

Carmarthenshire County Council

Welsh Language Scheme

Annual Report to the Welsh Language Commissioner

2014-15

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1. Introduction

This is the annual report on the implementation of Carmarthenshire County Council's Welsh Language Scheme for 2014-15.

The following information summarises performance against the indicators in section 4 of the Council's Language Scheme, and the report has been structured in line with guidance received from the Welsh Language Commissioner.

The Regeneration and Policy Division leads on the Language Scheme and its implementation. The Assistant Chief Executive is the lead officer for the Scheme and for coordinating compliance across the authority with the other Directors and Heads of Service. The Policy and Partnership Officer and Welsh Language Promotion Officer work within this division.

The Translation Unit is located within the People Management and Performance Division, also in the Chief Executive's department. In addition to the Translation Unit, the Policy and Partnership Team work closely with the Community Education Team and the Learning and Development Team.

The Council adopted its Welsh Language Scheme for 2011-2014 in 14 March 2011 which continues with the aim of developing bilingualism throughout the Council and improve the services provided in Welsh across all departments.

2. Compliance with the Scheme

The Welsh Language Scheme for 2011-14 was approved in March 2011 and was developed in partnership with the Welsh Language Working Group and the Advisory Panel while considering the national policies including the Welsh Language Measure adopted by the Welsh Government in 2011.

Following the 2011 Census results and the decline in the number of Welsh speakers in Carmarthenshire, elected members agreed at a full Council meeting to establish a Working

Group to research the factors that have influenced the decline. Following the collection of evidence from relevant specialists, organisations and movements, the Working Group presented 73 recommendations across 8 priority areas to the Council. The report received the approval of full council in April 2014 and since then the departments have been working through the action plan for the recommendations which are across the following eight priority areas:

- Education
- Planning
- Language and Economy
- Welsh medium workplaces and administration
- The impact of organisations who promote the Welsh language, such as the Mentrau Iaith
- Opportunities to use the Welsh language in the community
- Language Transmission in the family
- Marketing the Language

The aim of the report is to reinforce the present situation and to build towards the future while respecting the Welsh language in the county. As a County Council, we acknowledge that we have a key role to play when considering a number of different viewpoints including our approaches to education, planning, economic development, community support, etc. Also, the Council is one of the largest employers in the county therefore one of the ways that we can support the development of the language is to encourage more use of the Welsh language and to raise the confidence of staff to use the language in the workplace. One of the Working Group's aspirations was to increase the use of the Welsh language within the workplace in order to create a natural bilingual environment within the Council, whether by dealing with customers or residents of the county or within the Council's internal work. It was acknowledged within the report that this would not happen overnight but a gradual increase could be achieved.

The report can be seen on the Council's website.

One of the recommendations in relation to 'Welsh medium workplaces and administration' was to amend the Council's Language Skills Strategy to reflect the expectations of the new Welsh Language Standards. The Human Resources department in partnership with the Policy and Partnership Team have prepared a new draft of the Language Skills Strategy and the document will shortly be going through the Council's corporate process. Recruitment opportunities are limited due to the economic conditions therefore it is timely that we focus on supporting our existing staff to improve their skills and nurture their confidence in the Language.

Over the year, we have continued to work to ensure effective provision of courses for learners and improvers both during and after working hours. We are continuing with the Learner Agreements which sets a minimum attendance level of 80% on all courses to ensure that learners are aware of the commitment needed to learn the language. During the academic year from September 2012 – September 2013, all of our Learners achieved this agreement. It is also a requirement that they sit an exam after two years of the course. Work has continued to provide written and spoken Welsh improvement courses developed by the tutors.

The challenges facing the Translation Unit continue to increase particularly with regard to the Council's partnership working. During the year, the Unit has encouraged officers to consider any translation needs when establishing partnerships, rather than assuming that the Council's Unit is responsible for the work. Work pressure within the Unit will mean that work will have to be prioritised to ensure the best use of resources. The Unit has continued to develop the Déjà Vu system, building a comprehensive database of translations, terminology and vocabulary.

