Flintshire County Council

Welsh Language Scheme Monitoring Report 2012-13

September 2013

Welsh Language Scheme

Monitoring Report 2012- 2013

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Executive Summary

The Council is committed to treating the Welsh and English languages on a basis of equality ensuring the high standards of services for all our customers. The Council's Welsh Language Scheme sets out how we will implement the principle of equality in relation to the delivery of their services. We have made a public commitment to monitor and review the implementation of our Welsh Language Scheme and to report annually to the Council's Cabinet and to the Welsh Language Commissioner on our performance.

This Welsh Language Scheme Annual Monitoring Report covers the period April 2012 to March 2013. It focuses on the progress that has been made in meeting the targets set out in the Council's Welsh Language Scheme Implementation Plan and includes additional information required by the Welsh Language Commissioner.

We are pleased that we have continued to invest in the development of employees; supporting them to improve and enhance their Welsh language skills enabling them to provide public services through the medium of Welsh. We are undertaking an audit of the Welsh language skills of all employees and are committed to ensuring 100% data is available by March 2014. This will help us to prioritise and develop a workforce plan to ensure training is targeted to employees where Welsh language skills are essential to the post.

Social Services for Adults are working towards "More Than Just Words", Strategic Framework for Welsh Language Services in Health, Social Services and Social Care which has been developed by the Welsh Government. The Framework aims to strengthen Welsh language services; implementing the Framework will support Social Services for Adults to mainstream Welsh language provision and meet the requirements of the Welsh Language Scheme.

Progress and improvements are being made across the Council but this is not yet consistent across the whole authority. We recognise that further improvements are needed to ensure that Welsh and English languages are treated on the basis of equality. Moving forward, we will reinforce the links between the Welsh Language Scheme and the Council's Improvement Plan and, in particular the following improvement priorities:-

- **Modern and Efficient Council**
  - Improving Customer Service
  - Protecting front-line services through the best use of our resources
  - Making our money go further through smarter procurement
  - Managing services well to achieve our priorities
- **Economy and Enterprise**
  - Vibrant local communities
- **Skills and Learning**
  - Meeting the skills and employment needs of local employers
- **Living Well**
  - People taking part for education and enjoyment

Focussing on the links between the Welsh Language Scheme and the Improvement Plan will contribute to embedding Welsh language within the Council's Business Planning processes and mainstreaming into service design and delivery.

Welsh Language Scheme Monitoring Report 2012-13

1. Introduction

1.1 Flintshire County Council has adopted the principle that in the conduct of public business and the administration of justice in Wales it will treat the Welsh and English languages on a basis of equality. The Council's Welsh Language Scheme, which was prepared under the Welsh Language Act 1993, sets out how the Council will give effect to that principle when providing services to the public in Wales, and in the conduct of its internal business. The Welsh Language Scheme is both a statutory Scheme and a corporate policy document on bilingualism.

1.2 The Council has made a public commitment to monitor and review the implementation of its Welsh Language Scheme and to report annually to the Council's Cabinet and to the Welsh Language Commissioner on its performance. This report focuses on the period 1st April 2012 to 31st March 2013.

1.3 For the purpose of preparing this report the Council has adhered to the Welsh Language Commissioner's reporting framework.

1.4 The Chief Executive has overall responsibility for putting the Scheme into practice and for ensuring compliance with it.

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2. Compliance with Welsh Language Scheme Targets and Timetable

2.1 The Council approved a revised Welsh Language Scheme Implementation Plan in March 2012, which was subsequently formally approved by the Welsh Language Board. Appendix 1 sets out the targets, time table and progress up to 31 March 2013.

2.2 A self assessment has been undertaken as to how well progress is being made to achieve these targets, using a RAG system. The RAG status of each target is included within Appendix 1. The table below sets out how we assessed our performance.

PROGRESS RAG Status Key		OUTCOME RAG Status Key	
R	**Limited Progress -** delay in scheduled activity; not on track	R	**Low** - lower level of confidence in the achievement of targets
A	**Satisfactory Progress -** some delay in scheduled activity, but broadly on track	A	**Medium -** uncertain level of confidence in the achievement of the targets
G	**Good Progress** - activities completed on schedule, on track	G	**High** - full confidence in the achievement of the targets

The Council's assessment of its overall performance in meeting the targets in the Welsh Language Scheme is:

Implementation Plan Action areas	Progress RAG Status	Outcome RAG Status
Service Planning and Delivery	A	G
Communicating with the public	A	A
The Council's Public Image	A	A
Implementing the Scheme	A	G
Monitoring the Scheme and Reporting on the Council's Performance	A	G

3.   Frontline Services

3.1   Reception Centres and Contact Centres
The Welsh Language Commissioner has asked Local Authorities to respond to the following question in this monitoring report:

Data and information with regard to language skills and provision in reception areas and contact centres

Contact Centre:
There are 6 full time equivalent Contact Officer posts, this comprises a total of seven people; five of whom are full time and two of whom are part time.
2.5 full time equivalent are fluent Welsh speakers; a total of three people (approximately 43% of the team).

Switchboard/Reception**:** 3.6 full time equivalent Customer Services Assistants, this comprises five people (One full time and four part time)
One full time equivalent is fluent Welsh speaker; one full time equivalent is conversational Welsh speaker/Welsh learner.

Flintshire Connects (One Stop Shop)**:**   4.28 full time equivalent Customer Services Advisers. This comprises five people (three full time and two part time)
1.67 full time equivalent are fluent Welsh speakers; a total of two people (approximately 40% of the team)

3.2   *Performance Indicator WLI 2: Number and percentage of main reception, call centres or one stop shop posts that have been denoted as 'Welsh Essential' and have been filled by bilingual staff.*

Details of all posts in reception areas and one stop shops can be found in Appendix 2.

3.3   The Contact Centre received 96,424 telephone calls during 2012-13; **0.50%** of the telephone calls were received in Welsh. The number of telephone calls received in Welsh was **483** compared to 95,941 telephone calls received in English

4. Management and Administration of the Scheme

4.1 Contracts

Performance Indicator WLI 1: Services on contract The percentage of a sample of contracts that comply with the requirements of the Language Scheme.

4.1.1 Service Managers are signposted to seek advice from the Policy and Performance Team to ensure Welsh Language Scheme requirements are included within tender documents and contracts. From April 2012, all tender documents now include the following wording:

Welsh Language Scheme Requirements

In accordance with the Welsh Language Act 1993 Flintshire County Council is implementing a Welsh Language Scheme [Policy]. The Scheme prescribes how the Council - and any third parties acting on its behalf - will provide services in Welsh or English in accordance with customer preference, and how it will promote the use of the Welsh language. The Welsh Language Scheme requirements with which contractors must comply are stated in the 'Specification' section.

The Council is keen to encourage other parties to adopt bilingual practices. It is committed, therefore, to offering support and guidance to third parties on the planning and provision of bilingual services.

4.1.2 Pre-Qualification Questionnaires now include questions relating the Welsh language. For example:

Short break residential provision for children / young people with a range of disability needs

Q1 Does your company have past experience of delivering a care service in Welsh?

If YES, please provide evidence

If NO, please describe what measures you will take to ensure that a quality seamless Welsh service is offered and delivered should a Welsh language service be required by a customer / client.

Q2 Would your company use any sub-contractors to deliver any of the Welsh language elements of the service?

If YES, what are the capabilities of those contractors to deliver Welsh-medium services and the measures that both they and your company would employ to ensure that a quality service is maintained?

