cydymffurfiaeth yn glir yn adrannau dilynol yr adroddiad hwn, a chyfrifoldeb sefydliadau yw mynd ati'n syth i gwrdd â'r gofynion.

Barn y Comisiynydd

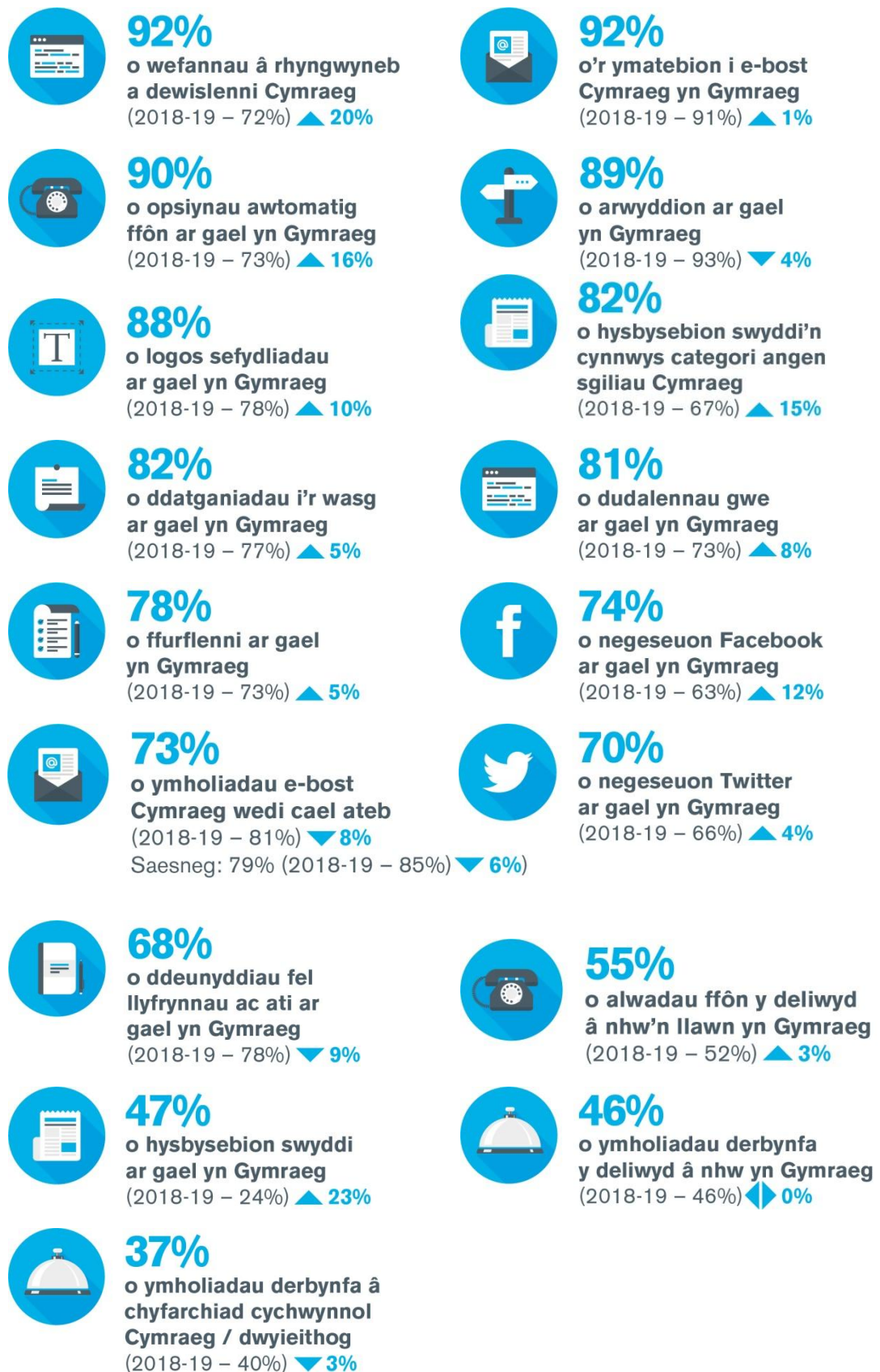
"Mae defnyddio gwasanaethau Cymraeg yn gallu bod yn hassle oherwydd y ffordd mae rhai sefydliadau yn trin y Gymraeg a'r ffordd mae nhw yn trin siaradwyr Cymraeg. Mae lot o ofyn i bobol frwydro i gael gwneud pethau yn Gymraeg."

Aelod o'r cyhoedd mewn grŵp trafod

"Mae'n ddigon hawdd deud bod gennych chi hawl i ddefnyddio'r Gymraeg ond os nad ydyn nhw yn gweithredu yn Gymraeg yr un mor sydyn na'r Saesneg mae'n gwneud synnwyr i ddefnyddio'r Saesneg."

Aelod o'r cyhoedd mewn grŵp trafod

2.1 Argaeledd gwasanaethau Cymraeg



- Ar gyfer y rhan fwyaf o wasanaethau a wiriwyd, roedd y canlyniadau'n well yn 2019-20 nag yn 2018-19, ond mae'r canlyniadau'n dal yn brin o gydymffurfiaeth lawn mewn llawer o achosion.
- Mae perfformiad ar wasanaethau ysgrifenedig yn parhau'n well nag ar wasanaethau personol fel ffôn a derbynfa. Doedd dim cynnydd ar y gwasanaethau hyn i bob pwrpas. Dyma'r gwasanaethau lle mae angen buddsoddi yn sgiliau staff er mwyn eu darparu yn Gymraeg.
- Roedden ni'n gwirio pob gwasanaeth fwy nag unwaith. Ar gyfer pob gwasanaeth, roedd rhai sefydliadau (rhwng tua 5% a 20%) heb ei ddarparu yn Gymraeg o gwbl. Roedd sefydliadau eraill wedi darparu'r gwasanaeth yn Gymraeg o leiaf unwaith, ond ddim bob tro, ac eraill wedi darparu'r gwasanaeth yn Gymraeg bob tro y cafodd ei wirio.
- Fel yn 2018-19, doedd dim cyswllt uniongyrchol rhwng perfformiad cynghorau sir a'r ganran o siaradwyr Cymraeg yn eu hardal. Roedd perfformiad rhanbarthau yn ne Cymru wedi gwella o gymharu â'r llynedd, ond y canlyniadau ar gyfer gwasanaethau ffôn a derbynfa'n isel yno.
- Roedd perfformiad sefydliadau rheoliadau rhif 1 (awdurdodau lleol ac ati) a rhif 2 (sefydliadau cenedlaethol), ar y cyfan, yn rhagori ar y gweddill, ac angen pendant am welliant i wasanaethau sefydliadau rheoliadau rhif 7 (iechyd) a sefydliadau annatganoledig sy'n gweithredu cynlluniau iaith.

2.2 Ansawdd gwasanaethau Cymraeg

- Roedd gohebiaeth Gymraeg yn cael ateb ychydig yn gynt na gohebiaeth Saesneg, ond roedd gohebiaeth Saesneg ychydig yn fwy tebygol o gael ymateb cyflawn a oedd yn cynnwys deunydd ychwanegol.
- Ar gyfer deunyddiau amrywiol, awgryma'r canlyniadau fod y Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg mewn tua 10% o achosion, am resymau fel bod testun ar goll, yn anghywir, neu'n llai amlwg yn y fersiwn Cymraeg, neu fod diwyg y fersiwn Saesneg yn well.

2.3 Dylunio gwasanaethau i gynyddu defnydd o'r Gymraeg

- Yn ystod 2019-20, cynhaliwyd gweithdai gyda sefydliadau'n trafod dulliau ymarferol o fynd ati i greu cynnydd yn y nifer o bobl sy'n defnyddio gwasanaethau Cymraeg.
- Wrth drafod â sefydliadau yn ystod y flwyddyn, gwelwyd ambell enghraifft o gynnig gwasanaethau Cymraeg yn ddiodyfyn neu'n rhagweithiol, ond nid yw'r rhan fwyaf o sefydliadau'n gwneud hyn fel mater o drefn.

- Dywedodd rhai sefydliadau eu bod yn talu sylw i ystadegau defnydd ac yn ceisio'u defnyddio i sicrhau bod eu gwasanaethau Cymraeg yn ateb anghenion siaradwyr Cymraeg, er enghraifft drwy amseru'n ofalus neu ddefnyddio fformatau sy'n apelio mwy at siaradwyr Cymraeg ar sail tystiolaeth flaenorol. Mae rhai sefydliadau wedi datblygu eu tôn llais corfforaethol, gan olygu bod eu deunyddiau bellach yn fwy dealladwy i ddarllenwyr.
- Clywsom fod rhai sefydliadau wedi rhoi trefniadau mewn lle i sefydlu dewis iaith defnyddwyr a gweithredu ar hynny ym mhob cyswllt dilynol. Mae gofynion penodol i wneud hynny ar gyfer cleifion mewnol mewn ysbytai, a gwelsom dystiolaeth fod rhai byrddau iechyd eisoes wedi gweithredu er mwyn cwrdd â'r gofynion.

Cyfarfodydd sy'n ymwneud â llesiant

- Cynhaliwyd astudiaeth yn edrych ar allu pobl i ddefnyddio'r Gymraeg mewn cyfarfodydd sy'n ymwneud â'u llesiant. Nododd yr 11 sefydliad oedd yn rhan o'r astudiaeth eu bod yn gofyn i bobl am eu dewis iaith, ac roedd rhai o'r sefydliadau wedi adolygu eu trefniadau staffio ac ati er mwyn sicrhau bod capasiti digonol.
- Fodd bynnag, awgrymai peth o'r dystiolaeth mai prin oedd y defnydd gwirioneddol o'r Gymraeg mewn cyfarfodydd o'r fath. I nifer fawr o siaradwyr Cymraeg, bydd cynnal y cyfarfod yn Gymraeg yn eu gwneud yn fwy cyfforddus ac yn fwy abl i fynegi eu teimladau a'u anghenion. Mae'r safonau'n ei gwneud yn ofynnol gofyn i'r unigolion dan sylw a ydynt yn dymuno defnyddio'r Gymraeg yn y cyfarfod, ac yna gweithredu ar sail hynny, ond gallai cynnal cyfarfodydd yn Gymraeg yn ddiofyn gydag unigolion sy'n siarad Cymraeg wneud gwahaniaeth go iawn i lesiant yr unigolion hynny.

2.4 Hyrwyddo gwasanaethau Cymraeg

- Wrth wirio, gwelsom gydymffurfiaeth isel â'r gofynion i nodi bod deunydd ar gael yn Gymraeg – er enghraifft, dim ond 19% o fersiynau Saesneg ffurflenni oedd yn nodi bod y ddogfen hefyd ar gael yn Gymraeg. Roedd arwydd yn datgan bod croeso i ddefnyddio'r Gymraeg mewn 51% o dderbynfeydd, a 69% o wefannau'n cynnig y Gymraeg yn rhagweithiol drwy dudalen sblash neu debyg.
- Er bod rhai enghreifftiau clodwiw o hyrwyddo gwasanaethau, ar y cyfan prin yw ymgyrchoedd sylweddol gan sefydliadau i roi sylw i wasanaethau Cymraeg. Mae ymdrechion newydd a welwyd eleni'n cynnwys siarter iaith sefydliadol, datblygu strategaeth gyfathrebu allanol i ddefnyddio nifer o gyfryngau gwahanol i godi ymwybyddiaeth o wasanaethau Cymraeg, a defnyddio cyfrif Twitter penodol i roi cip tu ôl i'r llenni ar ddarpariaeth Gymraeg sefydliad.

- Cynhaliodd y Comisiynydd Ddiwrnod Hawliau am y tro cyntaf ar 4 Rhagfyr 2019, gyda nifer sylweddol o sefydliadau'n defnyddio adnoddau a brand y diwrnod er mwyn hyrwyddo'u gwasanaethau, ac yn gweld ymgysylltiad mawr â'u negeseuon.