Detailed guidelines have been prepared for all staff on every aspect of the Language Scheme, offering them simple action points and contact details for internal officers and external agencies that can be of assistance. Staff have also received a copy of the 'Getting

your message across' handbook which outlines the provision of accessible formats and means of communication.

During the year, we have continued to focus upon raising standards in all the County Council's services. One element of this work is to encourage customers to comment or indeed to complain where appropriate, about services. Since the Service Improvement team was established during 2011-12 we have worked closely to monitor any complaints as well as producing a new series of information leaflets for customers, explaining the complaints, compliments and comments procedure. We have also updated our complaints management software, which now gives us the opportunity to highlight specific comments in relation to the Welsh language. Any complaints or comments can then be highlighted in reports to the relevant Scrutiny committee, the Corporate Management Team and Executive Board Member.

We have continued to build upon the information on the Welsh medium zone on the intranet, which was developed as part of the Welsh Language Board's 'Promoting Bilingual Workplaces' project. The zone is a useful resource for staff to access information, terminology, templates, chat to colleagues, and receive information about events as well as a site for staff who are learning Welsh. The zone is an important resource to help and encourage staff to work bilingually.

As the Council invests further in e-learning provision, there is an opportunity to promote Language choice in the workplace and to ensure that staff are confident in completing courses through the medium of Welsh. Learning and Development Officers will ensure that bilingual requirements are considered whilst preparing specifications and in agreeing targets with internal and external providers.

During the year the Policy and Partnership team have continued to work closely with

- Leisure
- Social Care, Health and Housing.

3. The quality of front line services in Welsh

Welsh Language Indicator 2 - The number and % of posts in main reception areas and contact centres specified as “Welsh essential”, and which were filled by bilingual staff.

Welsh is specified as essential for 100% of the posts in the main reception areas, in line with the Council’s current Language Skills Strategy. No posts were advertised during the year, and there are 44 posts in the ‘Carmarthenshire Direct’ team, and all these post holders are fluent in both languages. As part of these individuals’ continuous development, they have all attended courses on improving language skills and language awareness in the workplace.

Language Indicator 5 – The number of complaints received about the implementation of the Language Scheme, and the % of complaints which were dealt with in accordance with the Council’s corporate standards.

During the year, 8 complaints were received in the context of the Language Scheme, most of which were dealt with in accordance with the Council’s corporate standards, namely 10 working days.

1. A complaint was received that there was no language choice on the first page of ‘My Pensions on-line’ by Dyfed Pension Fund and that the website makes the language choice for the user according to the browser settings. The department will ask the company for a quote for adding a splash page which would ask the users for their language choice.
2. A complaint was received regarding the lack of Welsh language use in the Ammanford’s Wonders of Christmas Festival since the Council had contributed to the costs of the stage, the sound system and the programme. During arranging the event, the Council only received a copy of the programme’s front and back cover with a promise that the programme would be bilingual. The guidelines set for the local organisers were not strict enough. The Council have since developed a criteria for funding community festivals.

3. A complaint was received regarding a letter that was received in English only. Apologies were given to the complainant for the mistake and the department ensured that all correspondence in the future will be bilingual.
4. An e-mail was received with the following complaints:
 - a. A complaint regarding the paying machines for parking which turns back to English after paying. The department are looking into setting the Welsh language as the default.
 - b. A complaint regarding having to choose the Welsh language on the Libraries' new book lending machines. It was explained that it is not possible to change the front screen to be default Welsh.
 - c. A complaint that an English letter had been sent from the Registrar Department regarding weddings with a sentence at the bottom noting that the letter had been sent in English only due to time constraints in order to send the information back to the Welsh Government. Apologies were given to the complainant and the department were reminded of the Council's Welsh language scheme and the need to send correspondence bilingually.
 - d. A complaint that the addresses on the i-Local website are English only. The relevant department will make further enquiries.
5. A complaint was received that it wasn't possible to see information on-line regarding events in the county in Welsh. The complainant had read an article on the Welsh side of Carmarthenshire News and had received instructions to go to the website for more information. The matter was discussed with the department, and the department noted that all messages would be bilingual in the future.
6. A complaint was received regarding the inconsistency between Welsh and English language information on the Council's library website. Apologies were given to the complainant and the information on the Welsh side of the website was updated.
7. A complaint was received regarding a sign at Pembrey Park. Apologies were given to the complainant and the incorrect sign was corrected.
8. A complaint was received regarding the lack of Welsh medium training for school governors. The Education department noted that they are hoping to increase the provision in the future.