> *Q3* *Has your company ever failed to ensure that it meets any Welsh language obligations?*
>
> *If YES, please provide information*

4.1.3 All completed Pre Qualification Questionnaires are returned to the Policy and Performance Team who will score each potential contractors responses to the above questionnaires. This score will contribute to the overall score awarded to each contractor.

4.1.4 *Performance Indicator WLI 1: Services on contract The percentage of a sample of contracts that comply with the requirements of the Language Scheme.*

At the end of the 2012-13 monitoring period a sample of 13 contracts with third parties was examined in order to ascertain whether they complied with the requirements of the Welsh Language Scheme. Of the 13 contracts examined, 93% complied with the requirements of the Council's Welsh Language Scheme.

In comparison to the 12 contracts sampled for the 2011-2012 reporting period, 7 (58%) complied with the requirements of the Council's Welsh Language Scheme.

Details of the outcomes of the contract sampling for 2012-13 can be found below.

SOCIAL CARE
Contracts marked with * are to be reviewed over the next two years which provides an opportunity to strengthen the Welsh language requirements

Contract	Comments
*Age Concern North East Wales This agreement is in recognition of the major contribution that the funded organisation makes to one or more priorities of Flintshire County Council (FCC).	Contract content does **comply** with the Welsh Language Scheme (WLS). Incorporates a section on Welsh Language which states: In line with the principles of the Welsh Language Act (1993) the grantee should undertake a positive commitment to raise the visual and audible profile of the Welsh language and further improve its image as a Welsh organisation. Appendix C of the Core Funding Agreement (CFA) is a guide to help organisations to comply with the principles of the Welsh Language Act, identify their current practice and some improvements.
*Alzheimer's Society This agreement is in recognition of the major	Contract content does **comply** with the WLS. Incorporates a section on Welsh Language which

contribution that the funded organisation makes to one or more priorities of FCC.	states: In line with the principles of the Welsh Language Act (1993) the grantee should undertake a positive commitment to raise the visual and audible profile of the Welsh language and further improve its image as a Welsh organisation. Appendix C of the CFA is a guide to help organisations to comply with the principles of the Welsh Language Act, identify their current practice and some improvements.
*British Red Cross This is a local agreement with the Flintshire branch of the British Red Cross in North Wales. This agreement is in recognition of the major contribution that the funded organisation makes to one or more priorities of the FCC and Flintshire Local Health Board.	Contract content does **comply** with the WLS. Incorporates a section on Welsh Language which states: In line with the principles of the Welsh Language Act (1993) the grantee should undertake a positive commitment to raise the visual and audible profile of the Welsh language and further improve its image as a Welsh organisation.
*Crossroads (North Wales) To provide flexible responsive and outcome focussed respite services for Carers: of adults with mental health problems, of children with disabilities, or a long term illness and children with a mental health related condition.	Contract content does **not comply** with the WLS. The contract does not includes references to the Welsh Language Act 1993 or the Council's Welsh Language Scheme, it includes the statement: The Provider will ensure that it complies with the reasonable request of any service user or potential service user to communicate in the Welsh language. The reference to "reasonable request" appears to give an "opt out" clause to the contractor.
*Cruse Bereavement Care North Wales Area Free confidential bereavement support for adults and children	Contract content does **comply** with the WLS It states: In line with the principles of the Welsh Language Act (1993) the grantee should undertake positive commitment to raise the visual and audible profile of the Welsh language, ensure the existence of an effective Welsh language scheme and further improve its image as a Welsh organisation. Core services funded under this agreement are – one to one bereavement support for adults and children through the medium of Welsh and English. Appendix C of the CFA is a guide to help organisations to comply with the principles of the Welsh Language Act, identify their current practice and some improvements.
Hafal For adult carers of people with	Contract content does **comply** with the WLS.

substance misuse problems living in Flintshire	Includes a statement: The service provider shall comply with the terms of the Welsh language Act 1993 (or as amended) in the provision of the service.
Multiple Sclerosis Society A service to meet the needs of the people living in Flintshire	Contract content does **comply** with the WLS. Welsh Language section refers to the need to comply with the Welsh Language Act 1993, it does not include any reference to the Council's Welsh Language Scheme It states: The service provider shall comply with the terms of the Welsh language Act 1993 (or as amended) in the provision of the service.
*North East Wales Carers Information Service (NEWCIS) A service to meet the needs of carers living in Flintshire.	Contract content **does not comply** with the WLS. Welsh Language section refers to the need to comply with the Welsh Language Act 1993, it does not include any reference to the Council's Welsh Language Scheme Includes a statement: The service provider shall comply with the terms of the Welsh language Act 1993 (or as amended) in the provision of the service.
*North Wales Crossroads To support carers to maintain their caring role through provision of respite within the user/carer's own home whose needs for health and social care are assessed as substantial	Contract content **does comply** with the WLS. The Welsh Language section refers to the need to comply with the Welsh Language Act 1993, it does not however include any reference to the Council's Welsh Language Scheme. The contract states: In line with the principles of the Welsh Language Act (1993) the grantee should undertake a positive commitment to raise the visual and audible profile of the Welsh language and further improve its image as a Welsh organisation. Appendix C of the CFA is a guide to help organisations to comply with the principles of the Welsh Language Act, identify their current practice and some improvements. This section has not been completed by the contractor.

CHILDREN'S SERVICES

Action for Children's Services Ltd. To provide a planned	Contract content does **comply** with the WLS. This includes a statement that they have to comply with the Welsh Language Act (1993), also:

intervention service to families with children who are most likely to be at risk of harm or being accommodated by the Local Authority.	Provide the service in a manner that meets the service users language and needs/preferences. When informed that a service user's language preference is Welsh, provide services in accordance with the following, unless the service user indicates otherwise: All correspondence must be issued in Welsh. All telephone and face to face communication must be in Welsh All printed information, e.g. information leaflets, must be provided in Welsh All forms to be completed and/or signed by the service user must be provided in Welsh. Signage in areas to which service users have open access should be bilingual. Information/Notice Boards should display bilingual information.
Barnados – Services Ltd. Cymru – Flintshire Young Carers To provide a service to meet the needs of carers living in Flintshire.	Contract content does **comply** with the WLS. The Welsh Language section refers to the need to comply with the Welsh Language Act 1993, it does not include any reference to the Council's Welsh Language Scheme. The contract states: The service provider shall comply with the terms of the Welsh language Act 1993 (or as amended) in the provision of the service.
Daffodils To provide a service that enables parent carers to take regular and planned breaks, through activities organised for the whole family	Contract content does **comply** with the WLS. Whilst a Welsh Language section refers to the need to comply with the Welsh Language Act 1993, it does not include any reference to the Council's Welsh Language Scheme. The contract includes the statement: The service provider shall comply with the terms of the Welsh Language Act 1993 (or as amended) in the provision of the service.
Pre-Placement Agreement Residential Care Services (With Or Without Education) For Children And Young People (North Wales template)	Contract content does **comply** with the WLS. This contacts includes the statement: The Service Provider shall work in line with the Service Purchaser's equal opportunities policy. In making any decision with respect to a Child/Young Person, the Service Provider shall not discriminate on the ground of the Child/Young Person's gender, sexual orientation, disability, religious persuasion, racial origin and cultural and linguistic background Outcomes in the contract include: To ensure that the Child/Young Persons individual needs and rights are met in relation to age, gender,