2.5 Tystiolaeth am ddefnydd o wasanaethau

- Rydym yn annog sefydliadau i gasglu tystiolaeth am ddefnydd o wasanaethau fel ffordd o fesur a yw gwasanaethau'n ateb anghenion siaradwyr Cymraeg, ac a yw ymdrechion i hyrwyddo'r gwasanaethau'n gweithio, er enghraifft drwy osod targed ar gyfer cynyddu defnydd o wasanaethau.
- Er bod nifer o sefydliadau'n cyfeirio at ddefnydd isel o wasanaethau, gwelsom rai enghreifftiau calonogol iawn o gynnydd yn y defnydd o rai canolfannau galwadau a gwasanaethau ar-lein drwy'r Gymraeg.

3 Trefniadau cydymffurfio

Mae'n anodd gen i gredu y gall unrhyw bennaeth sefydliad fod yn fodlon â sefyllfa lle mae ei sefydliad yn methu cydymffurfio â gofynion statudol sylfaenol.

Ni ddylai sefydliadau ddisgwyl am ganlyniadau monitro neu ymchwiliad gen i cyn sicrhau eu bod yn cydymffurfio â'r gofynion cyfreithiol hyn.

Nid ymarferiad tic-yn-y-bocs yn unig ddylai cydymffurfio fod. Dylid gosod siaradwyr Cymraeg – cwsmeriaid y sefydliad – yn ganolog. Mae angen rhoi sicrwydd i ddefnyddwyr fod prosesau'r sefydliad yn ddigonol. Mae angen deall profiadau defnyddwyr – drwy wirio gwasanaethau a gwrando ar bobl. Mae angen ymateb yn gadarnhaol i gwynion a phryderon pobl.

Mae'r safonau'n ei gwneud yn ofynnol cael trefniadau i oruchwyllo cydymffurfiaeth. Gall sefydliadau ddewis pa bynnag ddulliau – gwirio, adrodd mewnol, risg, archwilio, cynlluniau gweithredu ac ati – sydd fwyaf addas ar eu cyfer nhw, ond mae'n rhaid rhoi trefniadau mewn lle. A dylai'r trefniadau hynny gael holl awdurdod llywodraethiant y sefydliad y tu ôl iddynt – mae angen i arweinwyr ei gwneud yn glir, drwy brosesau a diwylliant, fod cwrdd â'r gofynion yn flaenoriaeth.

Mae peidio â chael swyddog, rheolwr neu uned arbenigol yn gweithio'n benodol ar wella darpariaeth Gymraeg y sefydliad yn creu risg o fethu â hyrwyddo'r Gymraeg yn unol â'r Mesur.

Roedd yn dda gweld bod sefydliadau wedi sefydlu trefniadau boddhaol ar gyfer cyfieithu, a bod y costau wedi eu hamsugno i gostau arferol y sefydliad. Gallai arloesi o ran awtomeiddio gwaith, a hwyluso drafftio dwyieithog, greu arbedion i alluogi buddsoddi mewn agweddau eraill ar y ddarpariaeth Gymraeg.

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“Dwi wedi gweld newid yn y cynllunio sy'n digwydd yma o ran y Gymraeg, o'i gymharu gyda'r amser cyn cyflwyno'r safonau. Crewyd grŵp tasg a gorffen a chael aelod o staff i weithredu – mae hyn wedi bod yn fuddiol iawn.”

Aelod staff mewn grŵp trafod

“Mae'r ffordd rydyn ni'n gweithredu o ran y Gymraeg yn hollol ad-hoc – hap a damwain os oes rhywun yn siarad Cymraeg ac yn gwneud i bethau ddigwydd. Does dim blaen-gynllunio yn digwydd i sicrhau bod pethau wedi eu gwreiddio mewn polisïau a systemau.”

Aelod staff mewn grŵp trafod

3.1 Monitro mewnol

- Roedd gan gyfran o sefydliadau, ond nid y cwbl o bell ffordd, drefniadau rhagweithiol i ganfod sut roedden nhw'n perfformio. Dywedodd sawl sefydliad eu bod yn gweithredu pan oedd diffyg yn dod i'r golwg, ond ddim yn mynd ati'n rhagweithiol i geisio canfod beth oedd lefelau cydymffurfiaeth.
- Gwelsom fod gan sawl sefydliad drefniadau i wirio gwasanaethau'n uniongyrchol, er enghraifft drwy ymarferion siopwr cudd. Roedd eraill yn rhoi'r pwyslais ar hunan-werthuso ac adrodd yn fewnol, er enghraifft drwy graffu ar ddiweddariadau gan reolwyr cyfrifol, asesu cymheiriaid, neu asesu risg.

3.2 Atebolrwydd cyhoeddus

- Roedd 87% o sefydliadau wedi llunio adroddiad blynyddol safonau'r Gymraeg fel sy'n ofynnol, a bron y cyfan o'r rheiny wedi adrodd ar nifer cwynion, sgiliau Cymraeg staff, a chategori angen sgiliau Cymraeg swyddi. Roedd llai wedi adrodd ar gyrsiau mewnol, a phrin oedd yr enghreifftiau o sefydliadau'n rhoi cyhoeddusrwydd i'r adroddiad.
- Roedd yr adroddiadau'n amrywio'n fawr o ran eu hansawdd, gyda rhai'n mynd i fanylder defnyddiol wrth nodi gweithgareddau niferus yr ymgwymerwyd â hwy er mwyn sicrhau cydymffurfiaeth a hybu'r Gymraeg yn fwy cyffredinol, ac eraill yn cynnwys sylwadau a ffigurau moel yn unig.
- Roedd 90% o sefydliadau wedi cyhoeddi cofnod o'r safonau a osodwyd arnynt, ond 66% oedd wedi cyhoeddi esboniad o sut maent yn bwriadu cydymffurfio, a 48% oedd wedi cyhoeddi trefniadau goruchwylio, hybu a hwyluso. Mae sefydliadau sydd heb gyhoeddi'r dogfennau hyn yn methu â chydymffurfio, yn colli cyfle i roi sicrwydd i siaradwyr Cymraeg am eu trefniadau, ac yn codi pryder nad oes trefniadau digonol mewn lle. Roedd rhai o'r dogfennau mwyaf effeithiol ar ffurf cynllun gweithredu ar gyfer cydymffurfio â phob safon neu bob grŵp o safonau.

3.3 Gweithredu ar sail cwynion a phrofiadau defnyddwyr

- 63% o sefydliadau oedd wedi cyhoeddi gweithdrefn gwyno, sydd i fod i nodi beth yw trefniadau'r sefydliad ar gyfer delio â chwynion ynghylch cydymffurfio â'r safonau. Doedd nifer o'r gweithdrefnau cwyno ddim yn cyfeirio at bob agwedd y mae'r safon yn ei gwneud yn ofynnol. Mewn sawl achos, y cwbl roedd sefydliadau'n ei wneud oedd nodi y byddent yn delio â chwynion am gydymffurfio'n unol â'u gweithdrefnau cwyno corfforaethol.
- Mae'n ofynnol cadw cofnod o gwynion ac adrodd ar hynny. Roedd bron pob adroddiad blynyddol yn cynnwys y wybodaeth hon. Canran eithaf isel o sefydliadau oedd wedi derbyn cwynion, a'r rhan fwyaf o'r rheiny wedi derbyn

nifer isel o gwynion, ond roedd dros hanner sefydliadau rheoliadau rhif 1 wedi derbyn o leiaf un gŵyn.

- Yn ystod 2019-20 rydym wedi rhoi ffocws manwl ar sicrhau bod sefydliadau'n gweithredu camau gorfodi yn dilyn ymchwiliadau. Mae nifer o enghreifftiau o ymchwiliadau'r Comisiynydd yn arwain yn uniongyrchol at wella perfformiad sefydliadau, ac enghreifftiau hefyd o sefydliadau'n cymryd camau yn sgil cwynion uniongyrchol gan y cyhoedd.
- Clywsom am rai sefydliadau'n mynd ati i ofyn i ddefnyddwyr am eu profiadau o ddarpariaeth Gymraeg y sefydliad, er enghraifft drwy holiaduron yn dilyn digwyddiadau neu holi myfyrwyr am eu profiadau o ddefnyddio'r Gymraeg.

3.4 Arweiniad ac arbenigedd

- Ein hargraff yw bod gan y rhan fwyaf o sefydliadau unigolyn ar lefel uchel sy'n gyfrifol am y Gymraeg. Fel arfer, roedd yr unigolyn hwn yn gyfrifol am gadeirio grŵp yn cadw gorolwg ar gydymffurfiaeth, neu'n darparu atebolrwydd mewn ffordd arall, ac yn gweithredu fel rheolwr llinell (uniongyrchol neu anuniongyrchol) ar gyfer swyddog neu reolwr y Gymraeg.
- Mae gan y mwyafrif o sefydliadau swyddog neu reolwr sy'n gyfrifol am y Gymraeg o ddydd i ddydd. Mewn nifer dda o sefydliadau, mae hon yn rôl llawn amser, ac weithiau'n rhan o dîm. Yn gyffredinol gwelwn fod hyn yn arwain at wella cydymffurfiaeth gan ei fod yn caniatáu mwy o adnodd i adnabod a datrys problemau a gweithio gydag adrannau ar draws y sefydliad i sicrhau cydymffurfiaeth.
- Gwelsom fod nifer o sefydliadau wedi ffurfio gwahanol grwpiau o fewn y sefydliad er mwyn trafod rhoi'r ddarpariaeth Gymraeg ar waith, gan ddarparu atebolrwydd, cynllunio gwaith a rhannu arferion ar draws y sefydliad.

3.5 Cyfieithu

- Mae trefniadau cyfieithu'n amrywio'n unol ag anghenion busnes sefydliadau, gyda rhai'n cyflogi cyfieithwyr mewnol ac eraill yn defnyddio cwmnïau allanol. Roedd y mwyafrif o sefydliadau'n fodlon fod eu trefniadau'n addas ar gyfer eu gofynion.
- Er bod nifer o sefydliadau'n buddsoddi cryn dipyn yn eu gwasanaethau cyfieithu, roedd yn ymddangos fod y costau wedi eu derbyn fel rhan arferol o gostau darparu gwasanaeth.
- Roedd peth tystiolaeth fod sefydliadau'n datblygu eu gwasanaethau cyfieithu er mwyn gweithredu'n fwy effeithlon, er enghraifft defnyddio cof cyfieithu neu gyfieithu peirianyddol, creu templedi a chyfieithiadau stoc ac ati.

- Mae enghreifftiau o sefydliadau'n defnyddio'u timau cyfieithu i gynnig cefnogaeth i staff ddrafftio drwy gyfrwng y Gymraeg.

3.6 Allanoli a phlatfformau trydydd parti

- Cynhaliodd y Comisiynydd nifer o ymchwiliadau yn 2019-20 a oedd yn amlygu pwysigrwydd sicrhau bod gwasanaethau a ddarperir drwy gwmnïau neu sefydliadau trydydd parti'n cydymffurfio â'r gofynion sydd ar y sefydliad.
- Nododd nifer fawr o sefydliadau eu bod wedi ailedrych ar eu contractau i sicrhau eu bod yn cynnwys amodau safonol yn ei gwneud yn ofynnol i gyflenwyr gydymffurfio â'r safonau sy'n berthnasol, ac y caiff cwestiynau penodol am y safonau sy'n berthnasol i gontract eu cynnwys yn y broses dendro.
- Mae'r sefyllfa o ran cyhoeddi cynnwys a gwasanaethau Cymraeg ar GOV.UK wedi gwella wedi i'r Comisiynydd gymeradwyo cynllun iaith Gymraeg Swyddfa'r Cabinet ym mis Ebrill 2019, gyda gwiriadau sylfaenol DBS a ffurflenni pasbort ar-lein bellach ar gael yn Gymraeg. Rydym yn parhau i drafod â Llywodraeth y DU sut y gellir gwneud y Gymraeg yn fwy amlwg ar y wefan.

