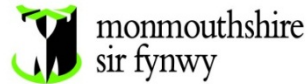


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County Hall
Rhadyr
Usk
NP15 1GA

Wednesday, 6 June 2018

Notice of special meeting

Strong Communities Select Committee

Thursday, 14th June, 2018 at 10.00 am,
Council Chamber, County Hall, Usk

Please note that a pre meeting will be held 30 minutes before the start of the meeting for members of the committee.

AGENDA

- | | | |
|----|---|---------------|
| 1. | Return discussion on sickness absence | Verbal Report |
| 2. | People Strategy - Pre-decision scrutiny of the draft strategy | To Follow |
| 3. | Welsh Language Monitoring Report | 1 - 8 |

Paul Matthews

Chief Executive / Prif Weithredwr

MONMOUTHSHIRE COUNTY COUNCIL
CYNGOR SIR FYNWY

THE CONSTITUTION OF THE COMMITTEE IS AS FOLLOWS:

County Councillors:

J.Pratt
A. Webb
L.Dymock
L.Jones
R.Roden
L. Guppy
V. Smith
A. Easson
R. Harris

Public Information

Access to paper copies of agendas and reports

A copy of this agenda and relevant reports can be made available to members of the public attending a meeting by requesting a copy from Democratic Services on 01633 644219. Please note that we must receive 24 hours notice prior to the meeting in order to provide you with a hard copy of this agenda.

Watch this meeting online

This meeting can be viewed online either live or following the meeting by visiting www.monmouthshire.gov.uk or by visiting our Youtube page by searching MonmouthshireCC.

Welsh Language

The Council welcomes contributions from members of the public through the medium of Welsh or English. We respectfully ask that you provide us with adequate notice to accommodate your needs.

Aims and Values of Monmouthshire County Council

Our purpose

Building Sustainable and Resilient Communities

Objectives we are working towards

- Giving people the best possible start in life
- A thriving and connected county
- Maximise the Potential of the natural and built environment
- Lifelong well-being
- A future focused council

Our Values

Openness. We are open and honest. People have the chance to get involved in decisions that affect them, tell us what matters and do things for themselves/their communities. If we cannot do something to help, we'll say so; if it will take a while to get the answer we'll explain why; if we can't answer immediately we'll try to connect you to the people who can help – building trust and engagement is a key foundation.

Fairness. We provide fair chances, to help people and communities thrive. If something does not seem fair, we will listen and help explain why. We will always try to treat everyone fairly and consistently. We cannot always make everyone happy, but will commit to listening and explaining why we did what we did.

Flexibility. We will continue to change and be flexible to enable delivery of the most effective and efficient services. This means a genuine commitment to working with everyone to embrace new ways of working.

Teamwork. We will work with you and our partners to support and inspire everyone to get involved so we can achieve great things together. We don't see ourselves as the 'fixers' or problem-solvers, but we will make the best of the ideas, assets and resources available to make sure we do the things that most positively impact our people and places.

Monmouthshire Scrutiny Committee Guide

Role of the Pre-meeting

1. Why is the Committee scrutinising this? (background, key issues)
2. What is the Committee's role and what outcome do Members want to achieve?
3. Is there sufficient information to achieve this? If not, who could provide this?
 - Agree the order of questioning and which Members will lead
 - Agree questions for officers and questions for the Cabinet Member

Questions for the Meeting

Scrutinising Performance

1. How does performance compare with previous years? Is it better/worse? Why?
2. How does performance compare with other councils/other service providers? Is it better/worse? Why?
3. How does performance compare with set targets? Is it better/worse? Why?
4. How were performance targets set? Are they challenging enough/realistic?
5. How do service users/the public/partners view the performance of the service?
6. Have there been any recent audit and inspections? What were the findings?
7. How does the service contribute to the achievement of corporate objectives?
8. Is improvement/decline in performance linked to an increase/reduction in resource? What capacity is there to improve?

Scrutinising Policy

1. Who does the policy affect ~ directly and indirectly? Who will benefit most/least?
2. What is the view of service users/stakeholders? Do they believe it will achieve the desired outcome?
3. What is the view of the community as a whole - the 'taxpayer' perspective?
4. What methods were used to consult with stakeholders? Did the process enable all those with a stake to have their say?
5. What practice and options have been considered in developing/reviewing this policy? What evidence is there to inform what works?
6. Does this policy align to our corporate objectives, as defined in our corporate plan?
7. Have all relevant sustainable development, equalities and safeguarding implications been taken into consideration? For example, what are *the procedures that need to be in place to protect children*?
8. How much will this cost to implement and what funding source has been identified?
9. How will performance of the policy be measured and the impact evaluated.

