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Bridgend County Borough Council
Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr



Civic Offices, Angel Street, Bridgend, CF31 4WB / Swyddfeydd Dinesig, Stryd yr Angel, Pen-y-bont, CF31 4WB

Legal and Regulatory Services /
Gwasanaethau Cyfreithiol a Rheoleiddiol
Direct line / Deialu uniongyrchol:
Ask for / Gofynnwch am: Mark Anthony Galvin

Our ref / Ein cyf:
Your ref / Eich cyf:

Date / Dyddiad: 11 September 2015

Dear Councillor,

CABINET COMMITTEE EQUALITIES

A meeting of the Cabinet Committee Equalities will be held in the Council Chamber, Civic Offices Angel Street Bridgend CF31 4WB on **Thursday, 17 September 2015 at 10.00 am.**

AGENDA

1. Apologies for Absence
To receive apologies for absence (to include reasons, where appropriate) from Members/Officers
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 - 6
To receive for approval the Minutes of a meeting of the Cabinet Equalities Committee dated 02 April 2015
4. Support in BCBC for victims of Domestic Abuse, Violence Against Women and Sexual Violence 7 - 10
5. Six Monthly Report on Equality in the Workforce 11 - 16
6. Welsh Language Scheme Annual Monitoring Report 2014 - 2015 17 - 30
7. Welsh Language (Wales) Measure 2011 / Welsh Language Standards 31 - 64
8. Welsh Language Standards Draft Implementation Plan 65 - 68

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9. Urgent Items

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

Yours faithfully

P A Jolley

Assistant Chief Executive Legal and Regulatory Services

Distribution:

Councillors:

HJ David
M Gregory
MEJ Nott OBE

Councillors

CE Smith
HJ Townsend
PJ White

Councillors

HM Williams

Invitees

Councillor M Butcher
Councillor N Farr
Councillor CA Green

Councillor RC Jones
Councillor AD Owen
Councillor CL Reeves

Councillor M Reeves
Councillor D Sage
Councillor M Thomas

MINUTES OF A MEETING OF THE CABINET COMMITTEE EQUALITIES HELD IN
COMMITTEE ROOMS 2/3, CIVIC OFFICES ANGEL STREET BRIDGEND CF31 4WB ON
THURSDAY, 2 APRIL 2015 AT 10.00 AM

Present

Councillor M Gregory - Chairperson

Councillors:

HJ David
M Gregory
MEJ Nott OBE
CE Smith

Invitees:

Councillors

M Butcher
RC Jones
M Reeves
HJ Townsend

Officers:

Sarah Kingsbury	Head of Human Resources and Organisation and Development
Paul Williams	Equalities and Engagement Officer
Andrew Rees	Senior Democratic Services Officer – Committees Andrew Rees

96. APOLOGIES FOR ABSENCE

Apologies for absence were received from the following Members for the reasons so stated:

Councillor C L Jones – Holiday
Councillor L C Morgan – Hospital Appointment
Councillor C Reeves – Work Commitment
Councillor D Sage – In hospital
Councillor P J White – Unwell.

97. DECLARATIONS OF INTEREST

None.

98. APPROVAL OF MINUTES

RESOLVED: That the minutes of the meeting of the Cabinet Committee Equalities of 5 February 2015 were approved as a true and accurate record subject to the Leader's award being amended to an OBE in the list of Members present.

99. ISSUES FACING DISABLED PEOPLE IN BRIDGEND COUNTY BOROUGH

The Committee welcomed Simon Green and members of the Bridgend Coalition of Disabled People in order to discuss issues faced by disabled people. Members of the Coalition raised concerns regarding direct payments; wheelchair accessible taxis and the development of a dedicated bus shuttle service between Bridgend railway station and bus station.

The Coalition expressed concern at the lack of availability of wheelchair accessible taxis at all times of the day which did not promote independence for wheelchair users. A member of the coalition commented that some taxis had put seats back in and were unable to accommodate wheelchairs. A member of the Committee commented that taxis were subject to inspection twice a year in addition to spot checks being carried out by enforcement officers. The Cabinet would take up the issue of the availability of wheelchair accessible taxis with the Licensing Section.

The Coalition requested that a dedicated bus shuttle service between the railway station and bus station be put in place due to the distances between both bus and railway stations with the railway station situated at the top of a hill, which often necessitated a taxi journey having to be taken to get to the railway station. The Coalition also stated that a combined bus and train ticket could be purchased however there was no bus stop outside the railway station and passengers were faced with taking a taxi to connect with the bus station. The Committee commented on the need to address linkages between the bus and railway stations and that there is a plan for an integrated hub between both stations which has been postponed due to the rail electrification plans, but would be progressed as a matter of urgency between the Council and Network Rail. The Cabinet would also take up the lack of timetabling of a regular bus service between the bus and railway stations with the Highways and Transportation Department. A member of the Coalition questioned whether OTED would be interested in providing a link between the bus and railway stations. A member of the Committee commented that OTED could not pick up from regular stops. A member of the Committee also commented that he had recently met with representatives of Network Rail who had advised that some local authorities work up bids for projects such as integrated hubs for when funding becomes available. A member of the Committee commented whether existing bus services could be re-routed to go up Station Hill to pick up passengers. A member of the coalition stated that this issue had been raised with the bus operators previously however some buses would have difficulty in negotiating the turn at the top of the hill.

A member of the Committee asked whether the coalition had checked out the suitability in relation to the provision of dropped kerbs of the route of the re-located Shopmobility facility to the Town Centre. A member of the coalition commented that the re-location of Shopmobility had met with a mixed response and that there were some shops on Nolton Street which were not wheelchair accessible however shops in Queen Street were more accessible for wheelchair users. The coalition confirmed they were consulted on the proposals for the re-location of Shopmobility.

A member of the coalition expressed concern at the lack of a bus shelter at the bus stop outside the Bridgend Life Centre. The Cabinet undertook to raise the lack of a bus shelter at the bus stop outside the Bridgend Life Centre with the Highways and Transportation Department and that a cantilever option in order to accommodate wheelchairs be looked at. The Equality and Engagement Officer informed the Committee that the Access Forum meets regularly with the Bridgend Coalition for Disabled People. He also informed the Committee that Equality Impact Assessments were carried out on schemes which should involve consultation all access groups. The Cabinet undertook to ensure that consultation is carried out with access groups on highways and transportation schemes. The Diversity Champion informed the

Committee that it was hoped a member of the Bridgend Coalition for Disabled People would be a mentee as part of the Diversity in Democracy project. The Committee considered the impact of the proposed development of some 500 new properties at Waterton would have on accessibility and on the infrastructure of Bridgend which was very reliant on cars. The Committee also considered that it would be useful for dialogue to be had with the Access Forum when major projects are being planned. The Committee considered that accessibility issues at the Civic Offices be looked at meaningfully.

A member of the Coalition raised an issue of direct payments would be taken up with the Corporate Director Social Services and Wellbeing.

The Committee thanked the members of the Bridgend Coalition for Disabled People for their contribution to the meeting.

RESOLVED: That the Committee noted the report.

100. **FORWARD WORK PROGRAMME**

The Equality and Engagement Officer reported on the Committee's proposed forward work programme for the forthcoming year, which were based on the key areas of the Strategic Equality Plan and Welsh Language Scheme; suggestions made by the Committee during the past year; changes to the national equalities agenda and on half yearly reporting arrangements for the Strategic Equality Plan and Welsh Language Scheme / Standards. He stated that it was intended that the Committee meet 3 times per year.

The Equality and Engagement Officer informed the Committee that notice had been issued to VALREC terminating the Council's Service Level Agreement with that group.

RESOLVED: That the Committee approved the Forward Work Programme.

101. **EQUALITY AND DIVERSITY LEARNING AND DEVELOPMENT**

The Equality and Engagement Officer reported on an update on equality and diversity learning and development for the Council's employees. He stated that the requirement for training was outlined in the Public Sector Equality Duty and Welsh Language Scheme, with a need for managers and staff to have an awareness and understanding of equality and diversity when preparing Equality Impact Assessments and delivery and when delivering frontline services. Welsh language training and awareness is based on identified business need for frontline services.

The Equality and Engagement Officer informed the Committee that the Strategic Equality Plan and Welsh Language Scheme outline a commitment to implement, evaluate and monitor the effectiveness of equality, diversity and Welsh language training. He informed the Committee that whilst the Welsh language was not a protected characteristic under the Equality Act, Welsh language learning for appropriate employees must be considered by the Council. He stated that a 3 year learning and development plan had been approved by the Committee in October 2014 is in place which outlined the levels and types of training to be provided, together with targeted numbers of staff.

The Equality and Engagement Officer informed the Committee of a summary of feedback of the equality and diversity training undertaken between November 2014 and February 2015 and following the pilot phase the programme would be delivered to other services within the Council.

He also informed the Committee of the steep increase in the number of consultations being undertaken across the Council by service areas and the Marketing and Engagement Team and an integral element of this process is to undertake an Equality Impact Assessment. He stated that an EIA training pilot programme would be developed within the Resources Directorate and introduced across all other service areas from April 2015.

The Equality and Engagement Officer informed the Committee that elected Members had previously received equality and diversity training and it was proposed that a further programme of training is delivered. The Committee considered the importance of equality and diversity training being delivered to Members and attendance at this training should be compulsory, however in order to encourage greater attendance it may be beneficial to hold the training as a pre-Council briefing.

The Equality and Engagement Officer informed the Committee that the new Welsh Language Standards due to be introduced in 2015 highlight the requirement for the Council's customers to undertake their business in the language of their choice. He stated that whilst there was no requirement for all frontline staff employees to be fluent in the Welsh language, customers and visitors can expect an initial meet and greet and some basic business to be conducted through the medium of Welsh. To this end, the Council is working with the University of South Wales to develop a programme of Business Welsh to be delivered to all employees whose roles require a public interface. The Head of Human Resources and Organisational Development informed the Committee that she would ensure the use of the Welsh language is publicised in the Customer Contact Centre. The Head of Human Resources and Organisational Development also stated that CMB had been briefed on the Welsh Language Standards and that a copy of this briefing be sent to the Committee.