4 Capasiti'r gweithlu

Mae canlyniadau fy ngwaith monitro'n dangos bod angen i sefydliadau gael mwy o staff sy'n siarad Cymraeg mewn rolau allweddol. Mae hyn yn allweddol er mwyn i siaradwyr Cymraeg allu dibynnu ar y gwasanaethau y mae ganddynt hawl i'w derbyn.

Mae angen i sefydliadau wneud mwy i recriwtio staff sy'n siarad Cymraeg. Rhaid cynnal asesiad bob tro y caiff swydd ei hysbysebu. Gyda nifer o sefydliadau'n methu â chynnig gwasanaethau'n unol â'r safonau, rwyf am i sefydliadau feddwl yn hirdymor ynghylch sut i sicrhau gweithlu sy'n hwyluso defnydd o'r Gymraeg.

Mae cynnydd wedi ei wneud wrth asesu sgiliau, ac mae angen parhau nes bod sgiliau 100% o'r gweithlu'n cael eu hasesu'n flynyddol. Hoffwn weld cysondeb yn y dull asesu fel bod modd tracio'n well dros amser ac wrth i staff symud rhwng sefydliadau.

Mae hefyd yn galonogol gweld sefydliadau wedi datblygu eu darpariaeth gwella sgiliau, gan gydweithio â'r Ganolfan Dysgu Cymraeg i gael mwy o reolaeth ar y ddarpariaeth a thargedu'r hyfforddiant mewn modd fydd yn cael mwy o effaith.

Rwyf wedi clywed enghreifftiau o sefydliadau'n cael trafferth canfod staff addas sy'n siarad Cymraeg. Ond rwyf hefyd wedi dod ar draws sefydliadau'n meddwl i tu allan i'r bocs wrth hysbysebu swyddi, gan dargedu ymgeiswyr yn ddyfeisgar ac addasu gofynion swyddi er mwyn sicrhau bod mwy o siaradwyr Cymraeg yn ymgeisio.

Mae nifer o weithgareddau'n digwydd er mwyn gwneud y Gymraeg yn fwy gweladwy o fewn sefydliadau, a rhoi cyfle i gydweithwyr ddefnyddio'r iaith. Ond nid wyf wedi gweld shiftt o ddifri tuag at ddefnydd sylweddol o'r Gymraeg fel iaith gweithredu mewnol. Mae hyn yn rhywbeth yr hoffwn weld datblygiad arno dros y blynyddoedd nesaf.

Mae potensial enfawr i ddysgu, gwella a defnyddio'r Gymraeg yn y gwaith roi mwy o hyder i bobl yn eu sgiliau. Drwy fagu hyder yng nghyd-destun gwaith, gall pobl ddod yn fwy hyderus i ddefnyddio'r iaith yn y gymuned a'r cartref hefyd.

Barn y Comisiynydd

"Mae angen iddyn nhw edrych ar y ffordd y maen nhw'n recriwtio er mwyn cael siaradwyr Cymraeg i'r swyddi."

Aelod o'r cyhoedd mewn grŵp trafod

"Mae cynnydd mawr wedi bod yn faint o bobl sydd yn awyddus i falle datblygu eu sgiliau iaith nhw – ar lefel 3 ac ishe cryfhau i fod yn lefel 4 neu beth bynnag. Lot mwy o staff yn awyddus i ddatblygu sgiliau... a ma lot mwy o gyfleoedd i gael hefyd."

Aelod staff mewn grŵp trafod

4.1 Gosod gofynion sgiliau Cymraeg wrth recriwtio

- Wrth i ni wirio hysbysebion swyddi, gwelwyd bod y Gymraeg yn hanfodol ar gyfer 17%, yn ddymunol ar gyfer 63%, ddim yn angenrheidiol ar gyfer 2%, a dim gofynion wedi eu nodi ar gyfer 18%. Mae angen cynnal asesiad o'r angen am sgiliau Cymraeg, ar gyfer pob swydd, a nodi'r categori gofynion wrth hysbysebu (oni bai nad yw sgiliau'n angenrheidiol).
- Rhannodd 13 allan o 14 sefydliad oedd yn rhan o'n hastudiaeth gofnodion yn dangos bod yr angen am sgiliau Cymraeg ar gyfer swyddi wedi ei asesu, ond cofnodion 4 sefydliad yn unig oedd yn dangos y rhesymeg a ddefnyddiwyd wrth wneud yr asesiad. Roedd ambell arfer nad oedd yn cydymffurfio, er enghraifft nodi bod sgiliau Cymraeg yn ddymunol ar gyfer pob swydd, neu ddefnyddio categorïau gwahanol i'r hyn a nodir yn y safonau.
- Ar sail ein trafodaethau â sefydliadau, mae'n ymddangos fod prosesau electronig neu weithdrefnau eraill ar fynd yn y rhan fwyaf o sefydliadau i sicrhau bod asesiadau'n digwydd.
- Y ffactorau a ystyrir fwyaf aml oedd gofynion y rôl, er enghraifft o ran cyswllt â'r cyhoedd a rhanddeiliaid, a'r capasiti Cymraeg cyfredol. Roedd rhai sefydliadau wedi mynd ati i sicrhau bod anghenion tymor hir y sefydliad yn cael eu hystyried wrth wneud pob asesiad unigol.
- Mae rhai sefydliadau'n sicrhau bod gan bob aelod staff newydd sgiliau Cymraeg sylfaenol er mwyn gallu dangos cwrteisi at aelodau'r cyhoedd. Ochr yn ochr â hynny, mae angen digon o staff sy'n ddigon rhugl yn Gymraeg i allu ymwneud yn estynedig â'r cyhoedd.
- Roedd enghreifftiau o sefydliadau'n bod yn greadigol er mwyn sicrhau bod digon o siaradwyr Cymraeg yn ymgeisio am swyddi, er enghraifft drwy addasu gofynion swyddi, neu dargedu dulliau recriwtio'n well.

4.2 Adnabod sgiliau Cymraeg y gweithlu

- Roedd bron y cwbl o'r sefydliadau oedd wedi llunio adroddiad blynyddol wedi cynnwys gwybodaeth am nifer y staff sydd â sgiliau Cymraeg. Mae sefydliadau'n defnyddio systemau adnoddau dynol a meddalwedd arall er mwyn sicrhau bod staff yn hunan-asesu eu sgiliau Cymraeg.
- Nid yw'r safonau'n nodi sut i fesur neu fynegi sgiliau Cymraeg staff, ac felly mae sefydliadau'n defnyddio modelau gwahanol, er enghraifft lefelau ALTE (lefelau 0-5), lefelau cwricwlwm Dysgu Cymraeg (mynediad, canolradd, hyfedredd ac ati), neu ddisbarthiad arall wedi ei greu gan y sefydliad. Mae'r Comisiynydd yn argymhell defnyddio lefelau CEFR, sy'n bosib eu cyfateb â lefelau ALTE a lefelau'r cwricwlwm Dysgu Cymraeg. Pe bai sefydliadau'n defnyddio un o'r modelau hyn, byddai modd cael ffigurau cyfun ar gyfer yr

holl sefydliadau perthnasol, a chymharu capasiti sefydliadau â'i gilydd – rhywbeth sydd ddim yn bosib ar hyn o bryd.

4.3 Gwella sgiliau Cymraeg staff

- Dywedodd nifer fawr o sefydliadau wrthym fod eu darpariaeth dysgu Cymraeg ar gyfer staff wedi gwella drwy fanteisio ar raglen Cymraeg Gwaith y Ganolfan Dysgu Cymraeg Genedlaethol. Roedd y gwelliannau fel arfer yn cynnwys cynyddu'r ddarpariaeth a gallu teilwra'r ddarpariaeth yn well ar gyfer anghenion y sefydliad. Mewn sawl achos, roedd gan sefydliadau diwtor penodedig yn gweithio o fewn y sefydliad.
- Roedd enghreifftiau o sefydliadau'n defnyddio mentoriaid neu gefnogaeth debyg i sicrhau bod dysgwyr yn defnyddio'u sgiliau Cymraeg yn eu gwaith bob dydd.
- Mae rhai sefydliadau'n ei gwneud yn ofynnol i'r holl staff gael hyfforddiant sylfaenol er mwyn gallu dangos cwrteisi at aelodau'r cyhoedd. Ochr yn ochr â hynny, mae angen digon o staff sy'n ddigon rhugl yn Gymraeg i allu ymwneud yn estynedig â'r cyhoedd.
- Gwelsom sawl enghraifft o sefydliadau'n cynnig darpariaeth gwella sgiliau ar gyfer staff sy'n siarad Cymraeg yn dda eisoes, er mwyn eu galluogi i ddefnyddio'r Gymraeg mewn sefyllfaoedd penodol, er enghraifft ar-lein neu wrth gadeirio cyfarfodydd.

4.4 Defnyddio'r Gymraeg yn fewnol fel iaith gwaith

- Nododd nifer o sefydliadau argraff gyffredinol o fwy o ddefnydd mewnol o'r Gymraeg, yn enwedig ar lafar, a gwelsom nifer o enghreifftiau o ymdrechion i gynyddu'r defnydd mewnol mewn cyd-destunau penodol. Dywedodd nifer o sefydliadau fod peuoedd penodol wedi symud yn naturiol at ddefnyddio'r Gymraeg yn gynyddol, ac roedd gan nifer o sefydliadau weithgareddau cyson sy'n cynnig cyfleoedd anffurfiol i ddefnyddio'r Gymraeg.
- Prin oedd yr enghreifftiau o newidiadau sylweddol, bwriadus ar lefel sefydliad cyfan yn ystod 2019-20, ond mae rhaglen dreigl Cyngor Ynys Môn yn parhau.

5 Hybu'r Gymraeg

Mae gan bob sefydliad draweffaith economaidd a chymdeithasol, sydd yn ei dro'n gallu effeithio ar sefyllfa'r Gymraeg a'r defnydd ohoni. Mae'r safonau'n ei gwneud yn ofynnol i sefydliadau ystyried sut y gallant ddefnyddio'r grym hwn er budd y Gymraeg, mewn dwy brif ffordd – mae'n rhaid i bob sefydliad ystyried yr effaith ar y Gymraeg wrth wneud penderfyniadau polisi, ac mae'n ofynnol i awdurdodau lleol a pharciau cenedlaethol baratoi strategaethau hybu'r Gymraeg.

Caf yr argraff fod sefydliadau'n araf i sylweddoli maint ac arwyddocâd y cyfrifoldeb strategol mae'r gofynion hyn wedi ei osod arnynt.

Mae trefniadau mewn lle i asesu effaith penderfyniadau polisi ar y Gymraeg, ond arwynebol yw'r ystyriaeth yn aml, ac nid wyf wedi gweld tystiolaeth sylweddol o sefydliadau'n gwneud newidiadau sylweddol i'w cynlluniau er mwyn gwneud lles i'r Gymraeg.

Mae gan strategaethau 5 mlynedd botensial enfawr i wneud awdurdodau lleol yn asiantaethau hybu'r Gymraeg o fewn eu hardaloedd, gan gydlynu a gyrru ymdrechion mewn meysydd mor amrywiol ag addysg, economi, cynllunio, ieuencid, twristiaeth, gofal ac ati. Mae'r strategaethau wedi arwain at roi sylw strategol i'r Gymraeg mewn nifer o sefydliadau, ond nid yw'n glir faint o weithgareddau newydd sydd wedi eu cychwyn o ganlyniad uniongyrchol i'r strategaethau, ac nid oes cyllid ac adnoddau newydd sylweddol wedi eu neilltuo i'w gweithredu yn y rhan fwyaf o achosion.

Mae cyfle ar y gorwel i newid hyn, gyda gofyniad i sefydliadau adolygu a llunio strategaethau newydd yn 2021 a 2022. Nawr yw'r amser i ddechrau cynllunio a mesur effaith er mwyn sicrhau bod y strategaethau'n cael effaith wirioneddol ar sefyllfa'r Gymraeg yn gymunedol yn ystod y ddegawd hon.