Questions for the Committee to conclude...

Do we have the necessary information to form conclusions/make recommendations to the executive, council, other partners? If not, do we need to:

- (i) Investigate the issue in more detail?
- (ii) Obtain further information from other witnesses – Executive Member, independent expert, members of the local community, service users, regulatory bodies...
- (iii) Agree further actions to be undertaken within a timescale/future monitoring report...

General Questions....

Empowering Communities

- How are we involving local communities and empowering them to design and deliver services to suit local need?
- Do we have regular discussions with communities about service priorities and what level of service the council can afford to provide in the future?

Service Demands

- How will policy and legislative change affect how the council operates?
- Have we considered the demographics of our council and how this will impact on service delivery and funding in the future?

Financial Planning

- Do we have robust medium and long-term financial plans in place?
- Are we linking budgets to plans and outcomes and reporting effectively on these?

Making savings and generating income

- Do we have the right structures in place to ensure that our efficiency, improvement and transformational approaches are working together to maximise savings?
- How are we maximising income? Have we compared other council's policies to maximise income and fully considered the implications on service users?
- Do we have a workforce plan that takes into account capacity, costs, and skills of the actual versus desired workforce?

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SUBJECT:	Welsh Language Monitoring Report 2017/18
MEETING:	Strong Communities Select Committee
DATE:	14th June 2018
DIVISION/WARDS AFFECTED:	All

1. PURPOSE:

To provide a performance overview of our compliance and recording systems in relation to the Welsh Language Standards that were allocated in line with the requirements of the Welsh Language (Wales) Measure 2011.

2. RECOMMENDATIONS:

- 2.1 Members are invited to conduct performance monitoring scrutiny, highlighting any areas of concern in relation to performance to the Cabinet Member. The report is a record of the Council's activities over the last financial year in respect of compliance with its allocated Welsh Language Standards. The report will then be forwarded to the Welsh Language Commissioner's Office by the 30th June 2017 for their scrutiny, response and formal approval. It will also be posted on the council's English and Welsh web sites for public scrutiny.

3. KEY ISSUES

- 3.1 The Council was informed by the Welsh Language Commissioner of the standards that it was expected to comply with on the 1st August 2016 and with the exception of a few time extension caveats was expected to have everything in place for the 30th March 2016.
- 3.2 The Monitoring report details information recorded in relation to specific areas of the Welsh Language Standards allocated to this council. The Welsh Language Commissioner requests this information annually in order to be able measure our progress in terms of compliance with the Standards.
- 3.3 The report will be forwarded to the Welsh Language Commissioner's Office by the 30th June 2017. Once the report has been read and analysed by the Commissioner the Council meets with the Commissioners' Office to discuss any areas of good practice and any areas of concern that require improvement. It will also be posted on the council's English and Welsh web sites to allow for public scrutiny.

3.4 Fundamentally the Council is doing well in terms of compliance with these challenging standards. One particular area of concern though is the low numbers of fluent Welsh speakers that are employed by the Council (30) potentially making us susceptible to challenge as a result of our inability to provide or proactively offer any kind of frontline services to the Welsh speaking members of the public of Monmouthshire. A Workforce Planning process has been developed and led by the Welsh Language and Equality Officer and People Services and has been underway for the last year. This involves auditing the Welsh Language skills that exist in divisions, looking for any gaps and then designating posts as Welsh Essential when they become vacant. It is anticipated that the numbers of fluent Welsh speakers in the council will increase gradually but that will take some time to have the desired effect.

4. REASONS:

Monmouthshire County Council has a statutory responsibility to produce an Annual Monitoring Report under the Welsh Language (Wales) Measure 2011

5. RESOURCE IMPLICATIONS:

5.1 There are no additional financial or human resource implications arising out of this monitoring report.

5.2 The Scheme will be published, on approval, on the Council's intranet and corporate website as required under the Welsh Language (Wales) Measure 2011.

6. FUTURE GENERATIONS AND EQUALITY IMPLICATIONS:

As this is a monitoring report there is no need to carry out an impact assessment.

7. CONSULTEES:

All Strong Community Select Committee members.

8. BACKGROUND PAPERS:

Monmouthshire County Council's Welsh Language Standards 1st August 2016.

9. AUTHOR:

Alan Burkitt Policy Officer Equalities and Welsh Language

10. CONTACT DETAILS:

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Monmouthshire County Council Annual Welsh Language Monitoring Report 2017-2018

This report reflects Monmouthshire County Council's progress on its Welsh language commitments under the Welsh Language (Wales) Measure 2011 and the Welsh Language Standards during the financial year 2017-2018.