	race, sexuality, disability, language, cultural and/or religious needs. The Service Provider will encourage, support and provide opportunities for each Child/Young Person to take part in activities and leisure interests which take account of their age, aptitude and abilities, race, culture, language, religion, interests and disabilities. Birthdays, name days, cultural and religious festivals are to be celebrated and children/young people participate with staff in planning these events together.
PRE SCHOOL PROVISION	
Mudiad Ysgolion Meithryn To provide assistance to children with special needs, peripatetic Welsh language service/training.	Contract content **does comply** with the WLS. The Welsh Language section refers to the need to comply with the Welsh Language Act 1993. The contract states: In line with the principles of the Welsh Language Act (1993) the grantee should undertake a positive commitment to raise the visual and audible profile of the Welsh language and further improve its image as a Welsh organisation. Appendix C of the CFA is a guide to help organisations to comply with the principles of the Welsh Language Act, identify their current practice and some improvements
Wales Pre school Play Group Association This agreement is in recognition of the major contribution that the funded organisation makes to one or more priorities of the FCC and FLHB. i.e the contribution made towards the core aim, within Flintshire's 'Children & Young People's Plan', which seeks to ensure that all children and young people 'Have a flying start in life' .	Contract content **does comply** with the WLS. The Welsh Language section refers to the need to comply with the Welsh Language Act 1993. The contract states: In line with the principles of the Welsh Language Act (1993) the grantee should undertake a positive commitment to raise the visual and audible profile of the Welsh language and further improve its image as a Welsh organisation. Appendix C of the CFA is a guide to help organisations to comply with the principles of the Welsh Language Act, identify their current practice and some improvements

Results of monitoring are below:

Year	Number of contracts monitored	Number of contracts that comply with the Welsh Language Scheme	% of contracts that comply with the Welsh Language Scheme
2011 - 2012	12	7	58%
2012- 2013	15	14	93%

The contracts which did not comply with the Welsh Language Scheme will be reviewed during 2013- 2014.

4.2 Governance

4.2.1 The Chief Executive is ultimately responsible for the management of the Scheme. The Welsh Language Scheme is approved by the Corporate Management Team (CMT) and Cabinet, the annual monitoring reports are also presented to and approved by both CMT and Cabinet.
Scrutiny committees also have the option to call in and challenge progress at any time.

4.2.2 Responsibility for the implementation and monitoring of the Scheme rests with the Policy and Performance Team and Directors through the Council's Business Planning processes. All three Directorate Plans included references and a commitment to the Welsh language. The Environment Directorate's Plan included actions to implement the Welsh Language Scheme and the Lifelong Learning Directorate also include a commitment to implement the Welsh Linguistic Skills Strategy.

4.2.3 All Service Plans within the Environment Directorate included references to Welsh language. Both Social Services for Adults and Lifelong Learning's Development and Resources service plans contained actions to implement the Scheme.

4.3 Complaints

Performance Indicator WLI 6 Standards of Service: Number of complaints received concerning the implementation of the language scheme and the percentage of complaints dealt with in accordance with the organisation's standards

4.3.1 In the period 1st April 2012 – 31st March 2013 the Council received **14 complaints** relating to the operation of the Welsh Language Scheme. No compliments were received.

4.3.2 Details of Complaints (Nature, Directorate and Response) are attached in Appendix 3

4.3.3 The Council's corporate standards for responding to complaints, compliments and comments are as follows:

- Acknowledgement letter within 5 days
- Full response within 10 working days
- If full response is not possible within 10 working days, then there should be a holding letter/Email or phone call on the 9th working day.

Here are the details of compliance 2012-13 Performance compared to 2011-12 Performance

Element of Comparison	2011-12	2012-13
Number of complaints / comments that met all corporate standards	7 out of 9	11 out of 14
Percentage of complaints / comments that met all corporate standards	78%	79%

Type of Response	2011-12	2012-13
Acknowledgements	89%	100%
Full Responses	78%	79%

As can be seen from the above table there has been a small improvement in performance during 2012-13 compared to 2011- 2012.

4.3.6 The Council received 889 complaints during 2012-13; **2.36%** of customers selected Welsh as their language preference choice. The number of complaints where Welsh was selected as the language preference choice was **21**.

4.4 Welsh language and Council's website

4.4.1 Workflow is in place to include a stage ensuring bilingual content of the website; the new workflow has made it easier to manage and monitor the Welsh language content on the website. Customer Services team regularly monitor the website including a check for Welsh language content compared to English content. A new CMS (Content Management System) has been procured which includes provision of an equal Welsh site to English site. A Mobile App, providing quick links to Council services, has been procured which will be fully bilingual (this will be the first in Wales). Both systems are to be implemented in the Autumn 2013.

4.4.2 The Council received 1,244,014 visits to the website during 2012-13, details are provided below:

	Total number	Welsh	English
Number and % of visits to Council website 2012- 2013	1,244, 014	43,457 (3.49%)	1,200,557 (96.1%)
Number and % of web pages	6,274,676	292, 775	5,981,901

viewed 2012- 2013		(4.66%)	(95.34%)
Number and % Web enquiries received by Customer Services by language preference	12,445	10 (0.08%)	12,435 (99.99%)

4.4.5 The Council's Twitter site Cyngor Sir y Fflint @CSyFflint has 1,610 tweets and 112 followers. The English language Twitter site has 33,023 tweets and 3,659 followers.

The Census 2011 identified 24.8% population (35,300 people) reported that they could speak Welsh, in comparison:
- 4.6% of all tweets were in Welsh
- 3% of all Twitter site followers, follow the Welsh site.

5. Welsh Language Skills

5.1.1 Welsh Language Skills
Performance Indicator WLI 5: Human Resources: Equality and Diversity Number and percentage of staff within the Council's services who are able to speak Welsh (excluding school teachers and school based staff) by:

- *Service division*
- *Post grade*
- *Workplace*

HR has worked with officers across all directorates to scope out how to carry out an audit of the Welsh Language skills of employees. This ensures that meaningful data is captured around the workforce's Welsh language skills and to better focus Welsh language training.

The audit will be carried out in two parts – firstly via iTrent Self Service followed up by a paper exercise to reach those employees who do not have IT access. The reason for this is to minimise impact on administrative resources and encourage use of the Self Service functionality.

The automated part of the process was rolled out in May 2013 and reports completed on the 25th June 2013 indicate the following:

Directorate	% Completed Audit	% of employees some Welsh Language ability	% of employees totally proficient in Welsh Language
Community Services	37%	63%	4%
Corporate Services	74%	65%	4%
Environment	28%	55%	5%
Lifelong Learning	13%	68%	10%

Once the Welsh Language skills audit is complete full reports on the above data will be available. It is anticipated that the on-line audit will be complete by September 2013. The Council is committed to achieving 100% return by March 2014.

5.2   Welsh Language Training
5.2.1 To encourage the development of our employees' Welsh language skills, the Council currently provide a fully funded training programme based on needs of the Council and individuals: ranging from entry to proficiency level.

5.2.2 In-house programmes at every level are provided by Bangor University. For those who are unable to attend these classes due to work commitments etc, the Council funds employees to attend community based courses provided by Deeside College, Bangor University and Popeth Cymraeg. The Council supports any additional requirements for those wishing to attend Welsh classes.

5.2.3   The Council is able to assess each individual in order to support each individual development needs. Attendance at the Welsh language summer schools is encouraged and fully funded.

The introduction of learning modules on iTrent will now make it more accessible for all employees to register onto Welsh courses.