Barn y Comisiynydd

5.1 Asesu effaith penderfyniadau polisi

- Roedd nifer y copïau o asesiadau a rannwyd â'n hastudiaeth ni'n isel yn achos rhai sefydliadau, ac felly roedd amheuaeth nad yw pob penderfyniad yn cael ei asesu fel y dylai. Roedd rhai arferion nad oedd yn cydymffurfio â'r gofynion, er enghraifft peidio â chadw cofnod o'r ystyriaeth i'r Gymraeg, a pheidio ag asesu rhai penderfyniadau.
- Roedd mwyafrif yr asesiadau'n cynnwys nifer o gwestiynau oedd yn adlewyrchu gofynion y safonau. Roedd ansawdd yr asesiadau'n amrywio – roedd rhai'n rhoi ystyriaeth o ddifri i'r cysylltiad rhwng y penderfyniad a nodau strategol o ran hybu'r Gymraeg, ac eraill yn arwynebol ac yn dangos diffyg dealltwriaeth o'r modd y gall penderfyniadau effeithio ar y defnydd o'r Gymraeg.
- Mae darpariaeth addysg yn faes lle mae'n allweddol ystyried effaith penderfyniadau ar y Gymraeg. Yn ystod 2019-20, dyfarnodd y Comisiynydd ar achos lle roedd sefydliad heb fynd i'r afael yn briodol ag effeithiau cau ysgol ar y defnydd o'r Gymraeg o fewn y gymuned yn ehangach, a dulliau o liniaru hynny. Yn ogystal, cynhaliwyd ymchwil i effaith newid polisiâu cludiant ôl-16 ar y Gymraeg, gan ganfod bod anghysondeb o ran pellter teithio o'r cartref i'r man dysgu, neu'r grantiau sy'n cael eu cynnig, yn golygu bod mynediad at addysg Gymraeg yn llai hwylus mewn rhai ardaloedd nag mewn eraill.

5.2 Polisi dyfarnu grantiau

- Er bod enghreifftiau da o sefydliadau'n ystyried yr effaith ar y Gymraeg wrth ddyfarnu grantiau, nid yw llawer o sefydliadau wedi cyhoeddi polisiâu'n nodi sut y byddant yn gwneud hyn. Dim ond 1 o'r 12 sefydliad oedd dan ddyletswydd yn rheoliadau rhif 2 oedd wedi cyhoeddi polisi, a dim un o'r 23 sefydliad perthnasol yn rheoliadau rhif 6.

5.3 Gweithredu strategaethau 5 mlynedd i hybu'r Gymraeg

- Roedd llawer o'r gweithgareddau a gynhaliwyd gan sefydliadau'n ymwneud ag addysg, gofal plant a dysgu Cymraeg, a nifer o sefydliadau wedi gweithio mewn partneriaeth â sefydliadau fel yr Urdd a'r fenter iaith yn lleol i gynnig cyfleoedd i ddathlu a defnyddio'r Gymraeg. Roedd ambell gyngor wedi rhoi ystyriaeth i sut gall polisiâu economi a chynllunio hybu'r Gymraeg.
- Nododd 9 o'r 14 sefydliad oedd yn rhan o'r astudiaeth nad oeddent wedi neilltuo cyllid ychwanegol i weithredu'r strategaethau (er bod amser staff presennol yn cael ei dreulio ar eu gweithredu).
- Mae fforymau iaith sirol wedi eu sefydlu yn sgil y strategaethau ac yn cynnig cyfle i randdeiliaid drafod cynnydd, ond gellir gwneud mwy i fonitro

gweithrediad y strategaethau. Nid oedd yn amlwg fod gan y rhan fwyaf o sefydliadau gynlluniau pendant ar gyfer asesu llwyddiant y strategaethau yn 2021 a 2022 fel sy'n ofynnol.



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Closing the Gap

The Welsh Language Commissioner's
assurance report
2019-20 – concise version



Comisiynydd y
Gymraeg
Welsh Language
Commissioner



Published in accordance with section 4 of the Welsh Language (Wales) Measure 2011
September 2020



The Commissioner's foreword

The last few months have been challenging for all of us, and we have had to adapt quickly to provide public services in different ways. In the coming months I will look back at the crisis period, in order to understand how organisations' Welsh language provision was affected, and learn lessons for the future.

The pandemic has showed the value of robustness, leadership and expertise, and the flexibility to use staff creatively. It has forced us to accelerate developments in how we use technology. The crisis is likely to cause lasting changes in the ways we work.

Organisations may substantially reconfigure the ways they operate and provide public services. This is a golden opportunity to put the Welsh language front and centre.

This report states my findings regarding organisations' performance in implementing language duties in 2019-20 – before Covid-19 affected us. But as organisations begin acting on the findings, they will need to ensure that their arrangements boost the Welsh language provision in the new normal.

As I analysed organisations' performance in 2019-20, I became concerned that a gap is opening between organisations that comply well and continuously improve, and those organisations that do not have sufficient arrangements.

In some organisations, structured arrangements and hard work now mean that they comply with the standards and create dependable opportunities to use Welsh. But some organisations haven't used the standards as an impetus to improve arrangements and ensure that they have enough Welsh language capacity to provide the services people have a right to receive.

With over four years having passed since the standards came into force for the first time, my expectation is that every organisation complies fully with the requirements set. Over the coming period, I will consider the evidence that I have about organisations' performance, and will take whichever proportionate steps necessary to deal with any failure or deficiency.

Every Welsh speaker should be able to have high expectations of public organisations. It's time for every organisation to be doing the basic things every time – using Welsh in writing; having enough Welsh speaking staff to be able to provide reception and phone services; and following robust arrangements for key assessments regarding jobs skills and policy decisions.

Where services have a bigger impact on people's well-being, we should be able to assume that they will be available in Welsh. The standards need to bring about swift improvements in the services of health organisations, and I am of the opinion that county councils should work towards holding well-being meetings in Welsh by default with Welsh speakers.

I am eager to be able to take for granted that basic services are provided in Welsh as a matter of course, so that we can spend our time getting to grips with the big issues that will make a strategic difference to the future of the Welsh language. I want to see organisations creating a shift in the language used by service users and their own staff, and seriously considering how all the organisation's operating arrangements can boost the Welsh language in terms of economy, education and society.

I will not allow a situation where organisations continue to fail to meet the requirements they are subject to. And where organisations are willing to innovate in order to increase use of Welsh, I will support and facilitate their work.



Aled Roberts
Welsh Language Commissioner
September 2020



This is a summary of the report. The full report is [on the Commissioner's website](#).

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1 Introduction

- This is the sixth assurance report published by the Commissioner. The report addresses the issues on which organisations need to take action over the coming months. It includes evidence on:
 - **organisations' performance** in providing Welsh language services and encouraging people to use them
 - **compliance arrangements** – what organisations do to ensure their provision is compliant
 - **workforce capacity** – ensuring that there are enough Welsh speakers in the right roles
 - **promoting the Welsh language** – contributing to the future of the Welsh language by considering the impact of policy and grant decisions on the language, and implementing Welsh language promotion strategies.
- The report is based on robust and varied evidence, including checking the services of a sample of organisations, verifying statutory documents, asking organisations for evidence in thematic studies, engaging with users, and contact with organisations as we support compliance, impose standards, and conducting investigations.
- Organisations are responsible for compliance with duties imposed upon them. This report provides clear guidance on how to ensure this happens.
- Wherever monitoring work that forms the basis of this report has highlighted a failure by an organisation, we will consider what steps need to be taken to address that failure, taking into account the use of all the Commissioner's powers.

Covid-19

- The evidence that forms the basis of this report is not related to the period when the Covid-19 crisis disrupted organisations' ability to operate.
- Welsh language standards and Welsh language schemes remained in operation during the period, and it is important that the rights of Welsh speakers are respected despite the crisis.
- The crisis may have had some impact on organisations' ability to comply. During 2020-21 we will look at how the crisis has affected the Welsh language services of organisations and the use of Welsh internally, with a view to facilitating the learning of lessons for the future.

2 Providing and promoting services

With an increase in the availability of a number of services, and performance overall moving in the right direction, there is a temptation to be satisfied with these results. However, some concerns remain regarding the ability of Welsh speakers to access services in the language of their choice.

Some organisations did not provide certain services in Welsh on any of the occasions that we monitored those services.

We have not seen the necessary improvement in organisations' reception services. And in terms of other services where performance is quite favourable, such as documents, social media and websites, care must be taken to ensure that arrangements do not slip.

Some sectors – health organisations, and those implementing language schemes – comply less frequently than others. While there is no significant difference in the performance of councils across the different areas of Wales in most services, the regions of south Wales are lagging behind in terms of reception and telephone services.

Organisations need to seriously address the responsibility to promote services – generating an increase in the take up of Welsh language services. This means changing the way services are designed, providing services in Welsh by default where possible (especially where there is a more significant impact on individuals, such as meetings relating to well-being), and informing Welsh speakers of the services available.

There are examples of significant increases in the use of some Welsh language services, which highlight the potential for progress when services are designed and promoted effectively – but these examples are relatively rare.

The steps needed to improve compliance are outlined clearly in the following sections of this report, and it is up to organisations to take immediate action to meet the requirements.

The Commissioner's opinion

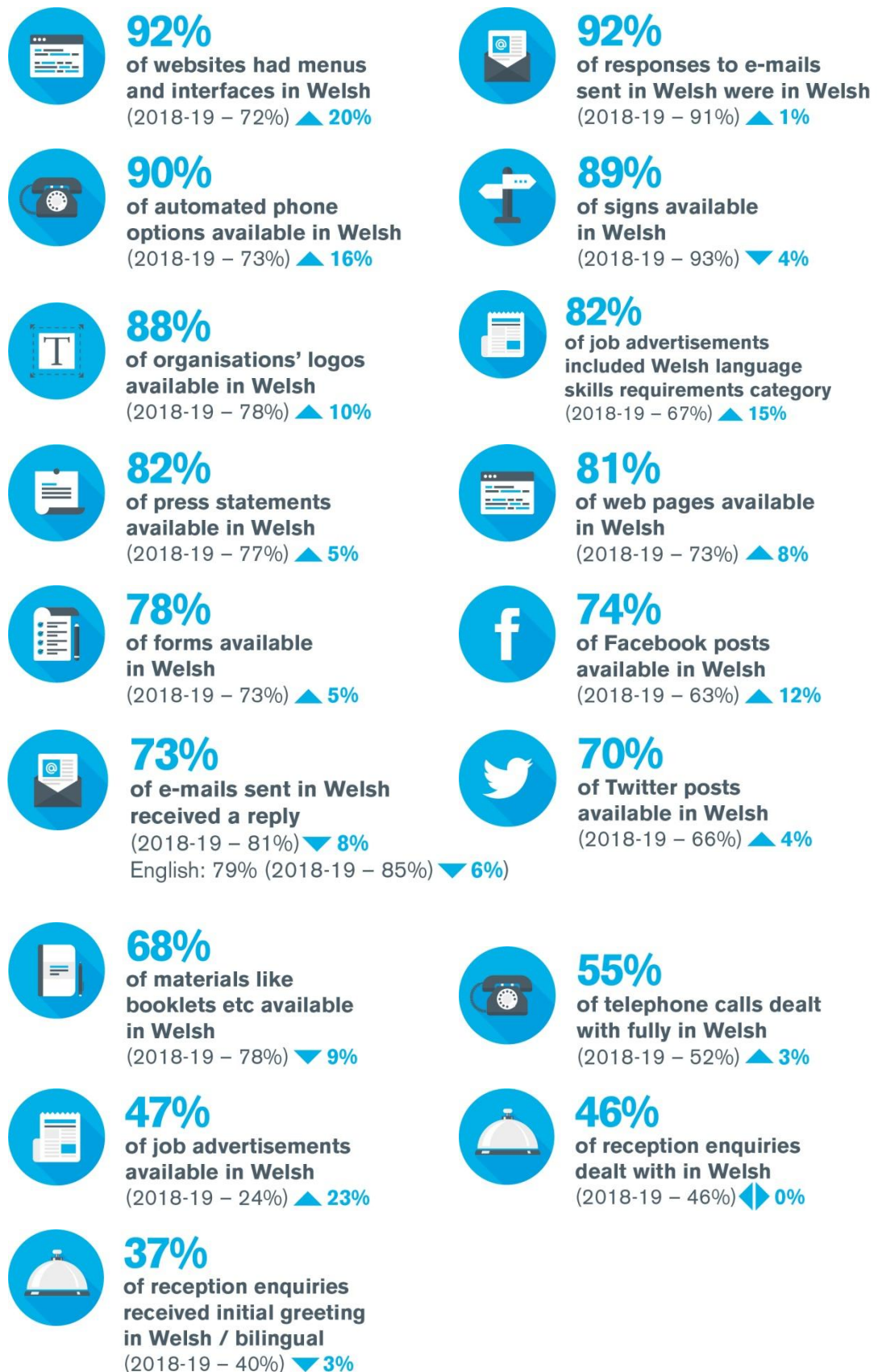
“Using Welsh language services can be a hassle because of the way some organisations treat the Welsh language and the way they treat Welsh speakers. People have to fight to be able to do things in Welsh.”