The Committee considered that some confusion can arise with bilingual street signs. The Cabinet Member Communities commented that the Council is working with the Welsh Language Board on bilingual signs for all streets in order to assist the emergency services.

RESOLVED: That the Committee noted the report.

The meeting closed at 11.16 am

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CABINET COMMITTEE - EQUALITIES

17 SEPTEMBER 2015

REPORT OF THE CORPORATE DIRECTOR - RESOURCES

SUPPORT IN BRIDGEND COUNTY BOROUGH FOR VICTIMS OF DOMESTIC ABUSE, VIOLENCE AGAINST WOMEN AND SEXUAL VIOLENCE

1. Purpose of Report.

The purpose of this report is to inform Cabinet Equalities Committee of the issues faced by victims of Domestic Abuse, Violence Against Women and Sexual Violence in our communities and to outline the support available.

2. Connection to Corporate Improvement Objectives/Other Corporate Priorities

The Strategic Equality Plan (SEP) is a statutory plan and a cross cutting issue that impacts on the whole of the council. Within the SEP are various strategic equality objectives that are linked to domestic abuse, violence against women and sexual violence. Additionally, the following Corporate Priorities are supported:

- Priority 3: Working with children and families to tackle problems early;
- Priority 4: working together to help vulnerable people to stay independent;
- Priority 6: working together to make the best use of our resources.

3. Background.

- 3.1 Cabinet Equalities Committee receives regular reports and presentations on topic areas relevant to their remit. Community representatives present on relevant topics at meetings to achieve a broader overview of issues and wider engagement.

4. Current situation / proposal.

- 4.1 Domestic abuse is defined as any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass but is not limited to the following types of abuse:

- psychological
- physical
- sexual
- financial
- emotional

Controlling behaviour is: a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

Coercive behaviour is: an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.

This definition, which is not a legal definition, includes 'honour' based violence, female genital mutilation (FGM) and forced marriage. Victims are not confined to one gender or ethnic group. In the main, the impact on protected characteristic groups is as follows:

- 4.2 **Women:** disproportionately affected by Domestic Abuse with 1 in 4 women reporting. In the vast majority of cases there exists the female victim male perpetrator dichotomy. Abuse in these cases is more severe and more frequent.
- 4.3 **Men:** do not tend to report due to the stigma involved. The available data, therefore is under reported.
- 4.4 **Disability:** Disabled women twice as likely to experience Domestic Abuse as non-disabled women and are likely to experience abuse over a longer period of time with the injuries being more severe as a result of violence. In many cases the abuser is the primary carer. It can be much more difficult for a disabled person experiencing domestic violence to protect themselves or access sources of help and support.
- 4.5 **Ethnicity:** more than one abuser which can involve a whole family or a community. The data available is not accurate as incidences are under reported. Language can be a barrier to reporting and to seeking support. There is a specific social context that oppresses Black Minority and Ethnic groups including forced marriage, female genital mutilation and honour-based violence.
- 4.6 **Age:** Older people can be victims of abuse as a result of the withholding (or administering excess) medication, withholding care and the fear of other interventions in, for example, a nursing home.
- 4.7 **Lesbian, Gay, Bisexual and Transgender (LGB & T):** issues within this group of people include a fear of being "outed" and a lack of LGB & T specific services.
- 4.8 The council has developed a "One Stop Shop" to provide an integrated Domestic Abuse Service. The "One Stop Shop" is located at Civic Offices and provides rational, integrated support on housing and social services provision with links to the Safety Partnership Integrated Domestic Abuse Service. The "One Stop Shop" incorporates agencies from the statutory and third sector including Calan DVS.

5. **Effect upon Policy Framework & Procedure Rules.**

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

6. **Equality Impact Assessment**

Whilst no Equality Impact Assessment has been carried out, this report provides the Committee with information which will positively assist in the delivery of the Authority's equality duties.

7. Financial Implications.

None in this report.

8. Recommendation.

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

Sarah Kingsbury

Head of Human Resources and Organisational Development

Date: 25 August 2015

Contact officers:

Paul Williams

Equality and Engagement Officer,

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Background papers: None.

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BRIDGEND COUNTY BOROUGH COUNCIL
REPORT TO CABINET COMMITTEE - EQUALITIES

17 SEPTEMBER 2015

CORPORATE DIRECTOR RESOURCES

6 MONTHLY REPORT ON EQUALITY IN THE WORKFORCE

1. Purpose of Report

To provide the Cabinet Equalities Committee with data on the council's workforce, together with comparative information and an update on employment related developments.

2. Connection to Corporate Improvement Objectives/Other Corporate Priorities

Analysing and using workforce data helps the council meet its statutory equality duties and support the following Corporate Priorities:

- **Priority 2:** Working together to raise ambitions and drive up educational achievement;
- **Priority 4:** working together to help vulnerable people to stay independent;
- **Priority 6:** working together to make the best use of our resources.

3. Background

3.1 Reliable workforce data enables us to:

- assess our performance in relation to the statutory duties set out under the Equality Act and the council's Welsh Language Scheme;
- provide meaningful information aiding decision making.

3.2 The council is also required to include employee monitoring data by protected characteristic in its SEP annual report.

4. Current situation / proposal

4.1 Workforce data

4.1.1 Appendix 1 provides half yearly profiles and a data analysis of the contracted workforce from 30 September 2013 until 31 March 2015. Profiles include data relating to the number of employees disclosing as lesbian, gay, bisexual and transgender and a detailed breakdown of employees' Welsh speaking, reading and writing skills. At members' request, the age profile of the council's employees is now reported in 5 yearly profiles.

4.2 Developments

4.2.1 The data capture project focuses on the benefits to employees of completing the questionnaire and disclosing sensitive information. Good progress has been made to date with a total of 1,707 employees across all Directorates having completed the exercise. The benefits to the council and its employees include:

- an opportunity to better understand our employees and help create better workplaces;
- support for BCBC objectives to address inequality in the workplace and treat people with dignity and respect;
- help in setting up staff networks and improve employee training on diversity;
- publicise “zero tolerance” approach to bullying and harassment in the workplace;
- BCBC credibility enhanced by openly recognising diversity;
- Positive messages sent to employees.

4.2.2 Good progress has been made in meeting the actions outlined in the Strategic Equality Plan objective “The Council’s Role as an Employer” which is due for completion in 2015. These relate to:

- staff networks – an LGBT Staff Network has been established and meets bimonthly;
- equality and diversity learning and development for staff – following a successful pilot training programme comprising approximately 70 employees from the Resources Directorate, Equality and Diversity training is being implemented in other council service areas. Training sessions have been arranged up to November 2015 and will continue through 2016. These sessions include managers.
- Equality Impact Assessment Training – a successful pilot session was held in June 2015. EIA training will be delivered to service managers and employees with responsibility for policy and strategy development.
- A successful pilot Welsh language “Meet and Greet” (Cwrs Cyfarch) training course was held in May 2015 to support the implementation of the new Welsh Language Standards in the autumn of 2015. The pilot session comprised of 15 employees from various service areas, whose roles have a public interface. Consideration is being given to delivering Cwrs Cyfarch training to other employees in similar roles across the council.

4.2.3 Further developments include:

- the development of employee guidance on meeting the needs of Transgender customers;
- Progress is being made on developing a staff network for BCBC employees who are carers.

5. Effect upon Policy Framework & Procedure Rules

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

6. Equality Impact Assessment

Whilst no Equality Impact Assessment has been carried out, this report provides the committee with information which will positively assist in the delivery of the authority's equality duties.

7. Financial Implications

None

8. Recommendation

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

Sarah Kingsbury

Head of Human Resources and Organisational Development

Date: 25 August 2015

9. Contact officers:

Paul Williams
Equality and Engagement Officer,
Wing 3,
Ravens Court,
Brewery Lane,
Bridgend CF31 4AP

Email: Paul.williams@bridgend.gov.uk

Telephone: 643606

Background papers: None.

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Half yearly analysis of the council's workforce from 30.9.13 to 31.3.15

Description	30 September 2013				31 March 2014				30 September 2014				31 March 2015			
	Schools	All Other Services	BCBC Total	BCBC %	Schools	All Other Services	BCBC Total	BCBC %	Schools	All Other Services	BCBC Total	BCBC %	Schools	All Other Services	BCBC Total	BCBC %
Total Headcount			6549				6462				6298				6182	
Of the above:-																
Full Time	1675	1972	3647	55.7	1673	1943	3616	55.9	1696	1495	3191	50.7	1671	1575	3246	52.5
Part Time - 1post held	844	1503	2347	35.8	858	1424	2169	33.6	818	1707	2525	40.1	878	1492	2370	38.3
Multi Part Time	411	144	555	8.5	413	151	677	10.5	410	172	582	9.2	406	160	566	9.2
Totals	2930	3619	6549	100	2944	3518	6462	100	2924	3374	6298	100	2955	3227	6182	100
Male	516	957	1473	22.5	524	909	1433	22.2	510	887	1397	22.2	513	818	1331	21.5
Female	2414	2662	5076	77.5	2420	2609	5029	77.8	2414	2488	4901	77.8	2442	2409	4851	78.5
Totals	2930	3619	6549	100	2944	3518	6462	100	2924	3374	6298	100	2955	3227	6182	100
Disability declared/recorded	12	93	105	1.6	14	89	103	1.6	15	98	113	1.8	62	93	155	2.5
Carer Responsibilities declared	61	234	295	4.5	59	226	285	4.4	61	227	288	4.6	203	235	438	7.1
Ethnic Minority	27	40	67	1	30	40	70	1.1	30	42	72	1.1	35	40	75	1.2
Welsh Speaker	254	368	622	9.5	277	656	933	14.4	353	421	874	13.9	394	449	843	13.6
Welsh Reader					274	671	945	14.6	347	440	887	14.1	385	471	856	13.8
Welsh Writer					258	572	830	12.8	325	343	768	12.2	326	364	690	11.2
Bisexual					-	-	10	0.2	-	-	10	0.2	-	-	17	0.3
Gay Man					-	-	9	0.1	-	-	9	0.1	-	-	14	0.2
Gay Women/Lesbian					-	-	11	0.2	-	-	19	0.3	-	-	29	0.5
Transgender					-	-	4	0.1	-	-	5	0.1	-	-	11	0.2
Age Profile:-																
16 - 19									5	7	12	0.2	4	7	11	0.2
20 - 25									197	129	326	5.2	200	105	305	4.9
26 - 30									304	250	554	8.8	303	222	525	8.5
31 - 35									349	328	677	10.8	355	296	651	10.5
36 - 40									432	374	806	12.8	420	343	763	12.3
41 - 45									512	511	1023	16.3	496	484	980	15.9
46 - 50									419	566	985	15.6	431	547	978	15.8
51 - 55									365	538	903	14.3	377	547	924	15.0
56 - 60									240	444	684	10.8	245	450	695	11.2
61 - 65									77	193	270	4.3	92	190	282	4.6
66 +									24	34	58	0.9	32	36	68	1.1
Totals	2930	3619	6549	100	2944	3518	6462	100	2924	3374	6298	100	2955	3227	6182	100