5.2.4   *Performance Indicator WLI 3 Human Resources and Skills (2): The number and percentage of staff (Welsh speakers and learners) who have received training in the Welsh language to specific level of competence.*

See table below which identifies the number of employees who were supported by the Council to participate in Welsh language training

Please note: Text in brackets represent figures for 2011-12 for comparison purposes

Level	Total
Entry	19 (52)
Foundation	11 (34)
Intermediate	17 (12)
Advanced	8 (9)
Proficiency	5 (8)
TOTAL	60 (115)

In total, 75 employees enrolled to learn Welsh with the Council's support in the 2012-13 academic year.

5.2.5   Learners are continuously assessed throughout their courses (Open College Network Units). With the exception of staff attending the *Sgwrs a Stori* course, every learner is encouraged to sit the appropriate WJEC examination.

5.2.6   In addition to the formal Welsh language training provided by the Council, some Services are encouraging a learning culture and are incorporating Welsh language skills within this. For example, the Planning Team, in Community Services has developed a 'Teach your Team' ethos and as part of this, members of the Team have been learning a Welsh word a day.

5.2.7   The adoption of the Welsh Language Skills Strategy will ensure a more strategic and targeted approach to Welsh language training.

5.3.1   Following a meeting with the Welsh Language Board in October 2009 to discuss fundamental weaknesses in the implementation of the Council's Welsh Language Scheme, eight improvement areas were agreed, including the review and revision of the Welsh Language Skills Strategy.   As a result of that meeting, HR included the following actions in the Council's People Strategy Action Plan:

	Actions	Target Date	Progress RAG
1	Set up working group to review and revise (where appropriate) the Welsh Language Skills Strategy, and develop a revised action plan / timetable	June 2010	A
2	Identify what our Welsh Language skills requirements are for each post	March 2011	A
3	Identify what our current Welsh Language skills levels are across the workforce	December 2010	G
4	Review and develop action plan relating to Welsh Language skills of employees and post requirements held on Trent	March 2010	A
5	Skills gap analysis prioritising those roles where Welsh Language is essential	December 2011	A
6	Workforce planning to address the skills gap	March 2012	A

Progress to date

Action 1: Working group established; draft in progress and will take into account new Welsh Language Standards.

Actions 2: In progress, applied to all newly created and vacant posts

Action 3: In progress 100% data by March 2014

Actions 4 - 6: In progress but aligned to outcomes of actions 2 and 3

5.4 **Welsh language awareness training**
Performance Indicator WLI 4 Human Resources and Skill (2): The number and percentage of employees *who have received language awareness training.*

117 employees – 1.8% of the workforce received Welsh Language Awareness Training in the period 2012–2013**.**

This figure will drastically increase throughout 2013 with the promotion of sessions provided by the Welsh Language and Community Planning Services. These courses are currently being advertised to encourage as many employees to attend.

6.   Mainstreaming

6.1   Welsh language impact assessments

Section 2.2 of the Welsh Language Scheme states that the Council will:

'develop a formal procedure for undertaking a detailed and thorough assessment of the impact of any new or revised policy, plan or initiative on the Welsh language and the Welsh Language Scheme.'

A draft Welsh Language Impact Assessment (WLIA) tool has been piloted within Community Services; this will be amended to reflect the Welsh Language Measure (Wales) 2012 and new standards when they are published. Governance arrangements and guidance for its use will be developed when the tool is finalised. Welsh language is also included within the Equality Impact Assessment (EIA) process which is undertaken on new and revised policies, practices and procedures and decisions. The outcomes of EIAs should be presented in all committee reports.

6.2   Use of Welsh within the community and workplace

6.2.1   The Council uses the Welsh language in the community in line with the commitments made in its Welsh Language Scheme. In its Welsh Language Scheme the Council states that it recognises its responsibility and duty as a community leader to promote, support and safeguard the Welsh language for the benefit of present and future generations. The Council makes the following commitments to strengthen the position of the Welsh language in Flintshire:
To work with its partners in the community to develop and implement a Welsh Language Action Plan with the aim of increasing and encouraging awareness, visibility and the use of the Welsh language in economic, social and cultural situations in Flintshire.

6.2.2   Individual Services are also taking action to encourage the wider use of Welsh. For example, Llys Gwenffrwd, one of the Council's Residential Home for Older People, actively encourages staff to speak Welsh if that is the residents preferred language. Often when non-Welsh speakers hear Welsh being spoken they are often able to contribute in some way which can be very fulfilling and enjoyable for them. Welsh singing is encouraged and is very popular with both residents and staff especially hymns. Residents are aware of the Welsh channels on their television and Welsh books are available to read. All our information signs are bilingual. This home actively promotes and participates in all Welsh national days and events.

6.2.3   The Library Service provide a Welsh Language Reading Group, which has 15 members. In addition the Library Service support a Welsh Poetry Class; this group has 10 members. Mold Library in partnership with Menter Iaith and the University of Wales held Welsh author events, hosting Bethan Gwanas, Daniel Davies, Ned Thomas and Simon Thirsk. All these events were well supported.

6.2.4   Social Services are adopting the Welsh Government's "More than Just Words" Strategic Framework and have started work on identifying actions which can be taken forward. Their progress, although early days, is set out in Appendix 4.

6.2.5   Flintshire County Council has supported Menter Iaith Sir y Fflint (MISFf) both financially and in kind since 1998. In 2008 the Council agreed a 3-year Core Funding Agreement with MISFf amounting to £13,223 per annum.   The purpose of this resource was to support the core management and administrative functions of the organisation and will allow it to oversee and develop projects and services to achieve its mission. This funding will continue for a further three years but will be reduced to £12,958 as it is subject to a 2% cut in line with all other organisations who have a core funding agreement with the Council.

6.2.6   The development of services for very young children across Wales is promoted by the Welsh Assembly Government and supported by grant funding which is channelled via local authorities. The grants are also catalysts for ensuring that a mixed economy of statutory, voluntary and independent services are supported. In order to promote the use of the Welsh language in early years and childcare provision there is a strong partnership with Mudiad Meithrin (MM).   The Development Officers from MM are involved in the following sub-groups of the Children and Young People's Partnership:

- Childcare Development Group
- Childcare Grants Group

6.2.7 In addition MM is provided with grants to deliver the following:

- o Welsh medium childcare for the Flying Start Project
- o Welsh medium childcare for children in high level social need such as Communities First areas.
- o Welsh medium early years education in the non- maintained sector
- o To provide assisted places in Welsh medium childcare

The county association of MM are also awarded grants from the Flintshire County Council Childcare budget to deliver training to workers/volunteers in the *Cylchoedd Meithrin* and *Ti a Fi* groups.

6.2.8 A Welsh in Education Strategic Plan has been developed by Head Teachers and Mudiad Meithryn.

6.3 Use of Welsh within the workplace

6.3.1 The Council promotes the use of Welsh through encouraging employees to wear the Iaith Gwaith badges and posters. Employees can, and do, include the logo on their e-mail signatures, see below.

Cymraeg Cysylltwch â mi yn Gymraeg neu Saesneg
Contact me in Welsh or English

6.3.2 The Qualification Curriculum Framework (QCF) Assessment Centre is part of the Workforce Development team and is able to offer QCF Health and Social Care Qualifications to direct care staff and managers in Flintshire County Council through the medium of Welsh. This information is provided to all new candidates at their induction. Those who opt for this option are allocated a Welsh speaking assessor, and their QCF log book is also provided in Welsh, this is provided by the Awarding Organisation, City and Guilds.

6.3.3 "Stori a Sgwrs" sessions held during the lunch time helping employees develop existing skills and regain confidence. One employee commented:

I went to a Welsh primary and secondary school and after leaving for sixth form I didn't speak Welsh for around 3 years, and it's true what they say 'if you don't use it, you loose it'.