Member of the public in discussion group

“It's all very well saying that you have a right to use the Welsh language but if they don't operate in Welsh as quickly as in English it makes sense to use English.”

Member of the public in discussion group

2.1 Availability of Welsh language services



- For most of the services we verified, results were better in 2019-20 than in 2018-19, but the results still fall short of full compliance in many cases.
- Performance on written services remains better than on personal services such as telephone and reception. There was no progress on these services. These are the services where investment in staff skills is needed in order to provide them in Welsh.
- We checked each service more than once. For all services, some organisations (between around 5% and 20%) did not provide them in Welsh at all. Other organisations provided the service in Welsh at least once, but not always; and others had provided the service in Welsh every time it was checked.
- As in 2018-19, there was no direct link between the performance of county councils and the percentage of Welsh speakers in their area. The performance of regions in the south of Wales had improved on last year, but the results for telephone and reception services were low.
- The performance of organisations in regulations no. 1 (local authorities etc) and no. 2 (national organisations), on the whole, are better than the rest, and there is a definite need for improvement in the services of health organisations (no. 7 regulations) and non-devolved organisations implementing language schemes.

2.2 Quality of Welsh language services

- Welsh language correspondence received a slightly faster response than English correspondence, but English correspondence was slightly more likely to receive a full response that included additional material.
- For various materials, the results suggest that the Welsh language is treated less favourably than English in about 10% of cases, for reasons such as that text was missing, inaccurate, or less prominent in the Welsh version, or that the format of the English version was better.

2.3 Designing services to increase the use of Welsh

- During 2019-20, workshops were held with organisations discussing practical approaches to increasing the number of people using Welsh language services.
- Discussions with organisations during the year saw some examples of offering Welsh language services by default or proactively, but most organisations do not routinely do this.

- Some organisations said that they look carefully at usage statistics and try to use them to ensure that their Welsh language services meet the needs of Welsh speakers, for example by careful timing or using formats that appeal more to Welsh speakers on the basis of previous evidence. Some organisations have developed their corporate tone of voice, making their materials more accessible to readers.
- We heard that some organisations had put in place arrangements to establish the language choice of users and to act on this in all subsequent contact. There are specific requirements to do this for hospital inpatients, and we saw evidence that some health boards had already taken action to meet the requirements.

Meetings relating to well-being

- A study was carried out looking at people's ability to use Welsh in meetings relating to their well-being. The 11 organisations involved in the study stated that they ask people for their language of choice, and some organisations had reviewed their staffing arrangements and so on to ensure there is sufficient capacity.
- However, some of the evidence suggested that there was little actual use of Welsh in such meetings. For a large number of Welsh speakers, holding the meeting in Welsh will make them more comfortable and more able to express their feelings and needs. The standards require that individuals are asked whether they wish to use Welsh at the meeting, and acting accordingly, but holding meetings in Welsh by default with Welsh speaking individuals can make a real difference to their well-being.

2.4 Promoting Welsh language services

- Our verification work showed low compliance with the requirements to state that materials are available in Welsh – for example, only 19% of English versions of forms stated that it was also available in Welsh. There was a sign welcoming the use of Welsh in 51% of receptions, and 69% of websites proactively offered the Welsh option through a splash page or similar.
- While there are commendable examples of promoting services, on the whole there are very few significant publicity campaigns for organisations' Welsh language services. New efforts seen this year include an organisational language charter, developing an external communications strategy to use a number of different media to raise awareness of Welsh language services, and using a dedicated Twitter account to provide a behind-the-scenes glimpse at an organisation's Welsh language provision.

-
- The Commissioner held a Rights Day for the first time on 4 December 2019, with a significant number of organisations using the day's resources and branding to promote their services, and seeing good engagement with their messages.

2.5 Evidence of take up of services

- We encourage organisations to gather evidence about service use as a way of measuring whether services meet the needs of Welsh speakers, and whether efforts to promote services are working, for example by setting a target for increasing use of services.
- Although many organisations refer to low usage of services, we found some very encouraging examples of increased use of some Welsh language call centres and online services.

3 Compliance arrangements

I find it difficult to believe that the head of any organisation can be satisfied with a situation where their organisation is failing to comply with basic statutory requirements.

Organisations should not await the results of monitoring work or an investigation before ensuring that they comply with these legal requirements.

Compliance should not be a box-ticking exercise. Welsh speakers – the organisation’s customers – should be central. Service users need to be reassured that the organisation’s processes are adequate. Users’ experiences need to be understood – through verification of services and listening to people. There is a need to respond positively to people’s complaints and concerns.

The standards require arrangements to oversee compliance. Organisations can choose whatever methods – verification, internal reporting, risk, audit, action plans and so on – that are most appropriate for them, but arrangements must be put in place. And those arrangements should be underpinned by the whole of the organisation’s governance authority – leaders need to make it clear, through processes and culture, that meeting the requirements is a priority.

Not having an officer, manager or specialist unit working specifically on improving the organisation’s Welsh language provision creates a risk of failing to promote the Welsh language in accordance with the Measure.

It was good to see that organisations had established satisfactory arrangements for translation, and that the costs had been absorbed into the routine costs of the organisation. Innovation in automatising work, and facilitating bilingual drafting, could generate savings to enable investment in other aspects of Welsh language provision.

The Commissioner’s opinion

“I have seen a change in the planning that takes place here in terms of the Welsh language, compared with the period before the standards were introduced. It led to the creation of a task and finish group and a member of staff taking action – this has been very beneficial.”

Staff member in discussion group

“The way in which we operate with regard to the Welsh language is completely ad-hoc – it’s pure luck if someone speaks Welsh and makes things happen. There’s no forward planning to ensure that things are embedded in policies and systems.”

Staff member in discussion group

3.1 Internal monitoring

- Some organisations, but by no means all, had proactive arrangements to establish how they were performing. Several organisations reported that they took action when any failure became apparent, but did not proactively seek to establish compliance levels.
- We found that many organisations have arrangements in place to verify services directly, for example through mystery shopper exercises. Others focussed on self-evaluation and internal reporting, for example by scrutinising updates by responsible managers, peer assessment, or risk assessment.

3.2 Public accountability

- 87% of organisations had produced the annual Welsh language standards report as required, and almost all of those had reported on the number of complaints, staff Welsh language skills, and the Welsh language skills need category of posts. Fewer reported on internal courses, and there were few examples of organisations publicising the report.
- The reports varied greatly in terms of quality, with some going into useful detail in identifying numerous activities that had been undertaken to ensure compliance and promoting the Welsh language more generally, while others contained only basic figures and comments.
- 90% of organisations had published a record of the standards set on them, but only 66% had published an explanation of how they intend to comply, and 48% had published their arrangements for oversight, promotion and facilitation. Organisations that do not publish these documents fail to comply, miss an opportunity to reassure Welsh speakers about their arrangements, and raise concerns that adequate arrangements are not in place. Some of the most effective documents were in the form of an action plan for compliance with each standard or group of standards.

3.3 Acting on complaints and users' experiences

- 63% of organisations had published a complaints procedure, which should set out the organisation's arrangements for dealing with complaints about compliance with the standards. Many of the complaints procedures did not cover all aspects that the standard requires. In many cases, organisations simply stated that they would deal with complaints about compliance in accordance with their corporate complaints procedures.
- It's required to keep a record of complaints and report on them. Almost all annual reports contained this information. A relatively low percentage of organisations had received complaints, and most of those had received a low

number of complaints, but over half of no. 1 regulations organisations had received at least one complaint.

- During 2019-20 we focussed on ensuring that organisations implement enforcement actions following investigations. There are many examples of the Commissioner's investigations leading directly to improving the performance of organisations, and also examples of organisations taking action following direct complaints from the public.
- We heard about some organisations actively asking users about their experiences of the organisation's Welsh language provision, for example through post event questionnaires or asking students about their experiences of using the Welsh language.

3.4 Leadership and expertise

- Our impression is that most organisations have a high level individual with responsibility for the Welsh language. This individual was usually responsible for chairing a group with an oversight of compliance, or providing accountability in another way, and acting as line manager (directly or indirectly) for the Welsh language officer or manager.
- Most organisations have an officer or manager who is responsible for the Welsh language on a day-to-day basis. In a good number of organisations, this is a full-time role, and sometimes forms part of a team. Overall we see that this leads to improved compliance as it allows a greater resource for identifying and resolving problems, working with departments across the organisation to ensure compliance.
- We found that a number of organisations had formed different groups within the organisation to discuss the implementation of Welsh language provision, providing accountability, planning work, and sharing practice across the organisation.

3.5 Translation

- Translation arrangements vary according to the business needs of organisations, with some employing internal translators and others using external companies. The majority of organisations were satisfied that their arrangements were appropriate for their requirements.
- Although a number of organisations were investing significantly in their translation services, it appeared that the costs had been accepted as a routine part of the costs of providing services.

- There was some evidence that organisations were developing their translation services in order to operate more efficiently, for example using machine translation or translation memory, creating templates and stock translations etc.
- There are examples of organisations using their translation teams to offer support for staff to draft through the medium of Welsh.

3.6 Outsourcing and third party platforms

- The Commissioner conducted a number of investigations in 2019-20 which highlighted the importance of ensuring that services provided through third party companies or organisations comply with the requirements set on the organisation.
- A large number of organisations reported that they had revisited their contracts to ensure that they included standard conditions requiring suppliers to comply with the relevant standards, and that specific questions about the standards relevant to a contract are included in the tender process.
- The situation regarding publishing Welsh language content on GOV.UK has improved after the Commissioner's approval of the Cabinet Office's Welsh language scheme in April 2019, with basic DBS checks and online passport forms now available in Welsh. We are continuing to discuss with the UK Government how the Welsh language can be made more prominent on the website.

4 Workforce capacity

The results of my monitoring work show that organisations need to have more Welsh speaking staff in key roles. This is crucial if Welsh speakers are to be able to rely on the services they are entitled to receive.

Organisations need to do more to recruit Welsh-speaking staff. An assessment must be carried out every time a job is advertised. With many organisations failing to offer services in line with the standards, I want organisations to take a long-term view in relation to how they ensure a workforce that facilitates the use of Welsh.

Progress has been made in assessing skills, and there is a need to continue with this until the skills of 100% of the workforce are assessed annually. I would like to see consistency in the assessment method so that better tracking is possible over time and as staff move between organisations.

It is also encouraging to see organisations having developed their skills improvement provision, working with the National Centre for Learning Welsh to manage provision and target training in a way that will have a greater impact.

I have heard examples of organisations struggling to find suitable Welsh speaking staff. But I have also come across organisations thinking outside the box when advertising posts, targeting applicants imaginatively and adjusting job requirements to ensure more Welsh speakers apply.

A number of activities are undertaken in order to make the Welsh language more visible within organisations, and to give colleagues the opportunity to use the language. However, I have not seen a purposeful shift towards the significant use of Welsh as an internal operational language. This is something which I would like to see developing over the next few years.