Some points to note from the data in appendix 1 are:

- a) Data relating to Welsh reader, Welsh writer, bisexual, gay man, gay women/lesbian and transgender employees for 30 September 2013 is not available. Data for LGB & T employees from 31 March 2014 onwards has been anonymised by using totals for the council.
- b) The total number of employees has reduced by 280 since 31 March 2014 and by 367 since September 2013.
- c) The number of part time employees has decreased by 90 since March 2014.
- d) The number of full time employees has decreased by 370 since March 2014.
- e) The number of female employees has reduced by 178 since March 2014.
- f) The number of male employees has reduced by 102 since March 2014.
- d) The number of employees with caring responsibilities declared has increased by 153 since March 2014.
- e) The number of employees declaring Welsh speaking ability has increased by 221 since September 2013.
- f) The number of employees aged 66 and over as at 31 March 2015 is 68, an increase of 10 since 30 September 2014

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CABINET COMMITTEE EQUALITIES

17 SEPTEMBER 2015

REPORT OF THE CORPORATE DIRECTOR RESOURCES

WELSH LANGUAGE SCHEME – ANNUAL MONITORING REPORT 2014 – 2015

1. Purpose of Report

- 1.1 To outline the council's Welsh Language Scheme annual monitoring report 2014-15 and seek the committee's approval for submission to the Welsh Language Commissioner.

2. Connection to Corporate Improvement Plan / Other Corporate Priority

- 2.1 The Welsh Language Scheme is a statutory and cross-cutting issue impacting on the work of the whole council. It is linked to the Strategic Equality Plan and the council's Customer Care Programme. The Welsh Language Scheme 2012 – 15 supports the following Corporate Plan 2013 – 2017 priorities:

- Priority 2: working together to raise ambitions and drive up educational achievement;
- Priority 4: working together to help vulnerable people to stay independent;
- Priority 6: Working together to make the best use of our resources.

3. Background

- 3.1 An annual monitoring report is required to be submitted to the Welsh Language Commissioner. The implementation of the new Welsh Language Standards in 2015 will require the continuation of Annual Monitoring Reports however the format will, in future, will be a focus on the council's compliance with the standards rather than specific activities which has historically been the case.

4. Current situation / proposal

- 4.1 The annual monitoring report 2014/2015 is attached at Appendix 1. The report highlights the council's progress in implementing its Welsh Language Scheme during this period. It has been prepared in accordance with the monitoring and reporting framework outlined in the scheme and responds to the requirements of the Welsh Language Commissioner.

- 4.2 The guidance provided for the completion of the Annual Monitoring Report 2014/15 requires a lower level of reporting with a reduction in the specific data and information provided. Therefore, in line with the Welsh Language Commissioner's guidelines, the report itself is much less detailed.
- 4.3 However, the Annual Monitoring Report still includes performance information and data on:
- Frontline Services – Youth Services, Reception Areas and Contact Centres;
 - Management and administration of the scheme - Procurement in Adult Social Care and Childrens Services, complaints and information relating to the council's website;
 - Welsh language skills of employees – details of staff receiving training and the numbers (and locations) of those staff declaring linguistic skills in Welsh;
 - Mainstreaming the Welsh Language – Equality Impact Assessments and the Council's Corporate Plan.
- 4.4 The council's Annual Monitoring Report on the Welsh Language Scheme, following approval, is required to be with the Welsh Language Commissioner by 30 September 2015.

5. Effect upon Policy Framework & Procedure Rules

- 5.1 None.

6. Equality Impact Assessment

- 6.1 As this is a progress report, no Equality Impact Assessment is required.

7. Financial Implications

- 7.1 There are no financial implications arising from this report.

8. Recommendation

- 8.1 That the committee considers the annual monitoring report and approves its submission to the Welsh Language Commissioner.

Sarah Kingsbury
Head of Human Resources and Organisational Development
Date: 25 August 2015

Contact Officer:
Paul Williams
Equality and Engagement Officer
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Background documents:

Bridgend County Borough Council Welsh Language Scheme 2012 - 2015

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Bridgend County Borough Council

Welsh Language Scheme Annual Monitoring Report 2014/15

Introduction

This report outlines the council's progress in implementing its Welsh Language Scheme during 2014/15. It has been prepared in accordance with the monitoring and reporting framework outlined in the scheme and responds to the requirements of the former Welsh Language Board.

1. Compliance with the Welsh Language Scheme

Cabinet Equalities Committee scrutinises progress through half-yearly reports and approves the annual monitoring report before it is submitted to the Welsh Language Commissioner. Implementation of the scheme is also an objective within the council's Corporate Plan.

2. Frontline services

This section outlines data and information relating to language skills and provision in reception areas and contact centres.

2a) Youth Services

Provision – To what extent does your Welsh Language provision meet the needs and satisfy the requirements of young people?

During 2014/15 Bridgend County Borough Council Youth Service received substantial cuts to its budget due to ongoing austerity measures, which essentially affected the structure and the delivery of youth work. Open access services were reduced and the ability to deliver bilingual youth work, or youth work through the medium of Welsh was reduced. Open access provisions are still available to young people across Bridgend, all of which provide bilingual information resources to young people.

Post-restructure, the Youth Service engaged Third Sector services increasing the council's ability to identify and utilise responsive services and opportunities for young people. The following examples demonstrate the ways in which the Youth Service utilises Welsh Language provision to meet the needs of young people: -

- Duke of Edinburgh Award and Accreditation – the Youth Service employs a DofE Development Officer who establishes and supports the delivery of Bronze, Silver and Gold DofE awards across all schools, youth groups and youth centres. The DofE Award can be delivered bilingually, reflecting young peoples' requirements. Those young people wishing to receive the award in Welsh can do so via a DofE award centre in Ysgol Gynradd Gymraeg (Llangynwyd) school. Accreditation is a large part of Youth Service provision and young people have the opportunity to receive Agored Cymru Accredited courses in Welsh.

- Open Access Services – Although there are no direct and specific open access services for young people available via the Youth Service in Welsh, information resources are readily available for young people should they need to access information in Welsh.
- Partnerships Links – Through a national funding initiative (Welsh Government Strategy Grant), the Youth Service has forged links with Third Sector services through commissioning small amounts of money via this Grant. The Youth Service has worked closely with Menter Bro Ogwr, providing open access support to young people, specifically through Welsh Language. All other young people accessing Youth Service support will be directed to Menter Bro Ogwr if they require direct support in Welsh.
- Lead Working – In line with the Youth Engagement and Progression Framework, the Youth Service/Local Authority has employed a Lead (one-to-one) Worker to work with young people in each school to support them in accessing post-16 destinations. A Welsh speaking Lead Worker has been employed to ensure that young people have access to this support in Welsh, this Lead Worker is currently working within YGG Llangynwyd.

Young people have the right to receive information and support in Welsh whereas previously the service has not had the capacity or resources to ensure this is available. Within the current context, the youth service, which now exists under an early intervention and family support approach, has more ability to provide services to young people in Welsh.

Joint working with partners

The Youth Service focusses on partnership working, particularly within the Third Sector. This provides a range of opportunities for young people to access information or support through the Welsh language, particularly through Menter Bro Ogwr. Within this context, staff training and development is available in order to develop skills when delivering services in Welsh language to young people. The Youth Service has developed links with Menter Bro Ogwr who will continue to provide support in ensuring young people have sufficient access to support in the medium of Welsh.

Staff skills

A recent workforce skills audit identified three fluent Welsh speakers in key service provision posts. This enabled verbal interaction with service providers to be undertaken in Welsh when required. Through the development of a new skills audit form the Youth Service is now able to identify Welsh speakers within full time projects and the part time service. In addition it will identify those employees who wish to participate in, or further their training through, the medium of Welsh.

Through supported funding (WG Strategy Grant) and through close links with Bridgend's Association of Voluntary Organisations, there are additional opportunities for staff to engage in collaborative training based on young people's needs. Welsh language introduction and refresher training was identified as a need within this audit and the supported funding will allow for training to be developed and implemented within the workforce reflecting these needs.

Consultation

The participation strategy within the Children and Young People's Plan sets out how young people are involved in the development of services. Young people are continuously consulted with in a number of ways both formally and informally via the Youth Service, particularly once they have received a specific intervention.

