

CABINET: THURSDAY, 14 JUNE 2018 at 2.00 PM

A Cabinet Meeting will be held in Committee Room 4 - County Hall on Thursday 14 June at 2.00 pm

A G E N D A

- 1 Minutes of the Cabinet meeting held on 17 May 2018 *(Pages 3 - 6)*

Scrutiny Matters

- 2 To receive the report of the Policy Review & Performance Scrutiny Committee entitled 'Managing the Estate under a Corporate Landlord Model' *(Pages 7 - 54)*

Leader

- 3 Welsh Language Standards: Annual Report 2017-18 *(Pages 55 - 130)*
- 4 A Bilingual Cardiff - A Bilingual Council: Promoting & Using Welsh within the Council *(Pages 131 - 178)*

Clean Streets, Recycling & Environment

- 5 Lamby Way Solar Farm *(Pages 179 - 196)*
- 6 Flytipping Update *(Pages 197 - 210)*

Finance, Performance & Modernisation

- 7 Re-Procurement Of The South East Wales, Schools And Public Buildings (Sewscap3) Collaborative Construction Framework *(Pages 211 - 222)*
- 8 Fraud, Bribery & Corruption Policy *(Pages 223 - 232)*

Social Care, Health & Wellbeing

- 9 Cardiff and Vale of Glamorgan Regional Violence against Women, Domestic Abuse and Sexual Violence Strategy 2018 - 2023 *(Pages 233 - 326)*

PAUL ORDERS

Chief Executive

This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg

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**CARDIFF COUNCIL
CYNGOR CAERDYDD**



MINUTES

CABINET MEETING: 17 MAY 2018

- Cabinet Members Present: Councillor Huw Thomas (Leader)
Councillor Peter Bradbury
Councillor Susan Elsmore
Councillor Russell Goodway (Min no 107-111)
Councillor Graham Hinchey
Councillor Sarah Merry
Councillor Michael Michael
Councillor Lynda Thorne
Councillor Chris Weaver
- Observers: Councillor Joe Boyle
Councillor Keith Parry
Councillor Adrian Robson
- Also: Councillor Nigel Howells (Min no 106-107)
- Officers: Paul Orders, Chief Executive
Christine Salter, Section 151 Officer
Davina Fiore, Monitoring Officer
Joanne Watkins, Cabinet Office
- Apologies: Councillor Caro Wild

106 MINUTES OF THE CABINET MEETING HELD ON 19 APRIL 2018

RESOLVED: that the minutes of the Cabinet meeting held on 19 April 2018 be approved

**107 REPORT OF THE ECONOMY & CULTURE SCRUTINY COMMITTEE
ENTITLED 'FUNDING OF PARKS'**

Councillor Nigel Howells, Chair of the Economy & Culture Scrutiny Committee presented the report entitled 'Funding of Parks' which contained 13 recommendations for Cabinet's consideration.

RESOLVED: that the Report of the Economy & Culture Scrutiny Committee entitled 'Funding of Parks' be received and a response provided by September 2018.

108 **CORPORATE PLAN 2018-21**

Cabinet received the Corporate Plan 2018-2012 for re-consideration following the Council's decision not to approve it at their meeting in April. It was reported that the plan contained many references to tackling inequality in all forms, including health inequality. Following the debate at Council, the Administration's commitment to tackling health inequality in Cardiff had been clarified and strengthened and an additional step had been included to consider emerging guidance on undertaking statutory Health Impact Assessments in order to inform the development of future Corporate Plans.

RESOLVED: that

1. the Corporate Plan 2018-21 be approved for consideration by Council on 24 May 2018; and
2. Council be recommended to delegate authority to the Chief Executive, in consultation with the Leader of the Council, to make any consequential amendments to the Corporate Plan 2018-21 following consideration by Council on 24 May 2018 and prior to publication.

109 **DRAFT RECYCLING AND WASTE MANAGEMENT STRATEGY & DELIVERY PLAN REQUIREMENTS 2018 TO 2021**

The Cabinet received a report containing the draft Recycling and Waste Management Strategy for consultation. The report also outlined proposals for further expansion of the provision of wheeled bins in the city, the provision of Household Waste Recycling centre education stations and a pilot scheme for collection of domestic glass waste for recycling, separate to other household waste collections. It was reported that consultation with Local Members would be undertaken on each strand at the relevant time.

RESOLVED: that

1. As set out in the Recycling Waste Management Strategy 2015-18,
 - a. the further expansion of the provision of wheeled bins as set out in Appendix A2 to the report be approved
 - b. the provision of Household Waste Recycling Centre (HWRC) education stations be approved; and
 - c. a pilot scheme for the collection of domestic glass waste for recycling, separate to other household waste collections be approved
2. the undertaking of citywide consultation on the draft Recycling and Waste Management Strategy 2018-21, including key change proposals in the draft strategy, new infrastructure requirements, service standards and other proposals raised in this report be approved

3. the undertaking of an independent recycling waste review, which will assist in ensuring that all aspects of the draft Recycling and Waste Management Strategy 2018-21 are progressive and robust be approved
4. agreement be given to exploring regional collaboration, alongside the Welsh Government, on the development of an initial outline business case and options appraisal for the proposed development of a regional recycling facility.
5. a further report be received following consultation and by the end of the 2018/19 financial year, which will consider the potential wider roll out of separate glass waste collections and a final version of the Recycling and Waste Management Strategy 2018-21 for approval.