The report presents data on the required indicators in the following fields in compliance with: Standards 158,164 and 170: complaints: staff language skills: Welsh medium training for staff and recruiting to empty posts. This report will be published by 30th June 2018 in compliance with Standard 158.

Legislative requirements

This year has been a year of translating documents, forms, leaflets, twitter and Facebook interactions etc to ensure that we are providing the Welsh speaking population of Monmouthshire a genuine language choice. Also we have worked to ensure that our website and in particular transactional pages are coming on line in a bilingual format. That has been challenging due to the fact that many of those software providers not having originally incorporated Welsh Language capacity in the specification. Therefore not only has this been a time consuming process of translating text and awaiting functional up grades from the suppliers. Notwithstanding, good progress has been made.

Managing change

We have been very pro-active with our recruitment process having introduced a **Welsh Language skills assessment** for all vacant posts which was developed through close co-operation between the Welsh Language Officer and People Services. The skills assessments are checked at the stage that the advert is sent for translation and the most pleasing aspect of this process has been the increase in the number of vacancies that have been assessed as Welsh desirable (details in Recruiting to empty posts (*Standard 154, 170(c)*) are detailed below). Some managers have required reasoned discussions in order to prompt changing assessments from *Not Required* to *Desirable* but this has worked very well in the main. Having said that the numbers of "not required" and reducing numbers of "essential" assessments show that there is further work to do.

The Welsh Language Officer has also developed a **Workforce Planning** exercise which has been carried out with the following divisions so far:

Human Resources, Contact Centre, Libraries and Hubs in the north and south of the county. The process has also just begun with Communications and Engagement, Policy and Performance and Community Partnerships Development Team.

The response from managers to the above process has been positive with significant numbers of future vacancies highlighted as requiring Welsh Essential designation.

It is important to highlight to the Commissioner that it may well be difficult to recruit Welsh speakers to some of these roles as the council is not yet seen as an employer of Welsh speakers and there are low levels of expectation in the old Gwent area as to the opportunities for Welsh speakers to secure roles where the ability to speak Welsh is either essential or desirable.

One example of the potential problem was a vacancy for a Dementia Carer in a nursing home in Chepstow to look after a lady from North Wales that had reverted to her mother tongue. It was

advertised through the normal channels but also a short video was made for Facebook and Twitter that attracted thousands of views and likes. The vacancy was also advertised on bespoke Welsh Language recruitment sites, Job Trac Cymru and Lleol.Cymru and there were a number of radio and television interviews also carried out with S4C, BBC Radio Cymru and BBC Wales due to the interest of the media in the dementia and Welsh Language aspect of the vacancy. Sadly we did not have one application despite the huge interest.

Having said that it is felt that in time we will get an increase in interest in Welsh Language vacancies and there needs to be a pro-active piece of work done with the local Welsh Medium secondary schools to tell the students about the job opportunities that now exist for Welsh speakers in the South East Wales area and further afield in Local Government and other sectors under the auspices of the Welsh Language (Wales) Measure 2011.

Our **Welsh Language Line** is becoming ever more popular. Established on the 4th July 2017 we have had 158 calls in total despite the number of calls being very few in the early months.

The numbers of late have increased considerably and the attitude of the Welsh speaking callers has been one of pleasure and also a lack of expectation that the Welsh line will be answered by a Welsh speaker. The following figures show the growth in calls for the first quarter of the year:

1st January – 31st March 2017 – 21calls

1st January – 31st March 2018 – 40 calls

The following is a sample list of the service required or the nature of the phone calls received by the Welsh line since its inception on the 4th July 2017. There were others that were not recorded accurately or were one offs which were difficult to categorise. This list will be useful when carrying out the ongoing Workforce Planning exercise in order to assist in the decision making process for differentiating between Welsh essential or desirable designations in vacancies.

- Welsh Language Officer 15
- Refuse 10
- Communications Team 10
- Council Tax 6
- Occupational Therapy 3
- Tourism 2
- Estates 4
- Volunteering 2
- HR 3
- Museums 2
- Grounds maintenance 2
- Grass Routes 3
- Education 2
- Property services 2
- Welsh Wedding Services 5
- Blue Badges 2
- Youth Service 2

Data required each year from 1 April – 31 March

- Information on complaints (*Standard 158(2); 164(2); 170(2)(d)*)
- Information on staff language skills (*Standard 170(2)(a)*)
- Welsh medium training for staff (*Standard 170 (2)(b+c)*)
- Recruiting to empty posts (*Standard 154, 170(ch)*).