Due to funding cuts, and changes within the structure of the service, a full Youth Review will be taking place in collaboration with the Local Service Board who will be hoping to mirror a consultation exercise recently completed in Rhondda Cynon Taff. This collaborative venture, once developed will be translated fully into Welsh and, based on an action/implementation plan, will be available in Welsh through community groups and Welsh medium schools.

Finance

There are no specific financial plans in place to support Welsh-medium services for young people. However, the delivery of Welsh medium services is incorporated in current financial projections. A mandatory requirement for the application of small funding through the WG Strategy Grant, which is held by the Youth Service, is that any open access service receiving a small part of the fund must be available in the medium of Welsh. Specific amounts of funding have been allocated to services via Families First to deliver employment and training opportunities for young people in Welsh both within and outside of the school setting.

2b) Reception areas and contact centres

Section	Welsh essential posts	Welsh speakers in Welsh essential posts	Total number of posts
Telephone Contact Centre	2	2 – One advisor and the Telephone Contact Centre team coach.	17
Customer Service Centre (Civic Offices and Sunnyside Offices)	2	2 - One advisor and the Customer Services Centre Team Coach.	18

Processes have been put in place to ensure that when vacancies arise, all Welsh-essential posts are advertised in the Welsh language media e.g. via Safle Swyddi and via Menter Bro Ogwr.

A Welsh speaking apprenticeship was recruited in March 2015 and will be in post for one year.

The Telephone Contact Centre has both a Welsh and English queue providing the opportunity for Welsh speaking callers to speak to a Welsh speaking advisor.

The Customer Service Centre displays signs advertising the availability of Welsh speaking advisors, with those advisors wearing 'iath gwaith' badges. Whilst the take up of the Welsh language service in the Customer Service Centre is low, the demand on the telephone system is greater.

Between 1 April 2014 and 31 March 2015:

- 421 callers selected the option to continue their call in Welsh;
- 48 callers terminated their call after a wait in the queue of less than two minutes;
- 147 customers spoke to a Welsh speaking advisor directly from the queue

If, after two minutes, a Welsh speaking advisor is not available, callers are asked to give their details to an English speaking advisor so that a Welsh call back can be arranged. Alternatively, callers can continue their call in English.

- 65 callers chose to terminate the call without leaving a message or talking to an English speaking advisor;
- 90 callers gave their details to an English speaking advisor and a Welsh speaker returned their calls.

Between April 2014 and March 2015, 14 customers were recorded as requesting to conduct their business with a Welsh speaking advisor. A total of 31 customers are recorded on the Customer Relationship Management system (CRM) as requesting to conduct their business with a Welsh speaking advisor.

It is not possible to refine the CRM system report to differentiate between customers who visited and those who telephoned. The disparity between the number of callers and those who were recorded on CRM is because calls were, in the main, "catch and pass" switchboard type calls and these are not recorded on the CRM system.

The customer records management system (CRM) is currently in use by the Waste Management team as well as by the Customer Service team. The Customer Services team use this system on behalf of a number of service areas including Council Tax, Benefits and Public Protection, to record the customer's language preference helping us monitor and respond to demand for Welsh language services in the future.

3. Management and administration of the scheme

3a) Procurement

Adult Social Care

Over recent years, we have engaged with providers through an annual exercise to ask how well they feel they meet Welsh Language requirements. This exercise has been useful as it requires providers to reflect on how they deliver support through the medium of Welsh and, additionally, it is an easy way of identifying progress against key aspects of service delivery.

Care Planning

At the assessment stage, Social Workers ask service users whether they wish their assessment undertaken through the medium of Welsh and would they want their final service delivered in Welsh. Care providers are becoming increasingly aware that employing staff who are bilingual can be an advantage, especially in relation to giving a competitive edge in securing new packages. There is currently a general shortage of care staff who can speak Welsh and consequently the recruiting of Welsh speaking care staff can be an issue for providers.

Allocation of Provider

When matching the provider to the service user, the Social Work teams or brokerage service will match the request to the provider they feel would best meet the needs of the service user. Recruiting Welsh speaking care staff can be challenging, we need to be clear on what the provider can or cannot do on a day to day basis with the service user as realistically allocating Welsh speaking staff to deliver support may prove difficult at times.

Evaluating Services

We have further integrated evaluation into our contract monitoring and reviewing of services. The benchmarking exercise provides some information and we plan to supersede the desktop exercise with Monitoring Officers benchmarking providers as part of wider contract monitoring. Our contract monitoring team actively examines how well the provider feels it delivers support in Welsh and will follow through any requests to have support delivered through the medium of Welsh with a review of how this happens in practice and draw this together through a summary document,

Monitoring Officers are promoting the fact that even though many service users have expressed a wish to engage in English, many may still have Welsh as their first language and may feel more comfortable engaging in Welsh rather than English. The 'Active Offer' is something that providers should continue to challenge and promote even though their preferred language of support may be clear. Monitoring Officers are also mindful that those with dementia often revert to their native language, and are promoting this fact as a good example of why providers need to additionally strengthen service delivery to include the 'Active Offer' request.

The new Regional Quality Framework for residential and nursing care has now been completed to include the Welsh language in the delivery of commissioned services. Monitoring Officers use tools that contain elements which benchmark providers against Welsh Language compliance. Our local quality framework for domiciliary care will be updated to be consistent with the Regional Quality Framework and will include aspects of Welsh Language compliance in a similar fashion to the previous residential and nursing care model.

Procurement and Contracting

The Council's Corporate Procurement Rules continue to require tenders to agree to deliver in accordance with the Council's Welsh Language Scheme and the requirement features through a pass/fail element in the PQQ stage of tender exercises.

Adult Social Care continues to use the contract as the base for monitoring compliance, and is continuing to roll out additional clauses in amended or updated contracts.

Other

During 2015/16 the council will issue pin badges to providers for reissue to staff who are either learning Welsh or who speak Welsh. It is hoped that this may encourage those in receipt of services to engage with staff through the language even though it may not be their language of choice.

Children's Services

The results of the compliance assessment undertaken with all 4 providers ie

- Tros Gynnal
- Barnardos
- Y Bont and
- Womens Aid

in 2013/14 was reported in the Annual Monitoring Report for 2013/14. All 4 of these providers remain fully compliant with the requirements of the Council's Welsh language Scheme and therefore, there is no updated information to provide. The council will (during 2015/16) continue to work to better align Adult Social Care and Children's and this will feature increasingly more in our approach to monitoring Welsh Language compliance in services.

3b) Complaints

During the financial year 2014-15 the council dealt with two complaints regarding the implementation of the Welsh Language Scheme both of which have been ongoing since the Annual Monitoring Report 2013/14.

The first complaint relates to bilingual registration of street names. The council is working with the Welsh Language Commissioner on a "Standardisation of

Bridgend Place Names” project. Good progress is being made on this project with a proposed list of standard place names nearing completion.

The second complaint originates from a member of the public and refers to signage which was incorrectly translated (when translation was unnecessary) from English to Welsh. The council worked closely with the Welsh Language Commissioner with a view to achieving a resolution to the complaint however the complainant remains unsatisfied with the council’s position.

3c) Inspection of Welsh local authority websites and on-line services.

In 2010 the Welsh Language Board identified that the majority of the council’s website pages were not available in Welsh. Detailed reports on the improvements made to the provision of website pages in Welsh since this inspection have since been provided to our Cabinet Equalities Committee on a 6 monthly basis and have been included in Annual Monitoring Reports since.

The number of translated web pages has been estimated using Google Analytics. This approach doesn’t account for files such as Word documents and PDFs or a webpage that hasn’t received at least one hit. The figures quoted in the 2013/14 Annual Monitoring Report included documents stored on a previous server. These figures are no longer obtainable.

Any webpage under the Welsh half of the website will have the suffix ‘/cy/’ immediately after www.bridgend.gov.uk in the page’s URL. Searching for all pages with this suffix highlighted that 867 Welsh pages on the website received at least one hit in 2014-15. To check the validity of this method of measuring the number of translated pages, we measured the number of hits within the 2015 section of the Welsh media centre section of the website, by searching the suffix ‘/cy/canolfan-y-cyfryngau/2015’ in Google analytics. We manually counted 48 pages in the section of the website, however only 15 of these were recorded in the Google Analytics search. Similarly, only 25 of 111 pages from the 2013 section received hits during 2014-15.

4. Welsh Language Skills

Included in this section is:

- **better information on the workforce’s Welsh language skills and a report on the data**
- **evidence of investment in Welsh language training and an explanation of other action taken to improve workforce skills during a period of constraint on external recruitment**
- **evidence of improvement in the provision of language awareness training**

Performance indicator WLI4: Human Resources and Skills

i) The number and percentage of staff (Welsh speakers and learners) who have received training in the Welsh language to a specific level of competence

ii) The number and percentage of staff who have received language awareness training

A previous evaluation of Welsh language training highlighted the need to ensure a business requirement was identified, and that appropriate study programmes were being undertaken. Funding constraints now mean that decisions are made to fund study linked to business requirements. If no business requirements are identified, employees would be signposted to community-based learning. This method of evaluation results in a reduction in the number of learners. However, the council is more confident that key service areas with significant customer interaction are supported to use the Welsh language within their business. It is likely that further nominations for training will follow from service areas where there are business needs. During 2014/15 1 employee attended **Intermediate Welsh for Adults** and 10 employees completed the **Welsh Awareness E: Learning Module**. In preparation for the implementation of the new Welsh Language Standards the council is exploring the opportunities for Welsh language training to be provided across all front line services.

Performance indicator WLI 5: Human Resources - Equality and Diversity The number and % of staff within the council's services able to speak Welsh (excluding school teachers and school based staff)

Records show that on 31 March 2015, the council employed 452 Welsh speaking employees in services other than schools. This figure comprises a range of linguistic ability and compares with 385 Welsh speakers in other services as at 31 March 14.