4. Managing and administering the Scheme

Welsh Language Indicator 1 – The number and % of third party organisations monitored which were complying with the requirements of the authority's Welsh Language Scheme, considering the following:-

- i) social care contracts
- ii) contracts that provide for young people
- iii) contracts for pre-school provision

During the year we have assessed the content of specifications, tender envelopes, questionnaires and guidance in the context of the Welsh Language Scheme. Looking at social care contracts, we have also looked at the number of third party staff able to provide services bilingually.

All Council contracts are channelled through the Procurement Unit and procurement officers are aware of the need to include details of duties and are able to help departments prepare these. Standardised information is also included in the procurement policy.

We have also looked at third party arrangements within our regional procurement partnership and have included specific clauses regarding the Welsh language in our agreement. This will ensure that the Welsh language is considered when the Council jointly procures services with other organisations. Our procurement forms have been updated in accordance with guidance from the Welsh Government, and include information regarding the Council's Welsh Language Scheme.

During the year, the Policy and Partnership team have worked closely with the procurement team as they support departments to prepare specifications and contract questionnaires. Although general information is included in all contracts, it is essential to assess the need to include detailed information.

5. Comparing requirements with resources – the sufficiency of language skills

Language Indicator 3 - a) The number of staff trained in Welsh to a specific level of qualification

b) The number of staff who have received language awareness training

Welsh Development	
Gloywi Siarad – A (Developing speaking skills A)	2
Gloywi Siarad – B (Developing speaking skills B)	2
Welsh in the Workplace	
Entry 1	9
Entry 2	10
Intermediate 1	3
Intermediate 2	4
Foundation 1	3
Foundation 2	1
Welsh Language Awareness – EQUAL – e-learning module	215
Welsh for carers who work with the elderly	17
Total	266

Language Indicator 4 – The number and % of staff working for the Council who can speak Welsh

- by service division
- by workplace (offices, centres and main offices)
- by salary scale

A detailed audit was undertaken during the summer of 2011 through e-mail messages and the use of the IT Meta compliance policy. All office based staff were asked to complete an on-line survey noting their Welsh and English Linguistic skills. The data has been inputted to the Council's Human Resources programme and the intention is that Managers can see the linguistic profile of their team by using the programme. When appointing new members of staff, the information on the successful applicant's application form is fed into the programme at the same time as other relevant information.

Here are the language skills audit results according to their self-assessment which was completed in 2011. The information does include information from some school staff and carers in residential homes as the audit was applicable to every member of staff that had computer log-on access.

The Council has experienced some difficulties with gathering all data from staff therefore some may have responded to the one aspect of the questionnaire and not all aspects.

The columns 'no information' on the tables below include non office based staff who didn't have access to a Council computer and staff who didn't log on to their computers for a long period of time including those who were absent from work.

		Speaking								Writing						
	Total	1	2	3	4	5	6	No information		1	2	3	4	5	No information	
Department																
Chief Executive	303	32	34	21	16	37	66	97		58	14	34	23	62	112	
Education and Children's Services	4776	134	97	113	78	145	268	3941		211	75	97	108	310	3975	
Regeneration and Leisure	444	47	50	50	33	46	55	163		68	48	48	34	69	177	
Resources	351	45	28	42	32	49	55	100		70	21	33	44	53	130	
Health and Social Care	1027	213	129	128	147	112	152	146		316	75	98	73	160	305	
Environment	865	85	42	68	56	98	104	412		119	43	78	67	116	442	