There is huge potential for learning, improving and using Welsh at work to give people more confidence in their skills. By building confidence in the work context, people can become more confident to use the language in the community and at home too.

The Commissioner's opinion

"They need to look at how they recruit in order to appoint Welsh speakers to posts."

Member of the public in discussion group

"There has been a significant increase in how many people want to develop their language skills – at level 3 and want to strengthen them to level 4 or whatever. More staff are keen to develop skills... and there are a lot more opportunities too."

Staff member in discussion group

4.1 Setting Welsh language skills requirements when recruiting

- When we checked job advertisements, we found that Welsh was essential for 17%, desirable for 63%, not required for 2%, and no requirements were stated for 18%. For each post, it is required to assess the need for Welsh language skills, and state the requirement category when advertising (unless skills are not required).
- 13 out of 14 organisations involved in our study shared records showing that the need for Welsh language skills for posts had been assessed, but the records for only 4 organisations showed the rationale used in making the assessment. There were some practices that did not comply, for example stating that Welsh language skills were desirable for all posts, or using different categories from those specified in the standards.
- Based on our discussions with organisations, it appears that most organisations have electronic processes or other procedures in place to ensure that assessments are conducted.
- The factors considered most frequently were the requirements of the role, for example in terms of contact with the public and stakeholders, and current Welsh language capacity. Some organisations had taken steps to ensure that the long-term needs of the organisation were taken into account when carrying out each individual assessment.
- Some organisations ensure that all new staff have basic Welsh language skills so that they can show courtesy to members of the public. Alongside that, organisations need enough staff who are fluent enough in Welsh to be able to deal extensively with the public.
- There were examples of organisations being creative in ensuring that enough Welsh speakers apply for jobs, for example by adjusting job requirements, or better targeting of recruitment methods.

4.2 Identifying the workforce's Welsh language skills

- Almost all the organisations that produced an annual report included information on the number of staff with Welsh language skills. Organisations use human resources systems and other software to ensure that staff self-assess their Welsh language skills.
- The standards do not specify how to measure or express staff's Welsh language skills, so organisations use different models, for example ALTE (0-5) levels, Learning Welsh curriculum levels (entry, intermediate, proficiency etc), or another distribution created by the organisation. The Commissioner recommends the use of CEFR levels, which can be matched to ALTE levels and Learning Welsh curriculum levels. If organisations were to use one of

these models, it would be possible to have aggregated figures for all relevant organisations, and compare the capacity of institutions with one another – something which is not possible at present.

4.3 Improving staff's Welsh language skills

- Many organisations told us that their Welsh language learning provision for staff had improved by taking up the National Centre for Learning Welsh's Cymraeg Gwaith programme. Improvements usually included increasing provision and being able to better tailor the provision to the needs of the organisation. In many cases, organisations had a designated tutor working within the organisation.
- There were examples of organisations using mentors or similar support to ensure that learners use their Welsh language skills in their daily work.
- Some organisations require all staff to undergo basic training to be able to show courtesy to members of the public. Alongside that, organisations need enough staff who are fluent enough in Welsh to be able to deal extensively with the public.
- We have seen many examples of organisations offering up-skilling provision for staff who already speak Welsh well, to enable them to use Welsh in specific situations, for example online or when chairing meetings.

4.4 Using Welsh internally as a language of work

- A number of organisations noted a general impression of increased internal use of Welsh, especially orally, and we saw many examples of attempts to increase internal use in specific contexts. A number of organisations reported that specific domains had naturally moved towards increasing use of the Welsh language, and many organisations had regular activities that offer informal opportunities to use Welsh.
- There were few examples of significant, planned changes at an organisation-wide level during 2019-20, but the Isle of Anglesey Council's rolling program continues.

5 Promoting the Welsh language

Each organisation has an economic and social impact, which in turn can affect the Welsh language and its use. The standards require organisations to consider how they can use this power for the benefit of the Welsh language, in two significant ways – every organisation must consider their impact on the Welsh language when making policy decisions, and local authorities and national parks are required to prepare strategies for promoting the Welsh language.

I have the impression that organisations are slow to realise the scale and significance of the strategic responsibility that these requirements have placed upon them.

Arrangements are in place to assess the impact of policy decisions on the Welsh language, but the consideration is often superficial, and I have not seen any substantial evidence of organisations substantially changing their plans in order to benefit the Welsh language.

5-year strategies have huge potential to make local authorities promotion agencies for the Welsh language within their areas, coordinating and driving efforts in areas as diverse as education, economy, planning, youth, tourism, care and so on. The strategies have led to more strategic attention to the Welsh language by a number of organisations, but it is not clear how many new activities have been put in place as a direct result of the strategies, and it seems no significant new budgets and resources have been dedicated to implement them in most cases.

There is an opportunity on the horizon to change this, with a requirement for organisations to review and formulate new strategies in 2021 and 2022. Now is the time to start planning and measuring impact in order to ensure that the strategies have a real impact on the position of the Welsh language in the community during this decade.

The Commissioner's opinion

5.1 Assessing the effect of policy decisions

- The number of copies of assessments shared with our study was low for some organisations, so it was suspected that not all decisions were properly assessed. There were some practices that did not comply with the requirements, for example not keeping a record of the consideration of the Welsh language, and not assessing some decisions.
- Most assessments contained a number of questions that reflected the requirements of the standards. The quality of assessments varied – some gave serious consideration to the link between the decision and strategic aims for promoting the Welsh language, while others were superficial and showed a lack of understanding of how decisions can affect on the use of Welsh.
- Education provision is an area where it is key to consider the impact of decisions on the Welsh language. During 2019-20, the Commissioner determined in a case where an organisation had not properly addressed the effects of a school closure on the use of Welsh within the wider community, and ways of alleviating them. In addition, we conducted research into the impact on the Welsh language of changing post-16 transport policies, finding that an inconsistency in the distance travelled from home to the place of learning, or in the grants offered, meant that access to Welsh-medium education is less convenient in some areas than in others.

5.2 Policy on awarding grants

- Although there are good examples of organisations considering the impact on the Welsh language when awarding grants, many organisations have not published policies setting out how they will do this. Only 1 of the 12 no. 2 regulations organisations subject to the requirement had published a policy, and none of the 23 relevant organisations in the no. 6 regulations.

5.3 Implementing 5-year strategies to promote the Welsh language

- Many of the activities undertaken by organisations involved education, childcare and learning Welsh, and many organisations worked in partnership with organisations such as the Urdd and the local Menter Iaith to offer opportunities to celebrate and use the Welsh language. Some councils had considered how economy and planning policies can promote the Welsh language.
- 9 of the 14 organisations that were part of our study reported that they had not allocated additional funding to implement the strategies (although current staff time is spent on implementing them).
- County language forums have been established as a result of the strategies and offer stakeholders the opportunity to discuss progress, but more can be

done to monitor the implementation of the strategies. It was not clear that most organisations had definite plans for assessing the success of the strategies in 2021 and 2022 as required.



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BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CABINET EQUALITIES COMMITTEE

3 DECEMBER 2020

REPORT OF THE CORPORATE DIRECTOR SOCIAL SERVICES AND WELLBEING

THE IMPACT OF COVID-19 AND LOCKDOWN ON PEOPLE WITH CARING RESPONSIBILITIES

1. Purpose of report

- 1.1 The purpose of this report is to provide information on the impact of Covid-19 and lockdown on people with caring responsibilities and the additional support that has been available during the pandemic.

2. Connection to corporate well-being objectives / other corporate priorities

- 2.1 This report assists in the achievement of the following corporate well-being objective/objectives under the **Well-being of Future Generations (Wales) Act 2015**:-

1. **Supporting a successful sustainable economy** – taking steps to make the county borough a great place to do business, for people to live, work, study and visit, and to ensure that our schools are focussed on raising the skills, qualifications and ambitions for all people in the county borough.
2. **Helping people and communities to be more healthy and resilient** - taking steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services. Supporting individuals and communities to build resilience, and enable them to develop solutions to have active, healthy and independent lives.
3. **Smarter use of resources** – ensure that all resources (financial, physical, ecological, human and technological) are used as effectively and efficiently as possible and support the creation of resources throughout the community that can help to deliver the Council's well-being objectives.

3. Background

- 3.1 The rights of unpaid carers have been recognised by Welsh Government within the Social Services and Well-being Act (Wales) 2014 which came into force in 2016. This gave carers an equal right to have their needs assessed to those that they care for.
- 3.2 In 2017, this commitment to carers was re-affirmed with the announcement of three ministerial priorities:
- Priority One – Identifying and recognising carers:
 - Priority Two – Supporting a life alongside caring;

- Priority Three – Providing information, advice and assistance.

- 3.3 The Carers Trust, in its Carers Week 2020 research report, suggests that there has been an increase in unpaid carers in Wales with unpaid carers amounting to one in four people – an indicative 196,000 additional unpaid carers in Wales since the coronavirus outbreak. Within the context of Bridgend, local estimates would indicate the population could include 24,300 adult carers and 2,700 ‘young carers’ and it is recognised that these estimates may be conservative.
- 3.4 There will be many people providing unpaid care for an ill, older or disabled family member or friend and a large number may not identify themselves as unpaid carers. The amount and type of support that is provided will vary considerably and can range from assistance with daily tasks (e.g. shopping) to providing extensive emotional or personal care.
- 3.5 Carers Trust have suggested that in addition to a national growth in the number of unpaid carers due to the pandemic, there has been a growth in the challenges that many have faced due to lockdown.

4. Current situation/proposal

- 4.1 It is reasonable to assume that the challenges faced by carers across Wales will also have arisen in Bridgend. The report describes the range of services and support that may have been of assistance in Bridgend.
- 4.2 Carers Trust research identified the following challenges to unpaid carers identified across Wales:-
- | | |
|--|-----|
| • Not being able to take time away from caring | 74% |
| • Managing stress and responsibility | 73% |
| • Negative impacts on physical and mental health | 73% |
| • Impact on other personal relationships | 65% |
| • Financial impact of additional care costs | 53% |
| • Negative impact on ability to do paid work | 50% |
| • Not having anyone to talk to about caring challenges | 46% |
- 4.3 BCBC has representation at the Welsh Government ministerial advisory group, the All Wales Carers Officers Learning and Improvement network and the Cwm Taf Morgannwg Regional Carers partnership group. This ensures that the local voices of carers can contribute to identifying what is needed and the resources to support this.
- 4.4 To support the 3 ministerial priorities for carers, a £1 million allocation is made to regional carer partnership boards and for 2020-21 an additional £1 million Covid Support Fund for carers has been established.
- 4.5 During the period of national lockdown and beyond, the Bridgend Carers Wellbeing Service has continued to be operated by Carers Trust South East Wales (CTSEW) with the following aims to support life alongside caring:-

- Build and maintain emotional resilience;
- Maintaining physical and mental health;
- Accessing education, training and employment;
- Building and developing relationships with family;
- Understanding and applying for welfare and benefits and entitlements;
- Improving financial and housing situations;
- Distribution of a carer's emergency card.