The service breakdown is:

Adult Community Learning	2
Arts and Community Development	2
Assessment and Case Management	15
Business Strategy and Support	2
Business Strategy and Performance	24
Business Support	8
Legal Childcare	2
Childrens Regulated Services	9
Commissioning and Transformation	3
Customer Services	10
Data Centre	3
Development	6
Disability Transition and Case Management	15
Environmental Health	4
Facilities	4
Financial Support	1
Highways	18
Highways and Community Regeneration	18
Inclusion	52
Infrastructure	1
Integrated Partnership Support Team	2
Integrated Working	48

Joint Supplies Service	3
Learning Disability	32
Libraries and Information	14
Marketing and Engagement	9
Mental Health	9
Older People and People with Sensory Impairment	35
Regeneration	14
Revenues	9
Safeguarding and Quality Assurance	3
School Improvement	6
Sport, Play and Active Wellbeing	2
Strategic Planning and Resources	1
Street works	11
Systems Technical	8
Trading Standards	4
Training and Staff Development	3
Western Bay	3
Employee Relations	7
Health and Safety	2
Quantity Surveyors	1
Youth Offending Service	5
Legal and Procurement	2
Built Environment	3
Communities	2
Property Services	1
Democratic Services	2
Arts and Community Living	3
Register Office	3
Scrutiny	1
Finance	3
Legal	1
Public Protection	1

5. Mainstreaming the Welsh language

5a) Impact Assessment

The authority treats English and Welsh languages equally. An Equality Impact Assessment (EIA) is required for policy and proposals developed by the authority. An EIA should be undertaken at the earliest possible stage of policy making/revision. EIA Training is provided for service managers and staff responsible for policy development. The training includes a focus on assessing impact on the Welsh Language. To help managers undertake the assessment we have provided a toolkit and guidance.

5b) Other approaches to mainstreaming

i. The council's Corporate Plan

The council's corporate plan sets out the most important objectives for the authority across all services. Our commitment to implement the Welsh Language Scheme is part of our theme to make Bridgend County Borough a great place to live, work and visit.

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BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CABINET COMMITTEE - EQUALITIES

17 SEPTEMBER 2015

REPORT OF THE CORPORATE DIRECTOR RESOURCES

WELSH LANGUAGE (WALES) MEASURE 2011 / WELSH LANGUAGE STANDARDS

1. Purpose of Report

To update the Cabinet Committee – Equalities with information regarding the Compliance Notice received from the Welsh Language Commissioner.

2. Connection to Corporate Improvement Plan / Other Corporate Priority

The Welsh Language (Wales) Measure 2011 replaces Welsh Language Schemes with a set of enforceable national 'standards' which will impact upon the work of the whole council. They will be linked to the equalities agenda, and will form a key component of the council's Customer Care Programme.

3. Background

The Welsh Language (Wales) Measure 2011 modernises the legal framework regarding the use of the Welsh language in the delivery of public services and makes provision for the specification of standards of conduct in relation to the Welsh language.

The standards link to the following council's corporate priorities:

- working together to raise ambitions and drive up educational achievement
- working together to help vulnerable people to stay independent
- working together to make the best use of our resources

4. Current situation / proposal

4.1 The Welsh Government's Welsh Language Standards (No.1) Regulations came into force on 31 March 2015 following consultation and a Standards Investigation carried out by the Welsh Language Commissioner in 2014.

4.2 The final set of standards differs from the original set the council provided feedback on in 2014 in that a number have been split to make them easier to understand, a number have been reworded and a few standards added.

4.3 Appendix A details the standards that have been applied to the council. These standards have been separated in two sets by the Welsh Language Commissioner;

- those standards with which the council is expected to comply within 6 months (March 2016) and
- those standards with which the council is expected to comply within 12 months (September 2016).

- 4.4 Below is a timetable outlining the Welsh Language Commissioner’s compliance requirements of Bridgend County Borough Council. The Standard Theme is listed on the left followed by 2 columns of either 6 or 12 month compliance and the number of standards falling into each timeframe.

Standard Theme	Timescale	
	March 2016	September 2016
Service Delivery	83	2
Policy Making	16	0
Operational	39	14
Promotion	0	4
Record Keeping	9	1
Totals	147	21

- 4.5 Many of the standards already exist within our current policy and practice ie within the Welsh Language Scheme 2012 – 2015.
- 4.6 In the very short timeframe allowed, the draft Compliance Notice was circulated to Corporate Directors, Heads of Service, Service Managers and key officers so that the council’s response to the consultation was as comprehensive as possible.
- 4.7 In order to form an objection to specific standards and/or timeframes, the council was required to provide factual evidence as to why these standards are unreasonable or disproportionate for BCBC to implement.

5. Effect upon Policy Framework & Procedure Rules

As this is an information report, there are no proposed changes to the Policy Framework and Procedure Rules.

6. Equality Impact Assessment

Within the Welsh Language Standards is a requirement for all policy decisions to be assessed against the impact or possible impact of that policy on the Welsh Language. The formulation of the Medium Term Financial Strategy will therefore need to be impact assessed in terms of the Welsh Language within the Full Equality Assessment.

7. Financial Implications

Whilst it is difficult to cost full compliance with all of the proposed standards, a conservative estimate of the cost to implement all those standards is in the order of £300,000 as one off expenditure and £900,000 per annum recurring spend. Any additional cost pressures will need to be considered as part of the Medium Term Financial Strategy. This is currently a minimum requirement. Bridgend County Borough Council is required to make significant budget reductions over the next 5 years, which is already impacting on the council’s ability to deliver essential, frontline services. It is important to note however, that future non-compliance with one or more standards brings with it an organisational risk to the council in that any formal complaints that are upheld and which reach the final stage of the

investigatory process may potentially bring a financial penalty of up to £5,000 per standard breach. The requirement to comply with standards will still remain. Although this is the final sanction to be imposed, the greater the ability of the council to meet these statutory obligations now will mitigate against future financial penalty.

8. Recommendation

It is recommended that Cabinet Equalities Committee receives and considers this report.

Sarah Kingsbury
Head of Human Resources and Organisational Development
Date: 25 August 2015

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Background documents: None

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COMPLIANCE NOTICE – SECTION 47 WELSH LANGUAGE (WALES) MEASURE 2011

Bridgend County Borough Council – Issue Date:

Standards required to comply with within 6 months.

Standard Number	Class of Standard	Standard
1	Service Delivery	If you receive correspondence from a person in Welsh you must reply in Welsh (if an answer is required), unless the person has indicated that there is no need to reply in Welsh.
2	Service Delivery	When you correspond with an individual ("A") for the first time, you must ask A whether A wishes to receive correspondence from you in Welsh, and if A responds to say that A wishes to receive correspondence in Welsh you must (a) keep a record of A's wish, (b) correspond with A in Welsh when corresponding with A from then onwards, and (c) send any forms you send to A from then onwards in Welsh.
3	Service Delivery	When you send correspondence addressed to two individuals who are members of the same household (for example, the parents of a child) for the first time, you must ask them whether they wish to receive correspondence from you in Welsh; and if - (a) both individuals respond to say that they wish to receive correspondence in Welsh, you must keep a record of that wish and correspond in Welsh from then onwards when sending correspondence addressed to both of those individuals; (b) one (but not both) of the individuals responds to say that he or she wishes to receive correspondence in Welsh, you must

		keep a record of that wish and provide a Welsh language version of correspondence from then onwards when sending correspondence addressed to both of those individuals.
4	Service Delivery	When you send the same correspondence to several persons, you must send a Welsh language version of the correspondence at the same time as you send any English language version.
5	Service Delivery	If you don't know whether a person wishes to receive correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence.
6	Service Delivery	If you produce a Welsh language version and a corresponding English language version of correspondence, you must not treat the Welsh language version less favourably than the English language version (for example, if the English version is signed, or if contact details are provided on the English version, then the Welsh version must be treated in the same way).
7	Service Delivery	You must state [a] in correspondence, and [b] in publications and official notices that invite persons to respond to you or to correspond with you, that you welcome receiving correspondence in Welsh, that you will respond to any correspondence in Welsh, and that corresponding in Welsh will not lead to delay.
8	Service Delivery	When a person contacts you on your main telephone number (or numbers) , or on any helpline numbers or call centre numbers, you must greet the person in Welsh.
9	Service Delivery	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform the person that a Welsh language service is available.
11	Service Delivery	When a person contacts you on your main telephone number [or numbers], or on any helpline numbers or call centre numbers, you must deal with the call in Welsh if that is the person's wish until such point as - [a] it is necessary to transfer the call to a member of staff who does not

		<p>speak Welsh who can provide a service on a specific matter; and [b] no Welsh speaking member of staff is available to provide a service on that specific subject matter.</p>
12	Service Delivery	<p>When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language.</p>
13	Service Delivery	<p>If you offer a Welsh language service on your main telephone number (or numbers), on any helpline numbers or call centre numbers, the telephone number for the Welsh language service must be the same as for the corresponding English language service.</p>
14	Service Delivery	<p>When you publish your main telephone number, or any helpline numbers or call centre service numbers, you must state (in Welsh) that you welcome calls in Welsh.</p>
15	Service Delivery	<p>If you have performance indicators for dealing with telephone calls, you must ensure that those performance indicators do not treat telephone calls made in Welsh any less favourably than calls made in English.</p>
16	Service Delivery	<p>Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.</p>
17	Service Delivery	<p>When there is no Welsh language service available on your main telephone number (or numbers), or any helpline numbers or call centre numbers, you must inform persons calling, in Welsh (by way of an automated message or otherwise), when a Welsh language service will be available.</p>
19	Service Delivery	<p>If a person contacts one of your departments on a direct line telephone number (including on staff members' direct line numbers), and that person wishes to receive a service in Welsh, you must deal with the call in Welsh until such point as - (a) it is necessary to</p>

		transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter; and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.
20	Service Delivery	When a person contacts you on a direct line number (whether on a department's direct line number or on the direct line number of a member of staff), you must ensure that, when greeting the person, the Welsh language is not treated less favourably than the English language.
21	Service Delivery	When you telephone an individual ("A") for the first time you must ask A whether A wishes to receive telephone calls from you in Welsh, and if A responds to say that A wishes to receive telephone calls in Welsh you must keep a record of that wish, and conduct telephone calls made to A from then onwards in Welsh.
22	Service Delivery	Any automated telephone systems that you have must provide the complete automated service in Welsh.
24	Service Delivery	If you invite one person only ("P") to a meeting you must ask P whether P wishes to use the Welsh language at the meeting, and inform P that you will, if necessary, provide a translation service from Welsh to English for that purpose.
24A	Service Delivery	If you have invited one person only ("P") to a meeting and P has informed you that P wishes to

		use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting (unless you conduct the meeting in Welsh without the assistance of a translation service).
25	Service Delivery	If you invite an individual ("A") to a meeting, and the meeting relates to the well-being of A, you must - (a) ask A whether A wishes for the meeting to be conducted in Welsh, and (b) if A informs you that A wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).
27	Service Delivery	If you invite more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), you must ask each person whether they wish to use the Welsh language at the meeting.
27A	Service Delivery	If you have invited more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), and at least 10% (but less than 100%) of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting.
27D	Service Delivery	If you have invited more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), and all of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting (unless you conduct the meeting in