When I gained a position within the Council I knew that it was important for me to start speaking Welsh again however I didn't have confidence to speak the language. Once I heard about this course I thought that it would be a good opportunity for me to give it a go. I found it quite enjoyable, and it helped me polish up my Welsh language and writing skills. It was a very relaxed sessions, everyone was really friendly and in the same position as me. As the weeks went on I felt that my confidence growing and my Welsh skills were all coming back to me.

On the course we had discussions on what we have been doing over the week, global news and interesting debates. We were also working through worksheets and going over spelling and pronunciation. You also get the chance to read Welsh poems and books out loud to your group, which was daunting at first however I found this is where I was able to gain confidence.

7.   Performance Analysis

7.1   The Welsh Language Scheme makes a commitment to ensure that the Annual Monitoring Report:

- **identifies any fundamental weaknesses and risks, and**
- **includes an action plan of corrective measures**

Appendix 1 reports on the Council's progress to complying with all of the Welsh Language Scheme's targets. The Policy and Performance Team have used the RAG system as set out in paragraphs 2.1 and 2.2 to assess compliance. The outcomes of this overall assessment are:

7.2   In 2009 the Council agreed 8 improvement areas with the Welsh Language Board. These areas reflected what the Council itself considered to be some of the more fundamental weaknesses and risks in relation to the implementation of the Welsh Language Scheme, and which give the Council cause for concern. An update on these 8 areas is provided below:-

Action Area	Progress	RAG Status	
		Progress	**Outcome**
Welsh Language Impact Assessments to assess positive and negative impacts on the Welsh language	Currently incorporated into EIA process. Separate draft WLIA tool in place which will be finalised when Welsh Standards are published	A	G
Welsh Language Skills Strategy to address shortages of bilingual employees	Welsh Language Skills Strategy presented to CMT	A	A
Fully embed the WLS into the Council's Business Planning approach	Separate guidance on the Welsh Language Scheme and Business Planning has been cascaded to all Directorates. Directorate and Service Plans are monitored by the Policy and Performance Teams to ensure Welsh Language Scheme is fully embedded.	A	G
Formal Monitoring Plan for monitoring /verifying the implementation of the WLS at service and corporate level.	See above and development of customer service feedback to inform implementation progress	A	G
Language Awareness Training sessions for all new recruits, existing	In place, number of attendees to increase during 2013-2014	A	G

members of staff and Councillors.			
Integrate WLS requirements within the Council's funding arrangements with third parties (contracts).	The Policy and Performance Team assess the Welsh language section on all returned Pre Qualifying Questionnaires All Commissioning Officers are signposted to the Policy and Performance Team to ensure that Welsh language clauses are built into contracts	A	G
Integrate WLS requirements within the Council's grant arrangements.	Clauses in relation to Welsh language are included within grant arrangements; work is in place to review these clauses and determine whether they can be strengthened.	A	G
IT systems audit - look at the compatibility of national systems to inform longer term plans.	Complete	G	G

7.2   Good Practice
7.2.1 Some areas of good practice are highlighted below:-

- Welsh language skills assessment: This is now part of the iTrent Self Service HR system where employees can assess and update their own skills on to the IT system and can update this information as they progress through training.

- Monitoring of visitors to the reception in Phase IV County Hall- visitors to this reception are invited to complete a monitoring form to identify whether they are Welsh speaking or not. This information is reviewed to identify trends and training needs of employees in the reception area.

- A presentation by the Welsh Language Officer on the Welsh Language Standards to the Town and Community Councils, resulted in the Officer preparing draft Welsh language policy guidelines, which were adopted by individual Town and Community Councils

- CDs made available for employees to learn how to correctly pronounce local place names.

- Adults services provide support across teams when required, to enable people to have right of choice to speak Welsh.
  An example of this is: An 88yr old woman living with her husband was in need of a social worker assessment. The referral clearly identified the clients wish for communication in Welsh only. A social worker was

allocated from one of the teams to work across localities, to ensure the client's wishes were met. This was very successful and the couple were pleased with the response.

8.   Publishing Information on Performance

8.1   This Monitoring Report has been prepared and considered in accordance with the commitments set out in section 7 of the Council's Welsh Language Scheme.

This report will be available for the public to access on the Council's website and in libraries throughout the county.

Welsh Language Scheme: Implementation Plan 2012 – 2014

March 2013

Action No.	WLS Section	WL Priority	Key Action	Target Date	Primary Lead	Progress
GENERAL						
1	Foreword		To support the aims of the Welsh Government's strategy for the Welsh language 'A Living Language – A Language for Living', work with partners in the community to develop and implement a Welsh Language Action Plan with the aim of increasing and encouraging awareness, visibility and the use of the Welsh language in economic, social and cultural situations in Flintshire. The Flintshire Welsh Language Action Plan will reflect local circumstances and needs, Council priorities and capacity.	March 2014	Flintshire CC / Menter Iaith Sir y Fflint	To be included in 2013-2014 report
SERVICE PLANNING AND DELIVERY						
2	2.2 7	WLP 1 WLP 4	Develop a formal and structured procedure for undertaking a detailed and thorough assessment of the impact of any new or revised policy, plan, project, initiative on the Welsh language and the Welsh Language Scheme.	September 2012	Corporate Policy	Welsh language incorporated into Equality impact assessment process. Separate Welsh language tool developed; to be revised and implemented when Welsh Standards are

Action No.	WLS Section	WL Priority	Key Action	Target Date	Primary Lead	Progress
3			Implement new procedure	January 2013	Heads of Service	produced A
4	2.3	WLP 3	Fully embed Welsh Language Scheme implementation management and monitoring within the Council's Business Planning approach	April 2013	Heads of Service	Guidance provided for Directorate and Service Plans. Not yet fully embedded A
5	2.3		Review arrangements for ascertaining and recording the preferred language of individuals and organisations in contact with the council	From September 2012	Head of ICT and Customer Services	Relationship Management System has the capability to record an individual's preferred language. This is available for Waste enquiries only at present. A
6	2.4	WLP 6	Develop action plan to Implement the requirements of the Welsh Language Scheme in relation to all procurement matters.	September 2012	Procurement Unit	Draft action plan prepared waiting for approval
7			Implement action plan	From October 2012	Heads of Service	Revised date for implementation A
8	2.5		Statutory and regulatory functions : identify opportunities to encourage and support others	December 2013	Heads of Service	To be included in 2013-2014 report

Action No.	WLS Section	WL Priority	Key Action	Target Date	Primary Lead	Progress
			to adopt practices which promote equality between the Welsh and English languages, and develop action plan(s)			
9			Implement action plan(s)	From January 2014		
10	2.6	WLP 7	Review and revise the arrangements and criteria for funding and awarding grants to third parties, e.g. voluntary organisations, community groups, individuals, etc. to reflect the requirements of this Scheme	September 2013	Corporate Policy	In progress **A**
11			Implement new arrangements	December 2013	Heads of Service	
12	2.7		Review partnership working arrangements and revise to reflect the requirements of this WLS	March 2013	Corporate Policy	Regional collaboration protocol has been agreed May 2013 **A**
13			Implement new arrangements	From April 2013	Heads of Service	
			COMMUNICATING WITH THE PUBLIC **A**			
14	3.2		Review Council stationery to ascertain whether all items are fully bilingual, and amend as	From December	Corporate Communications	All stationery is produced via the