- 4.6 Despite the need to maintain social distancing, the Bridgend Carers Wellbeing Service has adapted and worked flexibly to meet carers' needs across Bridgend. This has ensured information, advice and assistance has been provided including digital and telephone communication. The telephone support service has been extended to cover seven day, 24 hour cover with staff available on a rota basis.
- 4.7 The curtailment of carers' assessment has been a national concern for Carers UK but, during lockdown, and in Bridgend, CTSEW have undertaken 293 carers assessments and supported 1217 contacts. Virtual approaches have been used where appropriate to offer 'face to face' carers assessments. There has been close working with BCBC Adult Services to prioritise support. Anecdotal information has suggested some carers have valued the remote support approach.
- 4.8 During the first four months of lockdown CTSEW provided a Carers Emergency Grant Scheme supporting 83 local carers with financial support of up to £300. The key themes of identified needs included food, home supplies, fuel and transport costs. A further round of carers grants will be delivered from December to March along with winter planning support programmes.
- 4.9 CTSEW have also been supporting the operation of a distribution and collection point for personal protective equipment (PPE) which has been another area of national concern for carers and CTSEW have supported a signposting approach by the local authority. Since July the Council has provided 7020 items of PPE to CTSEW to distribute to carers within the County Borough.
- 4.10 The Bridgend Carers Wellbeing Service has been able to make virtual sessions and activities available to support social engagement. A series of virtual events to celebrate Carers Rights Day will take place in November in partnership with BCBC and other third sector organisations.
- 4.11 CTSEW has secured investment via WCVA to increase use of volunteers. This will include a specific focus on recruiting befrienders and activity volunteers. This will add value to the work of BAVO and the Community Companions programme.
- 4.12 The work co-produced in partnership with BAVO as part of the transformation programme will have provided significant support to those shielding and with caring responsibilities. During lockdown the Connecting Communities volunteer programme supported 3,484 beneficiaries, (some who received more than one type of support), in the following areas:-

- Shopping support 102 volunteers supported 662 beneficiaries
- Prescriptions support 73 volunteers supported 2261 beneficiaries
- Foodbank support 17 volunteers supported 383 beneficiaries
- Telephone befriending 97 volunteers supported 166 beneficiaries
- Shielding support check-ups 30 volunteers supported 1126 beneficiaries
- In addition 27 volunteers provided pen pal writing support

- 4.13 A new support programme 'Connecting Carers' has been commenced working with Wales Co-operative Centre and Digital Communities Wales in response to the challenges of digital inclusion. In the first phase, 114 carers have been engaged and 4 distinct programmes identified to build carers networks. There are 12 partners working collaboratively.
- 4.14 There have been specific areas of focus developing in partnership with Halo and Awen that can support carers and cared for. The 'feel good for life' programme is supporting people living with dementia and achieved the UK Active Award and concessionary prices have been negotiated for people receiving carers allowance for leisure access. The 'Stronger Together Bridgend' digital platform has promoted carers and related issues relating to lockdown.
- 4.15 Carers Trust have also identified how the pandemic and increased isolation caused by the lockdown have affected the mental health and wellbeing of the UK's young people with caring responsibilities.
- 4.16 The pressures that they identify may have been significantly increased include:-
- 40% of young carers and 59% of young adult carers indicating mental health is worse;
 - 67% of young carers and 78% of young adult carers more worried about the future;
 - 66% of young carers and 74% young adult carers feeling more stressed;
 - 69% of both groups feeling less connected to others;
 - Both groups reporting increases in their caring responsibilities.
- 4.17 Young carers support services have continued to be delivered on behalf of BCBC by Action for Children and also information from the Young Carers in Schools project has been circulated by the Director of Education. Carers Trust have identified the need for greater support from education providers to manage caring roles alongside school.
- 4.18 During the first phase of lockdown BCBC and partners recognised the importance of young carers being prioritised in food shopping and provided letters of support following liaison with supermarkets.
- 4.19 BCBC was the first local authority to establish a young carers ID card and this has now become a national scheme. BCBC has secured £14,000 to work with young carers to develop a new approach including advocating the needs of young carers to stakeholders.

- 4.20 Between March and October 2020, 50 young carer assessments were undertaken by BCBC, with a young carer officer in post, and 46 young carers cards were issued. The number of assessments and carers cards issued are less than when compared with last year, but this is likely to be attributable to the limitations on the young carers officer to access these young people in as many ways as usual.
- 4.21 Action for Children have been able to provide financial assistance of up to £250 for young carers and families who were experiencing financial difficulties.
- 4.22 Schools have been very supportive in providing educational support to young carers including provision of laptops to keep up with school work.
- 4.23 BCBC, through working with Digital Communities Wales, have secured 20 chrome books to distribute appropriately including data and tuition for young carers 16-18 years.
- 4.24 To support social connections, services have delivered goody bags and afternoon teas to young carers and there have also been physical activities delivered virtually alongside fun quizzes and cookery sessions.
- 4.25 **Adult Social Care.** In March 2020, Adult Social Care changed its operating procedures to continue to delivery on the statutory services and to respond to the pandemic. This plan has been reviewed and updated frequently throughout the last 8 months. At the core of the services we sought to continue as many services as 'business as usual' and we explored and took opportunities to deliver services in a different way to ensure we adhered to the changing guidance in relation to direct personal care, support to individuals and families and carers, working for home, care home visiting and face to face contact.
- 4.26 Both the in-house and independent residential care staff have been at the forefront of caring for vulnerable people and providing a direct link to family and friends for those residents. Domiciliary care has continued to provide personal care and support for individuals and carers who live in their own homes in the community.
- 4.27 When the decision was made by the Council mid-March 2020, to close our in-house Learning disability respite service, all staff from this service continued to work and were delivering respite in different settings including the person's own home. The service maintained frequent contact with carers and families and provided individuals with one to one support in many circumstances to support the home situation. In August 2020 in line with the easing of lockdown restrictions an operational plan was devised and approved to reopen the service on a limited basis. This plan will continue its current operation and be regularly reviewed.
- 4.28 In March 2020, the adults' day care provision was changed from a building based service to an individual support, which includes welfare calls, support with food and medication and support within people's homes. This was reviewed weekly and adjusted accordingly. Some individuals still attended Bridgend Resource Centre with bespoke packages of care. By making these decisions it did enable us to continue to deliver core services to those most in need. A comprehensive workplace risk assessment was produced and implemented and is being reviewed and revised frequently. In place now:

- The service has established a picture of individuals who would need support in the community, and has scheduled and deployed day service staff in support accordingly. This has been to support carers and individuals. A 'contact, monitor and record' system is in place where day service staff have had regular telephone contact;
- A 'panel' is in place to assess the information provided through the RAG recordings which facilitated decisions on individuals returning to either the Community Hubs or Resource Centre via the 'Best Interests' process. The panel meets weekly and will continue to operate to identify those most in need and action accordingly. The service recovery has been gradual as it needs to assess/evaluate the practical delivery of the support provided;
- All four Community Hubs in addition to Bridgend Resource Centre are now delivering a day service to individuals 5 x days per week. Each service setting is operating at approximately one third capacity (between 10 and 12 individuals at Community Hubs and between 12 and 16 persons at BRC). This is reviewed frequently;
- Support in the community is continuing but this will need to be reviewed regularly as the demand for attendance at day service settings increases;
- The main constraint on the service in moving forward will be to maintain the 2M distancing guidance between individuals who use the service;
- Subsequently the building environments will dictate safe numbers;

4.29 Social Work Services and Managed Care and Support. In terms of our social work, assessment, and managed care and support requirement, in the main this has also been business as usual. All adults social work teams have gone through a process of identifying all the people/families/carers known to these teams who are vulnerable or at risk in the current situation:-

- These people/families/carers have been prioritised by the teams and all of them are contacted to check on the situation and provide assistance where needed;
- Where people are in receipt of care and support from direct care services, the LA is able to receive feedback from the support workers and any registered professional involved. Concerns can be resolved or escalated as appropriate;
- Staff are proactively making 'welfare call' to people and their families/carers on open caseload unless requested not to. This approach is to prevent personal, carer or family crisis by adopting an early intervention preventative approach. It is also supportive in nature because people know they can still contact their Social Worker or discuss any concerns rather than waiting for a crisis to happen; examples of feedback and situations are as follows:

A social work assistant (SWA) had a thank you card from the daughter and main carer of Mrs X. She told the SWA that she really appreciated the welfare calls and that it had really helped her to know that she could call and get information and help during the crisis should she need to.

and

A gentleman's wife had weekly welfare calls, that have provided regular support to her as the main carer through a dreadful time in her life (the lock down and husband poorly) and the welfare calls became a life line and an opportunity to enable the carer to share her concerns which enabled the worker to gain an excellent understanding of the barriers experienced. As a result of the regular calls and gathering detailed info the social worker instigated contact with the Palliative Care Team which identified that the gentleman was end of life and the process ensured that he and his wife had timely access to the appropriate support.

- Home visits are being made as required and risk assessed. So as a general rule, people receiving care and support will only be visited if it is risk assessed to be necessary following an appropriate initial assessment or review;
- The operating procedures continue to be frequently reviewed. The services are currently experiencing a rise in the need for carer and family support and the service is preparing to manage the increase in demand for intervention as we move into the winter period.

In terms of how these adjusted services have been received, between April and November 2020 we have received 116 compliments about the service; this is an increase of 20 to date, when compared with last year's figures. Examples of feedback are as follows: *'I must also mention yourself X, for your efficient handling of my initial cry for help and subsequent telephone follow up call.'*

and

'This is from X's wife as a thank you for checking in with them during Lockdown'

Mrs X advised she "wanted to pass on a message of thanks"

'She said that she cannot speak highly enough of Bridgend council and has told everyone about the amazing support her mother has received. She doesn't think there is any service like this in X and said BCBC is responsible for letting her mother stay at home an extra 2 years. She said her mother has rung with inappropriate requests ie referral for a plumber but her mother has been dealt with in the most kind and caring manner.'

4.30. Direct impact on young carers:-

- Many young carers lost the ability to socialise with friends which has led them to feel isolated and trapped within their homes.
- Many young carers have felt additional stress and anxiety in relation to their education. Their education provision was a break from their caring responsibilities and an opportunity to concentrate on themselves in terms of their learning and social interaction.

- Young carers have experienced a reduction in the time they have to themselves within their home as by virtue of being at home their caring responsibilities have increased.
- Due to the closure of venues young carers have had little escape from their home lives and caring responsibilities impacting upon their emotional wellbeing.
- Anxiety and mental health issues have increased amongst young carers due to the restrictions placed on them as a direct result of the Covid.
- In addition to their caring responsibilities some young carers have had the added responsibilities of managing their carer's emotional wellbeing who have also been adversely impacted by COVID.
- Many young carers have lost the help from external family support due to rules about social bubbles which has again directly resulted upon them.

5. Effect upon policy framework and procedure rules

5.1 There are no identified effects upon the policy framework or procedure rules.

6. Equality Impact Assessment

6.1 This report is for information purposes and as such no equalities impact assessment has been concluded.

6.2 Despite no equalities impact assessment being conducted the information contained in the report positively describes support being made available to those providing care.

7. Well-being of Future Generations (Wales) Act 2015 implications

7.1 The Well-being of Future Generations (Wales) Act 2015 provides the basis for driving a different kind of public service in Wales. Promoting the right of an individual to be involved in the development and provision of support and services, to encourage feedback and to enable a person to make a complaint about the support or services they receive contributes to ensuring the Authority works to deliver wellbeing outcomes for people. The following is a summary to show how the five ways of working to achieve the well-being goals have been considered in this report:

Long Term – the report identifies that it is important to ensure carers are supported in their roles as part of a longer term approach to sustainability of services and communities.

Prevention – the support of carers enables people to maintain independence in community settings and prevent needs from escalating.

Integration – a collaborative approach to understanding the needs of carers allows the broadest range of partners to effectively and efficiently provide any assistance required.

Collaboration – the report identifies the collaborative efforts of government, local authorities, health and social care providers, and third sector organisations.

Involvement – the report identifies the need to understand the lived experience of those providing care and to engage them in the design and improvement of services.

8. Financial implications

8.1 There are no financial implications arising from this report.

9. Recommendation

9.1 It is recommended that the Cabinet Committee Equalities note the information contained in this report.

Claire Marchant
Corporate Director Social Services and Wellbeing
November 2020

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Background documents: NONE

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BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CABINET EQUALITIES COMMITTEE

3 DECEMBER 2020

REPORT OF THE CHIEF EXECUTIVE

UPDATE REPORT ON THE WORK OF BRIDGEND COMMUNITY COHESION AND EQUALITY FORUM

1. Purpose of report

- 1.1 The purpose of this report is to update Cabinet Equalities Committee on the work of the Bridgend Community Cohesion and Equality Forum

2. Connection to corporate well-being objectives / other corporate priorities

- 2.1 This report assists in the achievement of the following corporate well-being objectives under the **Well-being of Future Generations (Wales) Act 2015:-**
- **Smarter use of resources** - ensuring that all resources (financial, physical, ecological, human and technological) are used as effectively and efficiently as possible and support the creation of resources throughout the community that can help to deliver the council's well-being objectives.