		Welsh without the assistance of a translation service).
28	Service Delivery	If you invite more than one person to a meeting, and that meeting relates to the well-being of one or more of the individuals invited, you must - (a) ask that individual or each of those individuals whether he or she wishes for the meeting to be conducted in Welsh, and (b) if that individual, or if each of those individuals, informs you that he or she wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).
30	Service Delivery	If you arrange a meeting that is open to the public you must state on any material advertising it, and on any invitation to it, that anyone attending is welcome to use the Welsh language at the meeting.
31	Service Delivery	When you send invitations to a meeting that you arrange which is open to the public, you must send the invitations in Welsh.
32	Service Delivery	If you invite persons to speak at a meeting that you arrange which is open to the public you must - (a) ask each person invited to speak whether he or she wishes to use the Welsh language, and (b) if that person (or at least one of those persons) has informed you that he or she wishes to use the Welsh language at the meeting, provide a simultaneous translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service).

33	Service Delivery	If you arrange a meeting that is open to the public, you must ensure that a simultaneous translation service from Welsh to English is available at the meeting, and you must orally inform those present in Welsh - (a) that they are welcome to use the Welsh language, and (b) that a simultaneous translation service is available.
34	Service Delivery	If you display any written material at a meeting that you arrange which is open to the public, you must ensure that that material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text.
35	Service Delivery	If you organise a public event, or fund at least 50% of a public event, you must ensure that, in promoting the event, the Welsh language is treated no less favourably than the English language (for example, in the way the event is advertised or publicised).
36	Service Delivery	If you organise a public event, or fund at least 50% of a public event, you must ensure that the Welsh language is treated no less favourably than the English language at the event (for example, in relation to services offered to persons attending the event, in relation to signs displayed at the event and in relation to audio announcements made at the event).
37	Service Delivery	Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the advertising material in Welsh and in English, you must not treat the Welsh language

		version less favourably than you treat the English language version.
38	Service Delivery	Any material that you display in public must be displayed in Welsh, and you must not treat any Welsh language version of the material less favourably than the English language version.
42	Service Delivery	Any licence or certificate you produce must be produced in Welsh.
43	Service Delivery	Any brochure, leaflet, pamphlet or card that you produce in order to provide information to the public must be produced in Welsh.
44	Service Delivery	If you produce the following documents, and they are available to the public, you must produce them in Welsh— (a) policies, strategies, annual reports and corporate plans; (b) guidelines and codes of practice; (c) consultation papers.
45	Service Delivery	Any rules that you publish that apply to the public must be published in Welsh.
46	Service Delivery	When you issue any statement to the press you must issue it in Welsh and, if there is a Welsh language version and an English language version of a statement, you must issue both versions at the same time.

48	Service Delivery	If you produce a document in Welsh and in English (whether separate versions or not), you must not treat any Welsh language version less favourably than you treat the English language version.
49	Service Delivery	If you produce a Welsh language version and a separate English language version of a document, you must ensure that the English language version clearly states that the document is also available in Welsh.
50	Service Delivery	Any form that you produce for public use must be produced in Welsh.
50A	Service Delivery	If you produce a Welsh language version and a separate English language version of a form, you must ensure that the English language version clearly states that the form is also available in Welsh.
50B	Service Delivery	If you produce a form in Welsh and in English (whether separate versions or not), you must ensure that the Welsh language version is treated no less favourably than the English language version, and you must not differentiate between the Welsh and English versions in relation to any requirements that are relevant to the form (for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the form).

51	Service Delivery	If you pre-enter information on a Welsh language version of a form (for example, before sending it to a member of the public in order for him or her to check the content or to fill in the remainder of the form), you must ensure that the information that you pre-enter is in Welsh.
52	Service Delivery	You must ensure that - (a) the text of each page of your website is available in Welsh, (b) every Welsh language page on your website is fully functional, and (c) the Welsh language is not treated less favourably than the English language on your website.
55	Service Delivery	If you have a Welsh language web page that corresponds to an English language web page, you must state clearly on the English language web page that the page is also available in Welsh, and you must provide a direct link to the Welsh page on the corresponding English page.
56	Service Delivery	You must provide the interface and menus on every page of your website in Welsh.
57	Service Delivery	All apps that you publish must function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that app.
58	Service Delivery	When you use social media you must not treat the Welsh language less favourably than the English language.
59	Service Delivery	If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).
60	Service Delivery	You must ensure that any self service machines that you have function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that machine.
61	Service Delivery	When you erect a new sign or renew a sign (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as you display corresponding English language text or on a separate sign); and if the same text is displayed in Welsh and in

		English, you must not treat the Welsh language text less favourably than the English language text.
62	Service Delivery	When you erect a new sign or renew a sign (including temporary signs) which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.
63	Service Delivery	You must ensure that the Welsh language text on signs is accurate in terms of meaning and expression.
64	Service Delivery	Any reception service you make available in English must also be available in Welsh, and any person who requires a Welsh language reception service must not be treated less favourably than a person who requires an English language reception service.
67	Service Delivery	You must display a sign in your reception which states (in Welsh) that persons are welcome to use the Welsh language at the reception.
68	Service Delivery	You must ensure that staff at the reception who are able to provide a Welsh language reception service wear a badge to convey that.
69	Service Delivery	Any official notice that you publish or display must be published or displayed in Welsh, and you must not treat any Welsh language version of a notice less favourably than an English language version.
70	Service Delivery	When you publish or display an official notice that contains Welsh language text as well as English language text, the Welsh language text must be positioned so that it is likely to be read first.
71	Service Delivery	Any documents that you publish which relate to applications for a grant, must be published in Welsh, and you must not treat a Welsh language version of such documents less favourably

		than an English language version.
72	Service Delivery	When you invite applications for a grant, you must state in the invitation that applications may be submitted in Welsh and that any application submitted in Welsh will be treated no less favourably than an application submitted in English.
72A	Service Delivery	You must not treat applications for a grant submitted in Welsh less favourably than applications submitted in English (including, amongst other matters, in relation to the closing date for receiving applications and in relation to the time-scale for informing applicants of decisions).
74	Service Delivery	If you receive an application for a grant in Welsh and it is necessary to interview the applicant as part of your assessment of the application you must - (a) offer to provide a translation service from Welsh to English to enable the applicant to use the Welsh language at the interview, and (b) if the applicant wishes to use the Welsh language at the interview, provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service).
75	Service Delivery	When you inform an applicant of your decision in relation to an application for a grant, you must do so in Welsh if the application was submitted in Welsh.
77	Service Delivery	When you publish invitations to tender for a contract, you must state in the invitation that tenders may be submitted in Welsh, and that a tender submitted in Welsh will be treated no less favourably than a tender submitted in English.
77A	Service Delivery	You must not treat a tender for a contract submitted in Welsh less favourably than a tender submitted in English (including, amongst other matters, in relation to the closing date for receiving tenders, and in relation to the time-scale for informing tenderers of decisions).
79	Service Delivery	If you receive a tender in Welsh and it is necessary to interview the tenderer as part of your assessment of the tender you must - (a)

		offer to provide a translation service from Welsh to English to enable the tenderer to use the Welsh language at the interview, and (b) if the tenderer wishes to use the Welsh language at the interview, provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service).
80	Service Delivery	When you inform a tenderer of your decision in relation to a tender, you must do so in Welsh if the tender was submitted in Welsh.
81	Service Delivery	You must promote any Welsh language service that you provide, and advertise that service in Welsh.
82	Service Delivery	If you provide a service in Welsh that corresponds to a service you provide in English, any publicity or document that you produce, or website that you publish, which refers to the English service must also state that a corresponding service is available in Welsh.
83	Service Delivery	When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.
85	Service Delivery	If you offer an education course that is open to the public and which is aimed specifically at persons aged 18 or under, you must offer it in Welsh.
86	Service Delivery	If you develop an education course that is to be offered to the public, you must assess the need for that course to be offered in Welsh; and you must ensure that the assessment is published on your website.
87	Service Delivery	When you announce a message over a public address system, you must make that announcement in Welsh and, if the announcement is made in Welsh and in English, the announcement must be made in Welsh first.
88	Policy Making	When you formulate a new policy, or review or revise an existing policy, you must consider what

		effects, if any (whether positive or adverse), the policy decision would have on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.
89	Policy Making	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would have positive effects, or increased positive effects, on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.
90	Policy Making	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would not have adverse effects, or so that it would have decreased adverse effects, on - - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.
91	Policy Making	When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.
92	Policy Making	When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects, on (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.