3

Action No.	WLS Section	WL Priority	Key Action	Target Date	Primary Lead	Progress
			necessary	2012	Manager	Graphics Team and or Digital Print Units who are fully aware of the bilingual requirements **G**
15	3.2		Ensure implementation of guidance for employees on creating bilingual standard text on e-mail, 'auto-signatures', disclaimers, and 'out of office' replies	August 2012	Heads of Service	Guidance has been circulated to employees and reminders circulated. Inconsistent implementation across Directorates. **A**
16	3.2		Audit of standard letters and translate where they are English only	July 2012	Heads of Service	Standard letters are bilingual; if not a plan is in place to ensure that they are translated. **G**
17	3.3		Ensure that employees greet all external telephone calls bilingually	June 2012	Heads of Service	This is included in Customer Care Policy and standards. Employees are reminded about this each time they log on to their computers. Reminders have been

Action No.	WLS Section	WL Priority	Key Action	Target Date	Primary Lead	Progress
						circulated recently **G**
18	3.3		Service centres / points using an automated answering service or answer phone will provide bilingual messages	June 2012	Heads of Service	All Service Centres are currently using bilingual answer phone/automated except for HR and OD service which has been restructured with effect from 1 June 2013. All Employment Service voice mail messages will be bilingual by July 2013. **A**
19	3.3		Ensure that employees using answer-phones / voicemail begin their recorded messages by giving a bilingual greeting, record English or bilingual messages as appropriate, and invite callers to leave Welsh or English messages	June 2012	Heads of Service	Guidance has been issued; sample monitoring has shown that practice is inconsistent. Employees will be reminded **A**
20	3.3		Identify posts in relation to help-lines, call centres and similar services	September 2012	Head of ICT and Customer	Complete

Action No.	WLS Section	WL Priority	Key Action	Target Date	Primary Lead	Progress
					Services	G
21			Undertake Welsh language skills assessments on these posts	September 2012	Head of HR and OD	Complete -All posts identified as requiring Welsh Language skills in Customer Service teams have been undertaken. Assessments are conducted on all new 'call centre' type posts as part of the establishment control process. G
22			Make arrangements (including training) to ensure that they provide an equal service in Welsh and English	March 2013	Heads of Service	This forms part of Service Plan development. Welsh language training is available to support employees develop their language skills A

6

Action No.	WLS Section	WL Priority	Key Action	Target Date	Primary Lead	Progress
23			Ensure that callers are aware of the option to receive a service in Welsh	September 2012	Heads of Service	Although guidance is available, monitoring has shown that practice is not consistent A
24	3.4		Provide training for all receptionists / counter and front of office staff to greet members of the public bilingually	Ongoing – Next stage from December 2012	Head of ICT and Customer Services Head of HR and OD	All customer facing employees are aware of the requirement to greet visitors bilingually and arrangements to deliver a bilingual service as necessary. Training and guidance to be provided as part of induction programme for new starters in these key areas. G
25	3.5.3		Provide training for receptionists / counter and front of office staff to deliver a bilingual service	Ongoing – Next stage from March 2013	Head of ICT and Customer Services Head of HR and OD	2 out of 5 Flintshire Connects – Holywell staff are fully bilingual. For employee groups / teams where posts are identified as 'Welsh essential', a quota of Welsh speakers are identified and either

Action No.	WLS Section	WL Priority	Key Action	Target Date	Primary Lead	Progress
						Welsh speakers are recruited or Welsh language training is provided to employees to ensure that a bi-lingual service can be delivered. **A**
26	3.5.3		Produce and display bilingual notices that inform the public that a Welsh and English service is available	Ongoing – Next stage from March 2013	Head of ICT and Customer Services Corporate Communications Manager	Switchboard & Reception employees monitor public notices within main reception areas. Notices displayed at Flintshire Connects – Holywell are bilingual **G**
			The Council's Public Image **R**			
27	4.2		Conduct an audit – including identification - of all relevant Council items bearing the Council's name / logo and ensure that all such items are bilingual	From December 2012	Corporate Communications Manager	Now scheduled for late 2013 **A**

Action No.	WLS Section	WL Priority	Key Action	Target Date	Primary Lead	Progress
					Heads of Service	Directorates ensure that items including promotional materials are bilingual **A**
28	3.5 / 4.3		Conduct an audit of all signs (initially within public buildings) – permanent, temporary, fixed and portable – for which the Council or a party acting on its behalf is responsible, and ensure that monolingual signs are made bilingual	From December 2012	Corporate Communications Manager	Re scheduled for late 2013 **R**
29	4.3		Develop and issue a 'Design Guidelines' leaflet to relevant planning permission applicants which encourages them to erect bilingual signs and includes guidance on bilingual design	September 2012	Head of Planning	Rescheduled for late 2013 **R**
30	4.4		Implement a Place Names Project	March 2014	Director of Environment	To be included in 2013-2014 report
31	4.6		Undertake an audit of all Council forms with a view to verifying that their format, language content, terminology and diction style comply with this Scheme, and implement a programme to revise these forms where necessary	September 2012	Heads of Service	Database of all Council forms, publications and leaflets has been established by Corporate Communications. Not all Directorates have completed their own audit

Action No.	WLS Section	WL Priority	Key Action	Target Date	Primary Lead	Progress
						A
32	4.7		Review all displays, information boards, exhibitions and ensure that they meet the requirements of the Scheme	July 2012	Heads of Service	All departments should commission all exhibition material through the central Graphics and Print Procurement team in Corporate Communications thereby ensuring a fully corporate and bilingual approach. A new electronic ordering system for all printed material is about to be launched which has safeguards built in to ensure all material is bilingual. **G**
33	4.9		Maintain a directory of Welsh medium local groups and organisations who are willing to participate in surveys and consultation exercises	Ongoing	Corporate Communications Manager	Ongoing **G**
34	4.10		Establish 'control points' to ensure that those who are responsible for producing, publishing and displaying public and official notices	From December 2012	Corporate Communications / Heads of	All public notices are published via the Council's retained

Action No.	WLS Section	WL Priority	Key Action	Target Date	Primary Lead	Progress
			comply with this Scheme		Service	advertising agency, which is part of the Value Wales arrangements. As part of the contract the agency will be fully aware of all bilingual requirements **G**
35	4.10	WLP 2	Identify the options available for targeting Welsh-speakers as part of recruitment campaigns in relation to 'Welsh essential' posts and present a report to the Corporate Management Team.	December 2012	Head of HR and OD	**HR** - A range of options have been identified over time for targeting Welsh speakers for recruitment purposes. A report will be produced for Corporate Management Team to align with the review of the Council's Recruitment Policy in January 2014. **A**
			Implementing the Scheme **A**			
36	6.1.1	WLP 4	Establish arrangements to oversee the implementation and monitoring of the Welsh	July 2012	Chief Executive	Incorporated as part of the Business Planning

Action No.	WLS Section	WL Priority	Key Action	Target Date	Primary Lead	Progress
			Language Scheme / new standards regime under the Welsh Language Measure at a corporate level			process and through reporting to Corporate Management Team **G**
37	6.1.2	WLP 3	Directorate and Service Plans to include Improvement actions to ensure compliance with the Scheme	December 2012	Heads of Service	Included within Directorate Plans and some Service plans **R**
38	6.1.3		Ensure that all Members are aware of the specific requirements of the Scheme and how they impact on their individual roles	Ongoing – Next stage from June 2012	Head of Legal and Democratic Services	Training on equalities and Welsh Language Scheme was provided as part of the Member Induction; this will continue as part of the Member Development Programme. Additional written information will be provided to members **A**
39	6.1.4 2.3	WLP 5	Ensure that all employees are aware of the specific requirements of the Scheme and how they impact on their individual roles	September 2012	Heads of Service	An introduction to the Welsh Language Scheme is provided at Induction training for all new employees and they are also given a summary of the

Action No.	WLS Section	WL Priority	Key Action	Target Date	Primary Lead	Progress
						Scheme. The requirements of the Welsh Language Scheme are included within the Induction Checklist which managers cover with all new employees. Future new managers will complete an e-learning module which will include an awareness of the Welsh Language Scheme. The Council's Customer Service Award aimed at employees includes a specific unit on Welsh Language. Ⓐ
40	6.1	WLP 5	Implement a programme of compulsory Language Awareness Training sessions for new recruits, existing employees and Councillors	From September 2012	Head of HR and OD	The next phase of the programme for Welsh Language Awareness Training is currently being planned and will be in place by

Action No.	WLS Section	WL Priority	Key Action	Target Date	Primary Lead	Progress
						September 2013.