110 BUILDING RESILIENT COMMUNITIES THROUGH THE FURTHER DEVELOPMENT OF COMMUNITY HUBS

Cabinet considered a report outlining proposals for the further development of hubs to help build resilient communities. It was proposed to develop community wellbeing hubs in the north and west of the city which would offer a wide range of independent living services, involve partner organisations and local community groups and volunteers. Reviews of each area would be carried out to identify local needs in order to ensure that services could be tailored to the area. It was further proposed that a community inclusion service be developed across hubs to provide support for local groups.

The report also proposed changes to the Central Library Hub to enable more joined up working within the library.

RESOLVED: that

1. the approach to developing Community Wellbeing Hubs in the north and west of the city be approved and authority be delegated to the Director People and Communities to take this forward in consultation with the Cabinet Member for Housing and Communities. Any proposals that require significant change to current buildings will be the subject of a separate cabinet report.
2. the proposals for the new approach to community engagement through the introduction of Community Inclusion Officers anchored in the Hub be agreed
3. a grant programme for Health and Wellbeing and Homework Clubs as set out in the report be agreed
4. proposals to improve services and increase joined up working in Central Library Hub be agreed
5. the further development of library services, building on best practice to deliver quality library services and events across the city be approved

111 DISPOSAL OF LAND AT WEDAL ROAD

Appendices 2 and 3 of this report are not for publication as they contain exempt information of the description in paragraph 14 of Part 4 and paragraph 21 of part 5 of Schedule 12A of the Local Government Act 1972.

The Cabinet received a report outlining details of the Policy Review & Performance Committee's decision to refer back the called-in Officer decision relating to the off-market disposal of land at Wedal Road to Cardiff and Vale University Health Board. It was reported that the value of the land had been subject to an independent market valuation in accordance with the Council's property disposal rules and a sale had been agreed to the University Health Board in accordance with the property disposal policy of offering surplus land/buildings to a public service partner. This decision was in accordance with the Welsh Government Protocol for the disposal and shared use of property assets between publically funded bodies in Wales.

RESOLVED: that

1. the content of the report be approved as the basis of the Cabinet's response to the decision of the PRAP Scrutiny Committee to refer back the Officer Decision to the Director of Economic Development.
2. the disposal of Council owned land at Wedal Road edged red on the site plan at Appendix 1 to the report via an off-market transaction to the Cardiff & Vale University Health Board on the terms set out in confidential Appendix 3 and based on the market value established by the independent valuer's report attached at confidential Appendix 2 be authorised

112 EXTENSION OF CONTRACTS IN RELATION TO THE SUPPORTED LIVING SERVICE FOR ADULTS WITH A LEARNING DISABILITY

Appendix 2 is exempt from publication pursuant to Paragraph 16 of Part 4 of Schedule 12A to the Local Government Act 1972

The Cabinet considered proposals to extend the Personal Domiciliary Care and the Housing Related Support contractual arrangements for the provision of Supported Living Services for Adults with a Learning Disability.

RESOLVED: that the variation of the existing contracts for the provision of Supported Living Services for adults with a learning disability by way of (i) a definitive extension of the contract by 8 months from 1 August 2018 and (ii) subject to confirmation of funding, be approved for a conditional extension of a further 7 months to 31 October 2019.



An inquiry report of the:
Policy Review & Performance Scrutiny Committee

Managing the Estate under a Corporate Landlord Model

May 2018



Cardiff Council

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CHAIR'S FOREWORD

The Council is implementing a Corporate Landlord model in order to bring efficiency to the way it manages its estate, much of which is old, under-used, in need of maintenance and a drain on resources.

The phrase, "Corporate Landlord", is now common in many of the internal discussions within the Council. Understanding of what the phrase means and what the model's implications are is, however, less common.

There is a risk that the move to the Corporate Landlord model will fail if the Council, in its entirety, does not have an agreed and shared understanding of the model's role and operation.

At the outset of our inquiry, therefore, it was crucial for this Task Group to establish a clear understanding of what is meant by the term 'Corporate Landlord'. The clearest definition we found was contained within a Welsh Government report on the Cwm Taf Pilot Study, a regional asset management project based on collaboration between the PSB members:

"The Corporate Landlord model centralises all estate related budgets, decision making and activities within a central team – the Corporate Landlord. Service departments become tenants of the Corporate Landlord. The service department has to make a case for the property that they wish to deliver a service from, which allows for the Corporate Landlord to offer sufficient space – and no more space than is required – for these functions."