93	Policy Making	<p>When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would not have adverse effects, or so that it would have decreased adverse effects, on -</p> <ul style="list-style-type: none"> (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.
94	Policy Making	<p>You must produce and publish a policy on awarding grants (or, where appropriate, amend an existing policy) which requires you to take the following matters into account when you make decisions in relation to the awarding of a grant -</p> <ul style="list-style-type: none"> (a) what effects, if any (and whether positive or negative), the awarding of a grant would have on - <ul style="list-style-type: none"> (i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably than the English language; (b) how the decision could be taken or implemented (for example, by imposing conditions of grant) so that it would have positive effects, or increased positive effects, on - <ul style="list-style-type: none"> (i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably than the English language; (c) how the decision could be taken or implemented (for example, by imposing conditions of grant) so that it would not have adverse effects, or so that it would have decreased adverse effects on - <ul style="list-style-type: none"> (i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably than the English language; (ch) whether you need to ask the applicant for any additional information in order to assist you in assessing the effects of awarding a grant on - <ul style="list-style-type: none"> (i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably than the English language.
95	Policy Making	<p>When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers what effects, if any (and whether positive or adverse), the policy decision under consideration would have on -</p> <ul style="list-style-type: none"> (a) opportunities for

		persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.
96	Policy Making	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would have a positive effects, or so that it would have increased positive effects, on (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.
97	Policy Making	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would not have adverse effects, or so that it would have decreased adverse effects, on (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.
98	Operational	You must develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language, and you must publish that policy on your intranet.
112	Operational	You must allow each member of staff - (a) to make complaints to you in Welsh, and (b) to respond in Welsh to any complaint made about him or about her.
112A	Operational	You must state in any document that you have that sets out your procedures for making complaints that each member of staff may - (a) make a complaint to you in Welsh, and (b) respond to a complaint made about him or about her in Welsh; and you must also inform each member of staff of that right.
114	Operational	If you receive a complaint from a member of staff or a complaint about a member of staff, and a meeting is required with that member of staff, you must - (a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting; (b) explain that you will provide a translation service from Welsh to English for that purpose if it is

		required; and if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without translation services).
115	Operational	When you inform a member of staff of a decision you have reached in relation to a complaint made by him or by her, or in relation to a complaint made about him or about her, you must do so in Welsh if that member of staff - (a) made the complaint in Welsh, (b) responded in Welsh to a complaint about him or about her, (c) asked for a meeting about the complaint to be conducted in Welsh, or (ch) asked to use the Welsh language at a meeting about the complaint.
116	Operational	You must allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process.
116A	Operational	You must - (a) state in any document that you have which sets out your arrangements for disciplining staff that any member of staff may respond in Welsh to any allegations made against him or against her, and (b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.
118	Operational	If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or her conduct you must - (a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting, and (b) explain that you will provide a translation service for that purpose if it is required; and, if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without a translation service).
119	Operational	When you inform a member of staff of a decision you have reached following a disciplinary process, you must do so in Welsh if that member of staff - (a) responded to allegations made against him or her in Welsh, (b) asked for a meeting regarding the disciplinary process to be conducted in Welsh, or (c) asked to use the Welsh language at a meeting regarding the

		disciplinary process.
120	Operational	You must provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh language interfaces for software (where an interface exists).
122	Operational	You must ensure that - (a) the text of the homepage of your intranet is available in Welsh, (b) any Welsh language text on your intranet's homepage (or, where relevant, your Welsh language intranet homepage) is fully functional, and (c) the Welsh language is treated no less favourably than the English language in relation to the homepage of your intranet.
124	Operational	If you have a Welsh language page on your intranet that corresponds to an English language page, you must state clearly on the English language page that the page is also available in Welsh, and must provide a direct link to the Welsh language page on the corresponding English language page.
125	Operational	You must designate and maintain a page (or pages) on your intranet which provides services and support material to promote the Welsh language and to assist your staff to use the Welsh language.
126	Operational	You must provide the interface and menus on your intranet pages in Welsh.
127	Operational	You must assess the Welsh languages skills of your employees.
129	Operational	You must provide training (in Welsh) on using Welsh effectively in (a) meetings; (b) interviews; and (c) complaints and disciplinary procedures.
130	Operational	You must provide opportunities during working hours (a) for your employees to receive basic Welsh language lessons, and (b) for employees who manage others to receive training on using the Welsh language in their role as managers.

131	Operational	You must provide opportunities for employees who have completed basic Welsh language training to receive further training free of charge, to develop their language skills.
132	Operational	You must provide training courses so that your employees can develop - (a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture);(b) an understanding of the duty to operate in accordance with the Welsh language standards;(c) an understanding of how the Welsh language can be used in the workplace.
133	Operational	When you provide information to new employees (for example by means of an induction process), you must provide information for the purpose of raising their awareness of the Welsh language.
134	Operational	You must provide text or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language.
135	Operational	You must provide wording for your employees which will enable them to include a Welsh language version of their contact details in email messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to e-mail messages.
136	Operational	When you assess the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply - (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary.
136A	Operational	If you have categorised a post as one where Welsh language skills are essential, desirable or need to be learnt you must—(a) specify that when advertising the post, and (b) advertise the post in Welsh.

137	Operational	When you advertise a post, you must state that applications may be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English.
137A	Operational	If you publish - (a) application forms for posts; (b) material that explains your procedure for applying for posts; (c) information about your interview process, or about other assessment methods when applying for posts; (ch) job descriptions; you must publish them in Welsh; and you must ensure that the Welsh language versions of the documents are treated no less favourably than any English language versions of those documents.
137B	Operational	You must not treat an application for a post made in Welsh less favourably than you treat an application made in English (including, amongst other matters, in relation to the closing date you set for receiving applications and in relation to any time-scale for informing individuals of decisions).
139	Operational	You must ensure that your application forms for posts - (a) provide a space for individuals to indicate that they wish to use the Welsh language at an interview or at any other method of assessment, and (b) explain that you will provide a translation service from Welsh to English for that purpose if it is required; and, if the individual wishes to use the Welsh language at the interview or assessment, you must provide a simultaneous translation service at the interview or assessment (unless you conduct the interview or assessment in Welsh without that translation service).
140	Operational	When you inform an individual of your decision in relation to an application for a post, you must do so in Welsh if the application was made in Welsh.
141	Operational	When you erect a new sign or renew a sign in your workplace (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as the corresponding English language text or on a separate sign), and if the same text is displayed in

		Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.
142	Operational	When you erect a new sign or renew a sign in your workplace (including temporary signs) which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.
143	Operational	You must ensure that the Welsh language text on signs displayed in your workplace is accurate in terms of meaning and expression.
144	Operational	When you make announcements in the workplace using audio equipment, that announcement must be made in Welsh, and if the announcement is made in Welsh and in English, the announcement must be made in Welsh first.
147	Record Keeping	You must keep a record, in relation to each financial year, of the number of complaints you receive relating to your compliance with standards.
148	Record Keeping	You must keep a copy of any written complaint that you receive that relates to your compliance with the standards with which you are under a duty to comply.
149	Record Keeping	You must keep a copy of any written complaint that you receive that relates to the Welsh language (whether or not that complaint relates to the standards with which you are under a duty to comply).
150	Record Keeping	You must keep a record of the steps that you have taken in order to ensure compliance with the policy making standards with which you are under a duty to comply.
151	Record Keeping	You must keep a record (following assessments of your employees' Welsh language skills made in accordance with standard 127), of the number of employees who have Welsh language skills at the end of each financial year and, where you have that information, you must keep a record

		of the skill level of those employees.
153	Record Keeping	You must keep a copy of every assessment that you carry out (in accordance with standard 136) in respect of the Welsh language skills that may be needed in relation to a new or vacant post.
154	Record Keeping	You must keep a record, in relation to each financial year of the number of new and vacant posts which were categorised (in accordance with standard 136) as posts where - (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary.
155	Supplementary Service Delivery	You must ensure that a document which records the service delivery standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available - (a) on your website, and (b) in each of your offices that are open to the public.
156	Supplementary Service Delivery	You must - (a) ensure that you have a complaints procedure that deals with the following matters - (i) how you intend to deal with complaints relating to your compliance with the service delivery standards with which you are under a duty to comply, and (ii) how you will provide training for your staff in relation to dealing with those complaints, (b) publish a document that records that procedure on your website, and (c) ensure that a copy of that document is available in each of your offices that are open to the public.
157	Supplementary Service Delivery	You must - (a) ensure that you have arrangements for - (i) overseeing the way you comply with the service delivery standards with which you are under a duty to comply, (ii) promoting the services that you offer in accordance with those standards, and (iii) facilitating the use of those services, (b) publish a document that records those arrangements on your website, and (c) ensure that a copy of that document is available in each of your offices that are open to the public.