		Speaking								Writing						
Salary Scale	Total	1	2	3	4	5	6	No information		1	2	3	4	5	No information	
A	1141	107	45	33	40	48	57	811		142	24	35	31	75	834	
B	611	15	9	12	14	17	28	516		16	13	13	16	30	523	
C	495	79	70	52	47	41	54	152		127	38	38	29	72	191	
D	1029	122	65	74	94	95	124	455		168	59	67	61	159	515	
E	713	34	23	24	24	64	91	453		47	14	44	40	101	467	
F	617	59	32	59	39	41	69	318		83	35	34	40	58	367	
G	303	28	24	40	17	51	50	93		45	24	37	32	51	114	
H	205	17	22	27	20	30	35	54		40	11	27	24	37	66	
I	227	34	29	27	21	34	42	40		54	22	32	23	40	56	
J	133	19	14	25	17	15	25	18		32	15	14	13	23	36	
K	93	12	18	13	4	16	19	11		27	5	14	12	16	19	
L	70	14	6	12	9	6	14	9		24	3	12	9	10	12	
M	18	2	2	2	2	3	4	3		4	2	2	2	4	4	
N	38	3	7	6	3	5	9	5		9	1	2	2	10	14	
Head of Service	13	1	3	2	0	2	3	2		6	1	0	1	3	2	

The information presented here is according to the Council's main salary scale.

		Speaking						No information	Writing						No information
	Total	1	2	3	4	5	6		1	2	3	4	5		
County Hall, Carmarthen	197	19	12	21	18	27	33	67	33	8	21	23	32		80
St David's Park	777	76	55	52	40	63	118	373	121	38	61	46	105		406
Parc Myrddin	152	14	15	19	9	17	23	55	25	12	19	14	21		61
Municipal, Llandeilo	74	7	8	6	6	6	22	19	14	6	8	8	17		21
3 Spilman Street	170	16	11	14	27	30	30	42	25	6	21	21	28		69
5 Spilman Street	24	2	3	4	2	3	4	6	5	1	3	2	4		9
7/8 Spilman Street	27	2	1		3	5	7	9	3	1	4	4	6		9
Eastgate	59	9	7	8	6	5	8	16	16	4	5	4	6		24
Parc Amanwy	77	5	12	11	16	15	18	0	12	11	12	12	15		15
Ty Elwyn	167	31	24	32	7	19	17	37	53	16	19	10	18		51
Ty'r Nant	59	16	6	10	6	5	9	7	20	7	9	6	17		59
Coleshill	27	5	3	4	3	1	3	8	6	7	0	1	2		11
Leisure Centres	191	19	23	20	14	16	21	78	28	26	14	14	29		80
Libraries	68	2	3	9	5	7	10	32	4	4	9	4	12		35

The Council is currently collecting information from non-office based staff and those who don't work on computers. The Social Care department has completed the audit and the results are below:

Name of home	Number of staff	Number who can speak Welsh	Percentage who can speak Welsh	Number who can speak English	Percentage who can speak English	Number who can write Welsh	Percentage who can write Welsh	Number who can write English	Percentage who can write English
Tir Einon	28	8	28.6	28	100	6	21.4	28	100
Tawelan	32	9	28.1	29	90.6	10	31.3	31	96.9

Tegfan	33	16	48.5	32	97.0	11	33.3	32	97.0
Maesllewellyn	41	16	39.0	40	97.6	9	22.0	40	97.6
Y Plas	34	4	11.8	34	100.0	2	5.9	33	97.1
Dolyfelin	40	20	50.0	39	97.5	14	35.0	39	97.5
Domiciliary Care	288	117	40.6	285	99.0	87	30.2	286	99.3
Caemaen	35	9	25.7	35	100.0	9	25.7	34	97.1
Cwmaman	9	5	55.6	9	100.0	3	33.3	8	88.9
Myrddin Day Centre	5	1	20.0	5	100.0	0	0.0	5	100.0
Awel Tywi	36	17	47.2	36	100.0	11	30.6	34	94.4
Glanmarlais	28	16	57.1	28	100.0	9	32.1	28	100.0
Llys y Bryn	58	23	39.7	58	100.0	17	29.3	57	98.3
Y Bwthyn	27	6	22.2	27	100.0	3	11.1	27	100.0
Total	694	267	38.5	685	98.7	191	27.5	682	98.3

This work of collecting the data took more time than expected because the officers completed a paper questionnaire and the information needs to be inputted to the computer system. The Council will collect this data from the rest of the departments in 2015/16.