3. Background

- 3.1 In 2017, discussions took place between the police and Bridgend County Borough Council on a proposed merger of the Bridgend Equality Forum and the Community Cohesion Group. The first meeting of the Bridgend Community Cohesion and Equality Forum (BCCEF) took place on 27 April 2018. Since then the group has met quarterly.
- 3.2 This is the third report presented to Cabinet Equalities Committee on the progress and the work of BCCEF. Previous reports were presented in November 2018 and November 2019.
- 3.3 The meeting is currently chaired by Cllr Dhanisha Patel and the BCBC Equalities Team hold the secretariat role for the meeting.

4. Current situation

- 4.1 The meetings of the BCCEF are held quarterly and since the last update report meetings have taken place in January, March June and September 2020. Due to the impact of Covid-19, the June and September meetings have been online meetings.
- 4.2 The aim of each meeting is to have a main agenda item where a presentation is received that is relevant and informative to attendees.

In 2020 presentations were received on:

- BCBC Strategic Equality Plan Consultation
- BCBC Budget Consultation Feedback
- Community PREVENT
- BCBC Strategic Equality Plan Consultation feedback
- The barriers that people with sight loss face and the impact of COVID-19

All members are encouraged to propose main agenda items for each meeting.

- 4.3 Each organisation in attendance is given the opportunity to provide an update on their work and any partnership opportunities for engagement or training.
- 4.4 South Wales Police provide an update report that was previously presented to Community Cohesion Group. This report includes hate crime figures, use of force, figures on violence against women and girls, stop and search and complaints raised against the police and police misconduct. The role of the group is to receive this report and provide scrutiny to this report.
- 4.5 All members continue to invite new attendees to the group in order to expand the scope of the group.

5. Effect upon Policy Framework & Procedure Rules

- 5.1 The report has no direct effect upon the policy framework or procedure rules but it enables us to effectively implement the council's statutory duties in relation to equalities and human rights.

6. Equality Impact Assessment

- 6.1 The report provides the committee with information that positively assists in the delivery of the authority's equality duties.

7. Well-being of Future Generations (Wales) Act 2015 Assessment

- 7.1 The well-being goals identified in the Act were considered in the preparation of this report. It is considered that there will be no significant or unacceptable impacts upon the achievement of well-being goals/objectives as a result of this report.

8. Financial Implications

- 8.1 There are no financial implications associated with this report.

9. Recommendation

- 9.1 That the Cabinet Equalities Committee receives and considers this report.

Mark Shephard

Chief Executive – Chief Executive's Directorate.

Date: 3 December 2020

10. Contact Officers:

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Background papers:

None

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BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CABINET COMMITTEE EQUALITIES

3 DECEMBER 2020

REPORT OF THE CHIEF EXECUTIVE

UPDATE REPORT ON IMPLEMENTATION OF THE WELSH LANGUAGE (WALES) MEASURE 2011 AND WELSH LANGUAGE STANDARDS

1. Purpose of report

- 1.1 This report updates the Cabinet Committee Equalities (CCE) on the implementation of the Welsh Language (Wales) Measure 2011 and the Welsh Language Standards.

2. Connection to corporate well-being objectives / other corporate priorities

- 2.1 This report assists in the achievement of the following corporate well-being objectives under the **Well-being of Future Generations (Wales) Act 2015:-**

- **Helping people and communities to be more healthy and resilient** – taking steps to reduce or prevent people from becoming vulnerable or dependent on the council and its services. Supporting individuals and communities to build resilience, and enable them to develop solutions to have active, healthy and independent lives.
- **Smarter use of resources** - ensuring that all resources (financial, physical, ecological, human and technological) are used as effectively and efficiently as possible and support the creation of resources throughout the community that can help to deliver the council's well-being objectives.

3. Background

- 3.1 Since the council received its compliance notice from the Welsh Language Commissioner in 2015, progress towards implementing the 171 assigned standards has continued.

- 3.2 Updates on compliance have been provided at every CCE since 28 April 2016.

4. Current situation / proposal

- 4.1 Key progress/updates with compliance since the last update report can be summarised as:

- Officers attended the launch event for the 'Closing the Gap' Welsh Language Commissioner assurance report on 15 September 2020. This is the sixth assurance report published by the Commissioner. The report addresses the issues on which organisations need to take action over the coming months. It includes evidence on:
 - organisations' performance in providing Welsh language services and encouraging people to use them

- compliance arrangements – what organisations do to ensure their provision is compliant
- workforce capacity – ensuring that there are enough Welsh speakers in the right roles
- promoting the Welsh language – contributing to the future of the Welsh language by considering the impact of policy and grant decisions on the language
- implementing Welsh language promotion strategies.

A copy of the concise version of the ‘Closing the Gap’ Welsh Language Commissioner assurance report can be seen in Appendix one (Welsh) and Appendix two (English).

1. No new complaints have been received since the last update report.

2. Previous complaints update:

- The Commissioner had received a complaint from a member of the public on 14 August 2020 regarding the fact that the standard of the Welsh language in the update ‘Diweddariad Covid-19: Ailagor canolfannau hamdden a phyllau nofio fesul cam ym Mwrdeistref Sirol Pen-y-bont ar Ogwr’ is lower than the equivalent update in English. The update was received via e-mail from bridgendcbc@public.govdelivery.com on 13 August 2020. Initial information has been sent to the Commissioner in relation to this complaint. On 29 October 2020 the Welsh Language Commissioner notified BCBC that they would not carry out an investigation into this complaint, stating that ‘In this case, although it appears on the face of it that the council has failed to comply with the requirements of the Welsh language standards, it is not a matter sufficient to conduct an investigation as both errors are understandable to Welsh speakers and grammatically correct, and clarification was given regarding the error of uploading the wrong text with the ‘VJ’ celebration day.’

5. Effect upon policy framework and procedure rules

5.1 There is no effect upon the Policy Framework and Procedure Rules.

6. Equality Impact Assessment

6.1 This is an information report. As such, no Equality Impact Assessment is required.

7. Well-being of Future Generations (Wales) Act 2015 implications

7.1 The well-being goals identified in the Act were considered in the preparation of this report. It is considered that there will be no significant or unacceptable impacts upon the achievement of well-being goals/objectives as a result of this report.

8. Financial Implications

8.1 There are no financial implications arising from this report.

9. Recommendation

9.1 That the Cabinet Committee Equalities receives and considers this report.

Mark Shephard
Chief Executive
Date: 3 December 2020

10. Contact officers:

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11. Background papers:

- 28 April 2016 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards ;
- 14 July 2016 Welsh Language standards annual report 2015/16 ;
- 14 July 2016 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards ;
- 10 November 2016 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards ;
- 9 March 2017 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards ;
- 13 July 2017 Welsh Language standards annual report 2016/17 ;
- 13 July 2017 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards ;
- 23 November 2017 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards.

- 22 March 2018 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards.
- 16 July 2018 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards.
- 19 November 2018 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards.
- 26 March 2019 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards.
- 04 July 2019 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards.
- 26 November 2019 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards.
- 24 August 2020 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards.
- 7 October 2020 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards.

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CABINET COMMITTEE EQUALITIES

3 DECEMBER 2020

REPORT OF THE CHIEF EXECUTIVE

USE OF THE NAME PICTON IN STREET NAMES AND BUILDINGS THROUGHOUT BRIDGEND COUNTY BOROUGH – UPDATE REORT

1. Purpose of report

The purpose of this report is to update Cabinet Committee Equalities with information on research taking place into the use of the name Picton in street names and buildings across Bridgend County Borough.

2. Connection to corporate well-being objectives / other corporate priorities

2.1 This report assists in the achievement of the following corporate well-being objective/objectives under the **Well-being of Future Generations (Wales) Act 2015**:

1. **Supporting a successful sustainable economy** – taking steps to make the county borough a great place to do business, for people to live, work, study and visit, and to ensure that our schools are focussed on raising the skills, qualifications and ambitions for all people in the county borough.
2. **Helping people and communities to be more healthy and resilient** - taking steps to reduce or prevent people from becoming vulnerable or dependent on the council and its services. Supporting individuals and communities to build resilience, and enable them to develop solutions to have active, healthy and independent lives.
3. **Smarter use of resources** – ensure that all resources (financial, physical, ecological, human and technological) are used as effectively and efficiently as possible and support the creation of resources throughout the community that can help to deliver the council’s well-being objectives.

3. Background

3.1 The Equality Act introduced a General Duty for public bodies to:

- Eliminate discrimination, harassment and victimisation;
- Advance equality of opportunity and;
- Foster good relations between people who share a protected characteristic and those who do not.

3.2 The Equality Act also introduced specific duties which include:

- Setting Equality Objectives and publishing a Strategic Equality Plan;

- Ensuring it engages with people who have an interest in how the council's decisions affect them and;
- Carrying out Equality Impact Assessments and publishing the results if there is a substantial impact on the council's identified.

3.3 An initial report was presented to Cabinet Committee Equalities on 24 August 2020, which recommended that further research be undertaken by a local historian. The report also recommended that Cabinet Committee Equalities await the outcome of the Welsh Government audit of Wales' historic monuments and statues, and the names of streets and public buildings before further consideration is given to action needed within the county borough. A subsequent report outlining progress was presented to Cabinet Committee Equalities on 7 October 2020.

3.4 This report outlines progress made since the last report.

4. Current situation / proposal.

4.1 Streets named 'Picton' in Bridgend County Borough

Bridgend:

Street name	Number of properties
Picton Gardens	61
Picton Avenue	9
Picton Close	9

Porthcawl:

Street name	Number of properties
Picton Avenue	48
Middleton Court, Picton Avenue	60

Kenfig Hill:

Street name	Number of properties
Picton Street	39

Nantyffyllon:

Street name	Number of properties
Picton Place	18
Picton Street	116

4.2 Glamorgan Archives have been commissioned to carry out research on behalf of the council.

4.3 Staff at the archives have started investigating the background of places identified as having links to General Thomas Picton.

Work is progressing, and has included to date:

- Identifying the first appearance of relevant places on official maps
- Establishing the types of buildings to help narrow dates
- Identifying collections of records that may give further details within the archives' collection

4.4 A further report will be produced for Cabinet Committee Equalities in March.

5. Effect upon policy framework and procedure rules

5.1 The report has no direct effect upon the policy framework or procedure rules but supports the council's statutory duties in relation to equalities and human rights.

6. Equality Impact Assessment

6.1 This is an information report to Cabinet Committee Equalities therefore an Equality Impact Assessment is not required at this stage. Further consideration may be given following the outcome of the Welsh Government audit of Wales' historic monuments and statues, and the names of streets and public buildings.

7. Well-being of Future Generations (Wales) Act 2015 implications

7.1 The well-being goals identified in the Act were considered in the preparation of this report. It is considered that there will be no significant or unacceptable impacts upon the achievement of well-being goals/objectives as a result of this report. Further consideration may be given following the outcome of the Welsh Government audit of Wales' historic monuments and statues, and the names of streets and public buildings.

8. Financial implications

8.1 There would be significant financial implications for the council and residents associated with changing street names which would include changes to street signage, legal fees and consultation costs. The exact costs would be unknown until the extent of any changes are determined. Glamorgan Archives have been commissioned to carry out research on behalf of Bridgend County Borough Council up to a maximum value of £3,000.

9. Recommendation

9.1 That Cabinet Committee Equalities considers the update report and awaits research from a local historian and the outcome of the Welsh Government audit before further consideration be given to actions that may need to be taken within Bridgend County Borough.

Mark Shephard

Chief Executive

Date: 3 December 2020

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Background papers:

Use of the name Picton in street names and buildings throughout Bridgend County Borough – 24 August 2020

Use of the name Picton in street names and buildings throughout Bridgend County Borough – 7 October 2020