

Report of the Head of Communications and Customer Engagement

Equalities Committee - 27 August 2014

WELSH LANGUAGE SCHEME DRAFT ANNUAL MONITORING REPORT 2013-14

Purpose:	To approve the Welsh Language Scheme Annual Monitoring Report 2013-14.
Policy Framework:	Welsh Language Act 1993 Welsh Language (Wales) Measure 2011 Welsh Language Scheme Strategic Equality Plan 2012-2016
Reason for Decision:	The Council is required to undertake an annual review of the implementation of the Welsh Language Scheme with a report presented to the Welsh Language Commissioner and published.
Consultation:	Legal, Finance; Access to Services.
Recommendation(s):	It is recommended that the Equalities Committee: 1) Considers the Welsh Language Scheme Annual Monitoring Report 2013-14.
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Finance Officer:	Carl Billingsley
Legal Officer:	Tracey Meredith
Access to Services Officer:	Sherill Hopkins

1.0 Introduction

1.1 As required by the Welsh Language Commissioner a report on the implementation of the Welsh Language Scheme is undertaken annually and includes monitoring of six Welsh Language performance indicators.

1.2 In common with many parts of Wales the profile of the language in the City & County of Swansea has changed over the past decade. According to the 2011 Census 11.4% of the population (26,332) of the City & County of Swansea speaks Welsh (with 19.3% having one or more language skills). This represents a decrease of 1.6% since the 2001 Census which was a little less than average across Wales (1.9%). As Swansea is an economic and retail centre for South West Wales it is

important to note that nearly a third of all Welsh speakers live within the region.

2.0 Monitoring Report for 2013/14

2.1 The draft report is attached as Appendix A and covers the year up to March 2014.

2.2 The Welsh Language Commissioner requires that the monitoring report covers the following areas:

2.2.1 Compliance with the Welsh Language Scheme

- The action plan updates the progress made over the past year with a report on every target as required by the Welsh Language Commissioner and an explanation when any target has not been met. This information is contained in Section 6 and Appendix 1 of the monitoring report.
- Progress continues to be made across most actions. Key areas progressed during the year include for example:
 - Responding to the draft Welsh Language Standards Investigation
 - Further analysis on Welsh Language skills from the staff profile survey
 - Implementing the first year action plan for the implementation of More Than Just Words (Strategic Framework for Welsh Language Services in Health, Social Services and Social Care – Appendix 4 of the Monitoring Report).

2.2.2 Frontline Services

Linguistic skills in reception and contact centres are covered in Section 7:

- Welsh medium delivery in the Contact Centre was largely achieved through the recruitment of a bilingual member of staff in October 2011.
- Some work this year has focussed on the Environment Call Centre and Social Services Intake for Adult Services.

2.2.3 Management and administration of the Scheme

Section 8 of the report covers:

- Contracts – requirements in relation to the Welsh Language in contracts includes an example of numbers of Welsh speaking staff employed by some domiciliary care providers commissioned by social services.
- Governance and internal scrutiny arrangements for the scheme including the work of the Equalities Committee:
 - meetings during 2013 focused on departmental visits and presentations to update on progress on service equality objectives and actions in relation to the Welsh Language Scheme
 - the Committee also considered the Welsh Language Scheme Annual Monitoring Report for 2012-13.

- Business plans and where they relate to the Scheme through the action plan including the arrangements for implementing More Than Just Words in Social Services.
- Complaints – there have been 5 in relation to the Welsh language.
- Website content and an outline of the arrangements for the new version of the Council's website.

2.2.4 **Welsh Language Skills**

Section 9 and Appendix 6 of the report deal with:

- Further analysis of the survey undertaken at the end of 2013 which shows for example in:
 - Corporate Services: 10.6% of those who responded speak Welsh
 - People Directorate: in Education and Social Services nearly 4% and 7.6% respectively of those who responded speak Welsh
 - Place Directorate: 10% of those who responded speak Welsh.
- Investment in Welsh Language training – this section includes details of an initial one day “Cwrs Graenus” (booster course) piloted with staff from Social Services.
- Provision of language awareness training with information about our e-learning course.

2.2.5 **Mainstreaming the Welsh Language**

Section 10 deals with:

- Arrangements to assess the impact of policies on the Welsh Language through:
 - our Equality Impact Assessment process which has been reviewed to include an additional question & guidance regarding the Welsh Language
 - the implementation of the Equality and Engagement protocol within reports.
- Information on action taken to promote the wider use of Welsh including work on the Standards Investigation and key areas covered in the Service Level Agreement with Menter Iaith Abertawe/Swansea Welsh Language Initiative (Appendix 3 of the Monitoring Report).