6. Mainstreaming

During the past year, we have continued to promote our services to Welsh-speaking customers.

Integrated Community Strategy

Carmarthenshire Local Service Board, in agreement with each of the strategic partnerships, has agreed on an Integrated Community Strategy which sets out the direction of travel for the county from 2011 to 2016 and incorporates the following documents which have previously been published separately:

- Children and Young People's Plan
- Child Poverty Strategy
- Community Strategy

- Health, Social Care and Well-being Strategy
- Community Safety Plan
- Carmarthenshire Connexions (Regeneration Strategy)
- Environment Action Plan

The Integrated Community Strategy focuses on five strategic outcomes, which contribute to the overarching vision for the county. The vision is

“Enabling people to live healthy and fulfilled lives by working together to build strong, bilingual and sustainable communities”.

The five strategic outcomes are

- People in Carmarthenshire are healthier
- People in Carmarthenshire fulfil their learning potential
- People who live, work and visit Carmarthenshire are safe and feel safer
- Carmarthenshire’s communities and environment are sustainable
- Carmarthenshire has a stronger and more prosperous economy.

Further information regarding the Welsh Language can be found through the Integrated Community Strategy Annual Report on the Carmarthenshire Partnership website www.thecarmarthenshirepartnership.org.uk

The Welsh language in the Community

One of the recommendations in the Working Group’s report on the Welsh language was to establish a County Strategic Forum which includes partners and organisations who work for the benefit of the Welsh language in the county. One of the aims of the Forum is to work in partnership to strengthen the language planning capacity. The Forum have chosen, under the leadership of the Mentrau, three urban areas and three rural areas in order to work more intensely with them following receiving evidence from Dr Dylan Phillips on the situation of the Welsh language in the County. The Council commissioned Dr Dylan Phillips to analyse the Census’ statistics as part of the work of collecting evidence for the Working Group.

Welsh Language in Social Care

Effective communication is essential in every situation where a social worker, therapist, nurse or carer is dealing with the public, especially if the individual is vulnerable or in a situation of crisis.

Carmarthenshire Social Services continues to be committed to ensuring that the Welsh language is at the heart of all our services. We are working to implement the Welsh Government's "More than Just Words" strategic framework. Social care has ambitions to ensure not only to meet the framework's benchmark, but to exceed expectations¹.

The Social Services is working on a three year plan from 2013-2016 to ensure that:

- 1 – Individuals' language is recorded correctly and consistently at all times;
- 2 – That staff who are able to speak Welsh are available for the population's needs;
- 3 – That individuals where there is a record of them being Welsh speakers receive a service from staff who speak Welsh.

This is not a small challenge as the percentage of Welsh speakers in Carmarthenshire within the working age range is significantly lower than the percentage of Welsh speakers within the older population of the county. However, Carmarthenshire is committed to providing services in Welsh speakers' first language and will be reporting on its successes and further challenges regularly while undertaking the work over the next three years.

It has been agreed that in order to maximise the Active Offer then it is important to agree 'what good looks like' in each services area within the department. This will then be the aspiration for each service area with performance measures designed to review the effect of any interventions undertaken.

Maximise the Active Offer

Definition of Active Offer According to Service Area:

Underlying the active offer are the principles that all staff should:

1. All staff to have undertaken the Language Awareness learning

¹ This part of the report focuses on the Welsh language and all references to bilingualism etc refer to Welsh and English. A separate part of this ACRF considers information provided in other accessible formats and languages.