Information on complaints (Standard 158(2); 164(2); 170(2)(d))

In 2017-2018 we did not have any formal complaints from members of the public.

Information on staff language skills (*Standard 170(2)(a)*)

Welsh Language Skills of Employees as at 31/03/18

Staff Competency	Total	Beginner	Intermediate	Advanced	Fluent	Total
Welsh Language skills	3,623	2018- 131 2017- 112	24 20	10 5	29 31	195 168

Welsh language spoken skills by service area at 31 March 2018. (Not including school based staff in Children and Young People)

	Beginner	Intermediate	Advanced	Fluent	Total
Resources	9	1	2	0	12
Social Care	27	9	3	12	51
Highways/Operations	7	2	0	2	11
Children and Young People	4	1	0	0	5
Deputy Chief Executive Dept	79	11	6	13	109
Elected Members	5	0	0	2	7
Grand Total	131	24	11	29	195

Recruiting to empty posts (*Standard 154, 170(ch)*).

Job application processes have been amended to be fully accessible in Welsh in accordance with the Standards.

Below are the details of advertised posts in **2017 - 2018**

(a) The number of vacant/new posts advertised from 1st April 2017 – 31st March 2018; **491** (402 in 2016 – 2017)

(b) The number of the vacant/new vacant posts advertised from 1st April 2017 - 31st March 2018 that had 'Welsh language skills essential'; **9** (21 in 2016 – 2017)

(c) The number of vacant/new vacant posts advertised from 1st April 2017 – 31st March 2018 that had 'Welsh language skills desirable or desirable but not essential'; **294** (105 in 2016 – 2017)

(d) The number of vacant/new posts advertised from 1st April 2017 – 31st March 2018 specified as posts where it is 'necessary to learn Welsh-language skills when someone is appointed to the post';
0 (8 in 2016 – 2017)

(e) The number of vacant/new posts advertised from 1st April 2017 – 31st March 2018 that 'did not require Welsh language skills'; **170** (90 in 2016 – 2017)

(f) The number that did not include an assessment 1st April 2017 – 31st March 2018 - **16**

(g) The number not stated 1st April – 31st March 2018 - **2**

Welsh medium training for staff (*Standard 170 (2) (b+c)*)

In 2017-18, we are running the following Welsh Language sessions and financially supporting (fees and books) individuals in their own time:-

40 members of staff are attending the Cwrs Mynediad Year 1 Cymraeg yn y Gweithle 2 hour 30 week course provided by Coleg Gwent Welsh for Adults.

3 members of the Integrated Autism Team staff are attending a Mynediad course in Ebbw Vale

1 member of staff is attending a Canolradd 2 course

1 member of staff is attending a Sylfaen 2 course

1 member of staff is attending a Sylfaen 1 course

More classes will be offered in September 2018

Exciting developments on the Border

This is an exciting report from an officer working at the Chepstow Hub. It is worth noting that these opportunities are also provided at other venues across the county but this is the most pleasing due to the perception of Chepstow being relatively anglicised:

Clwb Cwtch. “This was an eight week program that was run in Chepstow Hub between March and May 2018. It is a Welsh taster course focusing on speaking Welsh with young children. The project was expected to cover 600 Welsh learners over 50 sites in Wales. Chepstow Hub was chosen, although it wasn't expected to be particularly popular, due to the proximity being so close to the border. However, it was with great surprise that at the first session that we were greeted by 30 plus adults and many children. This was the most for any Clwb Cwtch Program in the whole of the Wales! Da iawn Hyb Cas-gwent !

Despite the logistics we managed to squeeze everyone in and supplied them with tea and biscuits to keep them going. During the whole eight weeks it remained hugely popular and Rhiannon was a fantastic facilitator and there was nothing but positive feedback over the whole time.

Following the success, Rhiannon has requested further funding for a further program and this has recently been agreed and is likely to start in October of this year and is already looking to be equally as well attended.

Baby Massage Started in Chepstow Hub in 2017 and has gone from strength to strength.

The project is run by Liz Evans Braun from Mudiad Meithrin, the Welsh early year specialists.

The sessions initially ran for an hour on Monday mornings and usually catered for around 15 mums and babies. Due to the success of the sessions Liz received further funding and we now run both baby massage and baby yoga on Mondays. Both are very well attended and continue to grow in numbers every week. As with Clwb Cwtch there nothing but positive feedback to the sessions and using massage and yoga together with rhymes and songs to learn Welsh certainly does appear to appeal to the Mums and babies!”

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