2.2.6 **Performance Analysis**

a). The following is an analysis of our performance as outlined in Section 11 of the monitoring report:

- i). a brief commentary on progress on the priorities identified for 2013/14:
- Work with service areas to meet the requirements of WLPI1 in terms of sampling monitored contracts for compliance with the Scheme:
Some initial work undertaken in Social Services – this area will need further follow up in 2014/15.
 - Work with reception points in particular service areas to assess requirements in relation to WLPI2:
Work has been undertaken with some service areas as noted in Section 7 and will need further follow up in 2014/15.

- The finalization and publication of the Linguistic Skills Framework following further analysis of the staff profile to include measures to address WLPI 3 (training) and WLPI4 (language awareness training): *Areas of the proposed Linguistic Skills Framework that cover the designation process have been agreed in principle and applied in specific cases. The remainder of the Framework will be revised when the Standards are known. The areas in relation to further implementing the designation process and training will need further follow up in 2014/15.*
 - Further analysis of the workforce profile and language skills audit to address WLPI5 on Welsh language skills within the workforce using the data available to identify possible shortfalls in provision: *Work has been undertaken as identified in Section 9 and Appendix 6 – this area will need further follow up in 2014/15.*
 - Supporting the implementation of More Than Just Words within Social Services including the Active Offer as a model for possible use in other service areas: *The first year of implementation has been supported – see Appendix 4 for the Action Plan report – this work will continue in 2014/15.*
 - Implement the review of the Welsh language in the EIA process: *The revised EIA process has been piloted and completed (Appendix 5).*
 - Further work on the action plan in relation to outcomes and identifying areas of good practice: *This area will need further follow up in 2014/15.*
 - Work on the standards when published by the Welsh Government Minister: *Standards Investigation response completed and, for 2014/15, work will need to be undertaken to meet the Standards when decided*
 - Work outlined to monitor the quality of Welsh language services: *This is identified in paragraph c) of the report.*
- ii). the priorities for this year continue as identified above and in addition:
- enhancing the Welsh Language support available on Staffnet.
 - the need to develop a package of formal and informal support for Welsh speaking staff to deliver services bilingually.
- iii). A key risk and challenge is the reducing resources and financial constraints faced by all local authorities now and in the coming years.
- b). examples of relevant practice include:
- Culture & Tourism:
 - 5x60 service partnership with the Urdd
 - Fforwm Iaith Abertawe/Swansea Welsh Language Forum exhibition held in the Central Library in March
 - Centenary celebration of Seren Gomer in the Library
 - Housing & Public Protection:
 - promotion of Welsh at Home Swapping events in the Civic Centre with two Welsh speaking members of staff available

- quarterly monitoring of telephone and face to face Welsh Language service requests
 - Education:
 - performance in Welsh as a second language continues to improve across all key stages
 - Social Services:
 - implementation of the first year of the More Than Just Words Action Plan which has included, for example, analysis of Welsh Language in the community data and an engagement meeting with staff.
- c). monitoring the quality of Welsh Language services and/or service user surveys – this section outlines the work that was undertaken in 2013/14.

3.0 Equality and Engagement Implications

3.1 This report is produced in line with the Equality Impact Assessment Action Plan for our Welsh Language Scheme to monitor performance and to evidence compliance with the agreed Welsh Language Scheme to the Office of the Welsh Language Commissioner.

3.2 Any issues highlighted in the Scheme's Action Plan or in the report itself will be progressed through specific initiatives undertaken by individual departments and subject to their own EIA screening. Consequently no further EIA report is required.

4.0 Financial Implications

4.1 There will be no financial implications arising from the approval of this report.

5.0 Legal Implications

5.1 The Welsh Language Measure (Wales) 2011 provides for the replacement of individual bodies' Welsh Language Schemes by national standards. Until such standards are implemented, the Welsh Language Commissioner has announced that the system of Welsh Language Schemes and annual reports established under the Welsh Language Act 1993 will remain in operation. The Welsh Language Scheme Annual Monitoring Report 2013-2014 therefore must be published and submitted to the Office of the Welsh Language Commissioner in accordance with these requirements.

Background Papers: None.

Appendices: Appendix A: Welsh Language Scheme Draft Annual Monitoring Report 2013-14