2. All staff to be able to use basic everyday phrases (ALTE² Level 1)
3. In all service areas percentage of Welsh speaking service users matched by Welsh speaking staff percentage with exceptions as identified below

Service Area	Active Offer – what does good look like
<u>Contact Centres:</u> To include – Careline+, Contact Centre, MASH etc	<ol style="list-style-type: none"> 1. Answering calls bilingually 2. Staff responding in language of contact
<u>Assessment Teams/Workers:</u> To include – ‘assessment teams’ (children), long term teams (children), Fostering teams, adoption teams, LD teams, CMHT, AMHT, Community Resource Teams.	<ol style="list-style-type: none"> 1. Knowing language of service user 2. Matching worker with appropriate language skills to service user
<u>Tailored Services:</u> childcare/playgroups, dementia groups, energy conservation groups, expert patient programmes	<ol style="list-style-type: none"> 1. Available bilingually or in either languages as appropriate
<u>Provider Services for Groups:</u> To include – family centres, Integrated Children Centres, day services etc	<ol style="list-style-type: none"> 1. Knowing language of service users 2. Matching language of group with appropriate language skills to service user
<u>Provider Services for Individuals:</u> To include – Domiciliary care (in-house and commissioned), dementia specific services, rapid response service, reablement service, LD day services etc	<ol style="list-style-type: none"> 1. Knowing language of service user 2. Matching worker with appropriate language skills to service user 3. 24/7 Welsh speaker available
<u>Residential Services:</u> To include – Residential Care, respite care, convalescence services, LD respite etc	<ol style="list-style-type: none"> 1. Knowing language of service user 2. Matching key worker with appropriate language skills to

² Association of Language Testers in Europe – currently Carmarthenshire County Council’s Level 2 language skills.

	<p>service user</p> <p>3. 24/7 Welsh speaker available</p>
<p><u>Telephone & Cold Contact:</u></p> <p>To include – Business Support staff, all office staff who answer calls,</p>	<p>1. Answering calls bilingually according to council policy</p> <p>2. Offering access to appropriate language speaker</p> <p>3. Responding to written communication in language of correspondence</p>

In order to maximise the active offer staff surveys have already identified the numbers of staff who can speak Welsh within different service areas and a drive to more accurately record service users' language use is also being implemented.

Welsh language champions have been recruited from all service areas with their roles being:

- Coaching new learners
- Promoting the 'Active Offer' of Welsh in Care
- Increase confidence using written Welsh
- Help every service adopt the Welsh Language policy
- Offer support & advice – show people what they can do to learn Welsh and use Welsh at work
- Feedback issues and concerns, tell us things which stop people using Welsh at work

The language champions in Carmarthenshire will be involved in the first Action Learning set for social care through the medium of Welsh, which will consider further the best ways to maximise the active offer.

Already, all public information for social care is produced bilingually and provided as such to the public. Best practice is utilised by publishing each leaflet/booklet with Welsh and English version back to back, enabling access to preferred language for the public without them having to request it.

Careline+ service is the first port of call for most service users and the public. The large majority of its staff are Welsh speakers, enabling a bilingual response. The service is

provided 24 hours a day over 7 days a week and ensures the availability of a Welsh speaker at all times. In order to ensure that social care knows the language preferences for each individual, two mandatory questions were implemented during 2013 for the call handlers to ask and record on a computer database system. These are:

- Languages Spoken
- First language

This information is then shared with the social care teams who decide on the most appropriate worker to visit the individual, if required. Currently, managers regularly consider the language of the individual when doing this, but this is not yet consistent.

Staff are proactively encouraged to undertake assessments and conversations with individuals in the language naturally spoken and chosen by the individual. All assessments and paperwork can be provided in Welsh or English as requested.

Care services are commissioned for individuals and language needs are requested as appropriate according to professional judgement. Home care and residential care staff working in the predominantly Welsh speaking areas of Aman Gwendraeth and Tywi, Teifi, Taf are often Welsh speaking, allowing people to speak Welsh without the need to 'express a preference'.

The Carmarthenshire Integrated Community Equipment Service employs staff who are Welsh speaking enabling communication in the language of the individuals' preference at all times when delivering and installing equipment in people's homes.

All service level agreements with third sector providers require the service provider to comply with the requirement of the Welsh Language Act 1993, and with the Authority's Welsh Language Scheme. Moreover, the Authority (via its contract management processes) reviews all service level agreements with service providers regularly to check compliance with the Authority's expectations that service users will have their linguistic preferences met appropriately.