A |
| 41 | 6.2 3.2 | WL 8 | Undertake an audit of the Council's 'in-house developed' and 'supplied' ICT systems in order to ascertain whether they are able to, and do, meet the commitments given in the Scheme, and present a report to the Executive (via ICT Panel or reporting on ICT Strategy) | October 2012 | Head of ICT and Customer Services | Complete

G |
| 42 | 6.2 | WLP 8 | Identify options for facilitating and promoting the use of Welsh by bilingual staff when using the Council's IT systems, and provide training | December 2012 | Head of ICT and Customer Services | Complete

G |
| 43 | 6.2 | | Conduct a detailed and thorough review of the Translation Unit to meet changing organisational requirements | December 2013 | Head of ICT and Customer Service | The Council is awaiting the outcome of the Welsh Government's review to implement an All Wales collaborative approach to external translation provision. This work has been delayed until late 2013. In the meantime, the Council is exploring options to work collaboratively with local authorities in North Wales

A |

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Action No.	WLS Section	WL Priority	Key Action	Target Date	Primary Lead	Progress
44 45	6.2	WLP 2	Review the Welsh Language Skills Strategy Implement the revised strategy	September 2012 From October 2012	Corporate Policy Head of HR and OD	Working group established; draft in progress and will take into account new Welsh Language Standards. A
46	6.2	WLP 2	Review all aspects of the Council's Recruitment and Selection procedures and ensure that they meet the requirements of this Scheme	December 2012	Head of HR and OD	This action has been delayed as a result of other competing priorities. The procedures will be reviewed by December 2013 ready for approval with CMT in January 2014. A
47	6.2		Ensure that Job Application Packs are fully bilingual, including Job descriptions and Person Specification	March 2013	Head of HR and OD	This action has been delayed because of the later implementation of Single Status. The new job descriptions will be translated post Single Status as and when posts become vacant

Action No.	WLS Section	WL Priority	Key Action	Target Date	Primary Lead	Progress
						and need to be advertised **A**
48	6.2	WLP 2	Ensure that an assessment of the need for Welsh language training, vocational training though the medium of Welsh, and training to facilitate the implementation of the Scheme is an integral part of the staff appraisal process	From April 2013	Head of HR and OD	The appraisal system review is close to completion. Part of the standard consideration for development needs will relate to Welsh language skills. Implementation date from September 2013. **A**
49	6.2	WLP 2 / 5	Establish procedures for ensuring that training courses for Council employees and elected members include content pertaining to the WLS where appropriate	From April 2013	Head of HR and OD	Member and employee induction programmes include raising awareness of the Welsh Language Scheme. An initial review of all corporate training has taken place to incorporate where relevant Welsh Language Scheme **G**

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Action No.	WLS Section	WL Priority	Key Action	Target Date	Primary Lead	Progress
50	6.2	WLP 2	Develop formal 'learning agreements' for employees who are required or wish to learn Welsh	From April 2013	Head of HR and OD	Formal 'learning agreements' to be developed by the new Learning and Development Adviser. Effective date - September 2013. **A**
51	6.2	WLP 2	Develop a Welsh language training programme to meet the Council's needs in terms of implementing this Scheme and allocate the necessary resources in accordance with the requirements of the Welsh Language Skills Strategy	April 2013	Head of HR and OD	The Council currently has a Welsh Language Skills training programme. Review of the programme to be undertaken by December 2013. **G**
52	6.3		Develop and implement a structured marketing campaign with the aim of promoting our Welsh medium services to the public and encouraging them to deal with the Council in Welsh.	December 2013	Corporate Policy Team Service Heads	To be included in 2013-2014 report
Monitoring the Scheme and Reporting on the Council's Performance **A**						
53	7.1	WLP 4	Develop and agree a formal Monitoring Plan for	December	Corporate Policy	Integrated into

17

Action No.	WLS Section	WL Priority	Key Action	Target Date	Primary Lead	Progress
54			monitoring/verifying the implementation of the WLS at service and corporate level.	2012		Business Planning process G
			Implement Monitoring Plan	From January 2013	Heads of Service	Currently inconsistent reporting; this will be addressed in Service Plans 2013/14 A
55	2.3 6.1.2 7.1 7.3	WLP 4	Report progress against identified improvement actions in directorate quarterly performance reports, for consideration by the Council's Executive	April 2013	Heads of Service	Currently inconsistent reporting; this will be addressed in Service Plans 2013/14 A

WLI2: Identified Posts That Have been Denoted Welsh Essential

Service	Post Title	Location/Workplace	Number of Positions	Number of Postholder(s) Welsh speaking?	% of Post holder(s) Welsh speaking?	Number and % of posts designated Welsh essential
Customer Services (CS)	CS Assistant (Switchboard/ Reception)	Mold, County Hall	5	3 (1x learner)	60%	100% however ratio applied to ensure there is always Welsh language provision
	Customer Services Advisor (Flintshire Connects**)**	Flintshire Connects Holywell	6 (1 vacancy)	2	33%	100% however ratio applied to ensure there is always Welsh language provision
Contact Centre	Contact Officer	Alltami Depot	6	2	33%	100% however ratio applied to ensure there is always Welsh language provision

Number of complaints received concerning the implementation of the Welsh Language Scheme 2012 -2013

Nature of Complaint / Comment	Directorate	No.	No dealt with in accordance with organisational standards	Action Taken
Website				
Problems with making online payments via Welsh Council Tax Page Receiving English only automatic email response from website enquiries	**Corporate Services**	2	2	1. Technical problems with the availability of on-line payment, caused problems for both English and Welsh customers. 2. Resolved by IT converting the group to feed directly into the Customer Services mail-in database. Instructions for setting up bilingual out of office messages for Notes 8 has been issued to the teams in Customer Services
Welsh Libraries page not being corrected when staff had been informed of the errors at a focus group	**Lifelong Learning**	1	1	Errors have been rectified.