158	Supplementary Service Delivery	<p>(1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the service delivery standards with which you were under a duty to comply during that year. (2) The annual report must include the number of complaints that you received during that year which related to your compliance with the service delivery standards with which you were under a duty to comply.</p> <p>(3) You must publish the annual report no later than 30 June following the financial year to which the report relates. (4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available— (a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>
159	Supplementary Service Delivery	<p>You must publish a document on your website which explains how you intend to comply with the service delivery standards with which you are under a duty to comply</p>
160	Supplementary Service Delivery	<p>You must provide any information requested by the Welsh Language Commissioner which relates to your compliance with the service delivery standards with which you are under a duty to comply.</p>
161	Supplementary Policy Making	<p>You must ensure that a document which records the policy making standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available - (a) on your website, and (b) in each of your offices that are open to the public.</p>
162	Supplementary Policy Making	<p>You must - (a) ensure that you have a complaints procedure that deals with the following matters - (i) how you intend to deal with complaints relating to your compliance with the policy making standards with which you are under a duty to comply, and (ii) how you will provide training for your staff in relation to dealing with those complaints,</p> <p>(b) publish a document that records that procedure on your website, and (c) ensure that a copy of that document is available in each of your offices that are open to the public.</p>

163	Supplementary Policy Making	You must - (a) ensure that you have arrangements for overseeing the way you comply with the policy making standards with which you are under a duty to comply, (b) publish a document that records those arrangements on your website, and (c) ensure that a copy of that document is available in each of your offices that are open to the public.
164	Supplementary Policy Making	(1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the policy making standards with which you were under a duty to comply during that year. (2) The annual report must include the number of complaints you received during the year which related to your compliance with the policy making standards with which you were under a duty to comply. (3) You must publish the annual report no later than 30 June following the financial year to which the report relates. (4) You must publicise the fact that you have published an annual report. (5) You must ensure that a current copy of your annual report is available - (a) on your website, and (b) in each of your offices that are open to the public.
165	Supplementary Policy Making	You must publish a document on your website which explains how you intend to comply with the policy making standards with which you are under a duty to comply.
166	Supplementary Policy Making	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the policy making standards with which you are under a duty to comply.
167	Supplementary Operational	You must ensure that a document which records the operational standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available - (a) on your website, and (b) in each of your offices that are open to the public.
168	Supplementary Operational	You must - (a) ensure that you have a complaints procedure that deals with the following matters - (i) how you intend to deal with complaints relating to your compliance with the operational

		standards with which you are under a duty to comply, and (ii) how you will provide training for your staff in relation to dealing with those complaints, and (b) publish a document that records that procedure on your intranet.
169	Supplementary Operational	You must - (a) ensure that you have arrangements for - (i) overseeing the way you comply with the operational standards with which you are under a duty to comply, (ii) promoting the services that you offer in accordance with those standards, and (iii) facilitate the use of those services, and (b) publish document that records that procedure on your intranet.
170	Supplementary Operational	(1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the operational standards with which you were under a duty to comply during that year. (2) The annual report must include the following information (where relevant, to the extent you are under a duty to comply with the standards referred to) - (a) the number of employees who have Welsh language skills at the end of the year in question (on the basis of the records you kept in accordance with standard 151); (b) the number of members of staff who attended training courses you offered in Welsh during the year (on the basis of the records you kept in accordance with standard 152); (c) if a Welsh version of a course was offered by you during that year, the percentage of the total number of staff attending the course who attended the Welsh version (on the basis of the records you kept in accordance with standard 152);(ch) the number of new and vacant posts that you advertised during the year which were categorised as posts where—(i) Welsh language skills were essential, (ii) Welsh language skills needed to be learnt when appointed to the post, (iii) Welsh language skills were desirable, or (iv) Welsh language skills were not necessary, (on the basis of the records you kept in accordance with standard 154); (d) the number of complaints that you received during that year which related to your compliance with the operational standards with which you were under a duty to comply. (3) You must publish the annual report no later than 30 June following the financial year to which the report relates. (4) You must publicise the fact that you have published an annual report. (5)

		You must ensure that a current copy of your annual report is available— on your website, and (b) in each of your offices that are open to the public. (a)
171	Supplementary Operational	You must publish a document on your website which explains how you intend to comply with the operational standards with which you are under a duty to comply.
172	Supplementary Operational	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with which you are under a duty to comply.
175	Supplementary Record Keeping	You must ensure that a document which records the record keeping standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available - (a) on your website, and (b) in each of your offices that are open to the public.
176	Supplementary Record Keeping	You must provide any records you kept in accordance with the record keeping standards with which you are under a duty to comply to the Welsh Language Commissioner, if the Commissioner asks for those records.

Standards required to comply with within a year.

Standard Number	Class of Standard	Standard
41	Service Delivery	If you produce the following documents you must produce them in Welsh— agendas, minutes and other papers that are available to the public, which relate to management board or cabinet meetings; (a) agendas, minutes and other papers for meetings, conferences or seminars that are open to the public. (b)
76	Service Delivery	Any invitations to tender for a contract that you publish must be published in Welsh, and you

		must not treat a Welsh language version of any invitation less favourably than an English language version.
99	Operational	When you offer a new post to an individual, you must ask that individual whether he or she wishes for the contract of employment or contract for services to be provided in Welsh; and if that is the individual's wish you must provide the contract in Welsh.
100	Operational	You must (a) ask each employee whether he or she wishes to receive any paper correspondence that relates to his or her employment, and which is addressed to him or her personally, in Welsh, and (b) if an employee so wishes, provide any such correspondence to that employee in Welsh.
101	Operational	You must ask each employee whether he or she wishes to receive any documents that outline his or her training needs or requirements in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.
102	Operational	You must ask each employee whether he or she wishes to receive any documents that outline his or her performance objectives in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.
103	Operational	You must ask each employee whether he or she wishes to receive any documents that outline or record his or her career plan in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.
104	Operational	You must ask each employee whether he or she wishes to receive any forms that record and authorise - (a) annual leave, (b) absences from work, and (c) flexible working hours, in Welsh; and if that is an employee's wish, you must provide any such forms to him or to her in Welsh.

105	Operational	If you publish a policy relating to behaviour in the workplace, you must publish it in Welsh.
106	Operational	If you publish a policy relating to health and well-being at work, you must publish it in Welsh.
107	Operational	If you publish a policy relating to salaries or workplace benefits, you must publish it in Welsh.
108	Operational	If you publish a policy relating to performance management, you must publish it in Welsh.
109	Operational	If you publish a policy about absence from work, you must publish it in Welsh.
110	Operational	If you publish a policy relating to working conditions, you must publish it in Welsh.
111	Operational	If you publish a policy regarding work patterns, you must publish it in Welsh.
128	Operational	You must provide training in Welsh in the following areas, if you provide such training in English - (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (ch) induction; (d) dealing with the public; and (dd) health and safety.
145	Promotion	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	Promotion	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.
152	Record Keeping	You must keep a record, for each financial year of - (a) the number of members of staff who attended training courses offered by you in Welsh (in accordance with standard 128), and (b) if a Welsh version of a course was offered by you in accordance with standard 128, the percentage of the total number of staff attending the course who attended that version.
173	Supplementary Promotion	You must ensure that a document which records the promotion standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available - (a) on your website, and (b) in each of your offices that are open to the public.
174	Supplementary Promotion	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the promotion standards with which you are under a duty to comply.

Meri Huws

Meri Huws
Welsh Language Commissioner

Date: 22/06/2015

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BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CABINET COMMITTEE - EQUALITIES

17 SEPTEMBER 2015

REPORT OF THE CORPORATE DIRECTOR RESOURCES

WELSH LANGUAGE STANDARDS – DRAFT IMPLEMENTATION PLAN

1. Purpose of Report

To update the Cabinet Committee – Equalities with information regarding the progress being made with the development of the Council's draft Welsh Language Standards Implementation Plan.

2. Connection to Corporate Improvement Plan / Other Corporate Priority

The Welsh Language (Wales) Measure 2011 replaces Welsh Language Schemes with a set of enforceable national 'standards which will impact upon the work of the whole council. A number of these standards relate to the development of a corporate implementation plan/strategy.

3. Background

The Welsh Language (Wales) Measure 2011 modernises the legal framework regarding the use of the Welsh language in the delivery of public services and makes provision for the specification of standards of conduct in relation to the Welsh Language.

The standards link to the following council's corporate priorities:

- working together to raise ambitions and drive up educational achievement
- working together to help vulnerable people to stay independent
- working together to make the best use of our resources

4. Current situation / proposal

4.1 Following Welsh Government's Welsh Language Standards (No.1) Regulations coming into force on 31 March 2015, a final set of Welsh Language Standards has been introduced. The Welsh Language Commissioner conducted a consultation exercise on the Draft Compliance Notice issued to Bridgend County Borough Council. The council responded to the consultation on 3 August 2015.

4.2 A draft Welsh Language Standards Implementation Plan has been populated with some example data and information relevant to the Resources Directorate. The approach to the development of the Implementation Plan was to:

- adopt a "SMART" approach to outlining each of the standards,
- describing the impact of each of the standards on individual service units;
- describe the work required to comply with the standard and the resources required to do so and

- the lead officer responsible for overseeing standards compliance within each service area.

4.3 The Implementation Plan will be used by each Directorate to track its progress with compliance and to monitor performance. A corporate Welsh Language Standards Implementation Plan will then be produced and published bilingually on an annual basis. The annual plan will document how the council is complying with each of the standards and this will form the basis of an Annual Report which the council is required to produce for the Welsh Language Commissioner.

5. Effect upon Policy Framework & Procedure Rules

As this is an information report, there are no proposed changes to the Policy Framework and Procedure Rules.

6. Equality Impact Assessment

Whilst no Equality Impact Assessment has been undertaken of the development of the Council's Welsh Language Standards Implementation Plan, the development of the plan will ensure that the council complies with the Welsh Language Standards.

7. Financial Implications

Whilst it is difficult to cost full compliance with all of the proposed standards, a conservative estimate of the cost to implement all those standards is in the order of £300,000 as one off expenditure and £900,000 per annum recurring spend. Any additional cost pressures will need to be considered as part of the Medium Term Financial Strategy. This is currently a minimum requirement. Bridgend County Borough Council is required to make significant budget reductions over the next 5 years, which is already impacting on the council's ability to deliver essential, frontline services. It is important to note however, that future non-compliance with one or more standards brings with it an organisational risk to the council in that any formal complaints that are upheld and which reach the final stage of the investigatory process may potentially bring a financial penalty of up to £5,000 per standard breach. The requirement to comply with the standards will remain. Although this is the final sanction to be imposed, the greater the ability of the council to meet these statutory obligations now will mitigate against future financial penalty.

8. Recommendation

It is recommended that Cabinet Equalities Committee receives and considers this report.

Sarah Kingsbury
Head of Human Resources and Organisational Development
Date: 25 August 2015

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Background documents: None

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