Learning and Development are supporting Welsh language skills for staff and commissioned independent sector staff. A range of courses include:

- Equal E-Learning Project

- A variety of adult Welsh language courses at all levels (beginners, intermediate, advanced, Welsh at work, Gloywi iaith improvement courses), which are being accessed by a number of staff.
- A new course has been rolled out, developed in Carmarthenshire, called Welsh Course for Carers of the Elderly, available for in-house and commissioned care services staff. This course won an acclaimed Welsh Language in Health and Social Care Awards for 2014.

As part of their professional framework, Social Workers in association with the University of Wales Trinity Saint David are encouraged to explore Welsh language diversity and needs.

Within Children's Services, the following work has been undertaken:

- Within the contracting of Childcare (under 4) undertaken by Children's Services it is a requirement that all providers deliver a Bilingual or Welsh only service(Significant contracting undertaken through Flying Start)
- Welsh Awareness courses attended by all provider services within Families First
- Plan to undertake a self assessment audit in relation to provision of bilingual services within Families First services in 2014/15
- Plan to promote and enable Foster Carers to access Welsh language training within the County Council language schemes

The social care department is currently working towards exceeding the expectations of the Strategic Framework for Welsh Language Services in Health, Social Services and Social Care 'More than just words', supporting anyone who requires their care to be provided through the medium of Welsh, for the benefit of the public of Carmarthenshire.

7. An analysis of performance by priority / target

At the start of our new Language Scheme we noted the priorities and objectives for the Scheme's implementation. It also ensures that everyone who uses Council services can do this in his/her language of choice. We will take direct action in any examples of non-compliance, and will attempt to resolve any problems.

Identifying risks and priorities for next year

The Council has contributed to the Welsh Language Commissioner's Investigation and the Welsh Government's consultation in relation to the New Welsh Language Standards. The Council will be working with the Commissioner during the next consultation which will apply a timetable for the relevant Regulations. The Council acknowledges that there is some work to do to reach the Standards including:

- Standards relating to a body producing and publishing documents which include all the reports which go before full Council and the Executive Board.
- Standards relating to self Service machines.
- Training for staff.
- There will be a need to keep a record the language choice of members of staff who wish to receive documents regarding training, performance objectives, career plan, etc.
- There will be a need to include Complaints made by staff of the Complaints system.
- There will be a need to look at all Council's information technology and support material.
- There will be a need to keep a record of all new and vacant posts and their language category.

8. Publishing information on performance

This annual report will be placed on the Council's website and intranet, clearly listing the contact details for any enquiries. We will also publish an article in 'Carmarthenshire News' which is a paper between organisations in Carmarthenshire, once we receive feedback.

9. Language Scheme Indicators

The following indicators were also adopted as part of the Council's Language Scheme, in addition to those above. The Council has reported on these annually, and the results of the monitoring exercises which were commissioned by the Council since April 2006 enabled the Council to do this. The monitoring contract finished at the end of March 2014 therefore it's not possible for us to report on the following indicators for 2014/15.

Language Indicator 6 – the % of Welsh correspondence answered within the specified timescale

Language Scheme Indicator 7 – the % of phone calls answered in accordance with the requirements of the Language Scheme

Language Scheme Indicator 8 – the % of answering machines that play a bilingual message, in accordance with the requirements of the Language Scheme

Language Scheme Indicator 9 – the % of public meetings held in accordance with the requirements of the Language Scheme

Language Scheme Indicator 10 – the % of reception areas which comply with the Language Scheme

Language Scheme Indicator 11 – the % of policies, strategies, etc., drawn up in accordance with the requirements of the Language Scheme.

Of the sample taken by the Communications Unit, all the strategies/policies etc. published complied with the Language Scheme. We are aware of some specialised documents which have been published separately, but this is in accordance with the Scheme's guidelines.

Language Scheme Indicator 12 – the % of public consultations which complied with the requirements of the Language Scheme.

A sample of 5 public consultations was collected this year, which included the activities of the Citizens' Panel and the 50+ Forum. All consultations complied with the Scheme.

10. Contact details

Any enquiries should be directed to:

Welsh Language Promotion Officer / Policy and Partnership Officer

Policy and Partnership Team

Customer Focus and Policy

Chief Executive's Department

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