Spoken language				
Length of time waiting for a Welsh Operative to answer when calling Streetscene (x2).	**Corporate Services**	2	1	Plans in place to address difficulties. More Welsh agents have been recruited. Maximum wait for a Welsh agent was 3.01 minutes, English maximum wait 4.28 minutes. It appears from the records that the delay in answering the call was due to the volume of calls overall
Not being given an option to speak to a Welsh speaker and when asking if call operative spoke Welsh, was just told, 'No!	**Lifelong Learning**	1	1	Apology made to complainant, staff will be reminded of responsibilities to meet Welsh speaking customers' needs through training
Written information				
1. Complaint about receiving English only Elections Pack, further correspondence was made in English despite asking for a Welsh Service Complainant was not able to speak to a Welsh speaker when requested to do so. 2. Automatic email response English only 3. Secondary School received an English only poster promoting the Modern Trainee scheme 4. Complainant received a letter with the English version of Customers address rather than Welsh despite requesting the form in Welsh	**Corporate Services**	4	4	All future correspondence to be sent to the complainant bilingually Everything is available in both English and Welsh languages. IT to rectify the message Action taken to address this. Response letter informing a review is underway

English only letter informing of roadworks in the area.all information on Traffic Calming Measures in Pen-y-ffordd was provided in English only. Neither of the men representing the Council at the consultation meeting spoke Welsh.	**Environment**	3	2		All future correspondence will be provided bilingually. Contractor failed to distribute Welsh letters despite them being printed. Contractor has apologised.
English-only roadwork signs in area					Unexpected change in traffic management, resulted in the need for an additional sign for safety reasons. The contractor used the only sign they had available at the time rather than use no sign and leave a dangerous situation until a bilingual sign was available. The sign was replaced as soon as an alternative bilingual sign became available. This is the only sign used on this project of which we are aware which has not been bilingual.
Complaint about the quality of Welsh in a Kidz Fit leaflet that was circulated to Flintshire Primary / Junior schools this year.	**Lifelong Learning**	1			Draft copy was printed in error, will not happen again.

Social Services
More Than Words – Year 1 Actions - update

Action 1

Social Services' Departments, bodies that provide services on their behalf and their partners, To develop and implement a protocol on how they assess language needs and provide services for Welsh speaking users, carers and families.

Progress

To be established.

Action 2

Increase awareness of the impact of language sensitivity (quality care issues and the organisations' legal responsibilities) among ICT staff that support social services.

Progress

A Planning Officer has attended both Children's and Adults' Social Service Senior Management Teams (SSMT) and has further attended the Managers Briefing for Adult Services. This was in order to raise awareness of the impact of language sensitivity and provide information regarding 'The More Than Just Words' Framework.

A Planning Officer has attended a Welsh Language Awareness Seminar on behalf of the Directorate, in order to gain knowledge for future training provisions. The Planning Officer will proceed to feedback information to the Workforce Development Team.

It was suggested at an SSMT that language awareness training should encompass other languages not just Welsh. It was felt this would better meet the needs of our culturally diverse local population. (Suggested Methods of training: CD Education, I-trent (HR management system), Community Bulletin, Community Newsletter, Training)

Promotion

The Directorate Equalities Group has discussed Welsh Language awareness raising being linked to publicity around the National Eisteddfod, which is taking place in August 2013.

An Article promoting the Welsh Language, the National Eisteddfod and The More Than Just Words Framework will be published in July's edition of the Community Services Newsletter.

Action 3

Las to ensure that regional IT systems are able to record users' language needs.

Progress

At the moment PARIS (Social Services database) systems do record the service user's preferred language. (Mandatory field in unified assessments)

However the Performance and Development Team have highlighted that often this field is not filled in correctly by social care staff.

A Planning Officer has addressed this issue at both SSMT's and also with Managers attending the Managers Briefing for Adults. Managers are supporting 'More Than Just Words' developments and will proceed to prompt staff to complete this field correctly.

Currently PARIS does not record the level a person can speak the language identified. Some members of staff feel there is nothing to gain in doing so, however others feel this may be a valuable way of understanding the needs of the population (Social Services and Well-being Bill). Also recording this level may also improve the quality of services, by improving staff members and services users confidence in using the Welsh Language skills they do possess.

During a SSMT it was advised there would be a need to consider wider IT systems – Careworks, Flying start, Housing, TAF etc.

Planning Officer will speak to Paris Team about possible improvements to the Paris System.

Action 4

Regional commissioning takes full account of language needs within the community.

Progress

Regional commissioning does at present take into account language need. However it refers to previous Welsh Language (WL) Schemes presently. 'More Than Just Words' will replace WL Schemes and as a result commissioning contracts will require updating.

A Planning Officer has contacted the Regional Commissioning Hub, 'More Than Just Words' has been discussed in the Commissioning and Contracts Group. A template will be circulated to discover what local practice has been agreed, regional commissioning contracts will then be developed in line with local practice.

A Planning Officer will attend DRMT commissioning further. (Suggested - Welsh Language should be incorporated into Commissioning strategy/ MPS (Market position statement) - template as standard.)

Actions 5

Take practical steps to implement the active offer service in an incremental way, starting with the first point of contact service and information services. Record when able to respond.

Progress

Currently we have made limited progress, as we first need to map our capacity.

1

Mapping the service is underway – HR is monitoring progress and will provide a Planning Officer with regular updates to be fed back to the Directorate Equalities Group.

Planning Officer has contacted Managers of the frontline Teams to discuss the Teams ability to carry out the Active Offer Principle.

Actions 6

Map current provision and capacity to deliver an active offer service within integrated dementia services.

Progress

HR have recently completed a self assessment pilot via the Itrent system, which will allow staff members to complete a self assessment on their Welsh language skills.

This self assessment has been rolled out across Flintshire County Council (FCC).

A corporate email has been sent out containing a link to the self assessment, the self assessment will request staff to record they're Welsh speaking, reading and writing skills. Staff will be asked to record these skills against a framework provided.

During SSMT managers indicated they would encourage staff members to complete the self assessments. An email has now been sent to all Children's and Adults services staff, with internet access, from the respective Heads of Service, encouraging staff to complete the self assessment.

For staff members who do not have access to the internet, a paper exercise will take place

The data collected from assessments will be collected and placed in a database system. Staff will be able to search for Welsh speakers within the Directorate and individual teams. This system could be utilised to assist in carrying out the 'Active Offer Principle'.

In the future HR will assess the Welsh language skills required for positions within the Council. If the person currently holding the position does not have the level of Welsh language required for the post, then training can be targeted.

An Article promoting 'More Than Just Words,' will be published in July's Community Services Newsletter, this article contains a reminder for staff regarding the Welsh Skills Self Assessments.

Welsh Language Skills Self Assessments are on the Agenda for June's SSAMT.

Actions 7

Welsh Language Champions within Social Services Departments and local authority HR Departments to disseminate current best practice, particularly to service heads

Progress

The Director of Social Services has been elected a Welsh Champion for the Directorate along side a Service Manager.

Actions 8

Workforce planning methodology to incorporate assessment of community Welsh language needs and the Welsh language skills of the workforce.

Progress

HR has expressed intentions to assess positions to disseminate which positions require Welsh language skills.

Discussions are required with Workforce Training Manager regarding the mapping of community needs, developing system of staff training and the self assessments during the induction process.

2011 Census information Flintshire has the 10th largest Welsh speaking population in the UK, which is 13.2%.

Actions 9

Encourage social service and social care staff to wear the 'Working Welsh' logo and to further incorporate the logo into uniforms provided.

Progress

Welsh speaking and learning staff are provided with badges to show they are speaking/learning Welsh. These badges do display the Working Welsh Logo. The availability of this logo is being promoted across the Authority, (Training, Emails, Newsletter, Notice Boards etc). The logo is also available as part of the signature on e-mails.

Research is being undertaken with the Council's ID supplier to establish whether the Working Welsh logo can be incorporated into ID badge.

Actions 10

Social Services Departments to report on Welsh language skills within their workforce, as part of the Local Authority data collection, for their Welsh Language Scheme performance.

Progress

HR is mapping the Welsh language skills of employees.