The expert witnesses who gave evidence to the Task Group all endorsed this definition contained in the Welsh Government report and a recurring theme emerged during conversations with them. If we want to run the Council's non-residential estate successfully from the centre, under a Corporate Landlord model, then there must be complete corporate acceptance of this principle from all service directorates at the outset. This will require strong political and corporate leadership to drive the implementation of the model and explain the benefits of managing the estate in this way.

When considering something as intrinsic as the asset management strategy for a large corporate estate, a vast number of recommendations could soon be reached. This risked diluting what the Task Group felt are key messages. For this reason, as Chair of the Task Group, I wanted our recommendations to be concise. They are based around three broad themes which are: **securing corporate buy-in for the model, policies and processes connected to implementation** and **benefits of successful implementation of the model.**

I would like to thank my fellow task group Members, Councillor Norma Mackie and Councillor Rod McKerlich, for their hard work and willingness to think creatively to assess and find solutions. Unfortunately, due to serious illness Councillor Jim Murphy was unable to attend our meetings but we are delighted to see he is now in better health and offer our best hopes for a continued recovery. Special thanks are also due to our Principal Scrutiny Support Officer, Mark Jacques, who ensured we had access to timely, relevant and quality information to enable us to successfully undertake our Inquiry.

How the Task Group decided on the themes above and reached the resulting recommendations are contained within this report.



Councillor Joe Boyle
Task Group Chair

TERMS OF REFERENCE

1. At its meeting on the 20th September 2017 as part of its 2017/18 work programme the Policy Review & Performance Scrutiny Committee agreed the terms of reference for an inquiry into the Council's approach to managing the estate under a Corporate Landlord model. The Terms of Reference were agreed as follows:

To examine Cardiff Council's proposal to adopt a Corporate Landlord model and ascertain the benefits for residents, community groups, and the organisation by:

- Establishing the reasons for introducing the model
- Identifying the scale of benefits for community organisations in terms of access to facilities
- Identifying the scale of benefits for the Council in terms of capital and revenue budgets
- To identify the key challenges overcome by other Local Authorities who have adopted the Corporate Landlord model

2. The outputs/outcomes from this investigation were to be:

- To produce a report that: uses the evidence gathered to make recommendations to the Cabinet for managing the estate under a Corporate Landlord model.

3. The Committee agreed that the Membership of the task & finish group would comprise:

Councillor Joe Boyle (Chair)

Councillor Norma Mackie

Councillor Rod McKerlich

Councillor Jim Murphy

KEY FINDINGS

The evidence presented to this inquiry falls into three high level themes: the importance of **securing corporate buy-in for the model**; the **policies and processes** that form a firm foundation for implementing the model; and the **benefits of successful implementation** of the model. Each key finding agreed by the Task Group is illustrated with a supporting example from the evidence received. Further evidence can be found in the Key Evidence section later in the report.

Securing corporate buy-in for the model

KF1. It is essential to secure Corporate “buy-in” to the key principle that all Corporate Assets should be managed centrally.

“There has to be total “buy-in” to the process from all service areas as a partial Corporate Landlord Model won’t work.” **Josh Dunn (People Too)**

“The Corporate Landlord model centralises all estate related budgets, decision making and activities within a central team – the Corporate Landlord. Service departments become tenants of the Corporate Landlord. The service department has to make a case for the property that they wish to deliver a service from, which allows for the Corporate Landlord to offer sufficient space – and no more space than is required – for these functions.” **Welsh Government Report. A Regional Approach to Collaboration: Cwm Taf Pilot Study – Final Report.**

KF2. It is essential that all senior managers and decision-makers lead the cultural shift to a model whereby the Council’s whole estate is centrally managed.

“Ensure senior decision makers within an organisation support the process and the team that are set to deliver it. I have no insight as to how the Council currently operate but taking control of assets into the centre will meet barriers. An unequivocal statement of intent from the top will support that drive for change.” **Richard Baker, Head of Estates & Professional Services at the Welsh Government.**

KF3. Political ownership of Corporate Asset Management should sit within a single cabinet portfolio.

“An unequivocal statement of intent from the top will support that drive for change.” **Richard Baker, Head of Estates & Professional Services at the Welsh Government.**

Policies and Processes connected to implementation

KF4. There is some senior management confusion about how the Corporate Landlord model will work, and how its introduction will impact on individual service areas.

Members heard from the Director of Education and Lifelong Learning that currently there is a poor understanding of management responsibilities and that greater clarity of roles is required in terms of the maintenance of the Corporate Estate. The Director raised concerns about the role of the Education Department as a commissioner of work? And what is the role of Facilities Management? He illustrated this by giving the example of contractors arriving at a school unannounced to undertake work at inconvenient times. **Meeting 3**

The Director of Education and Lifelong Learning advised Members it was his understanding that the Corporate Landlord Model is a set of principles and relationships across the whole Council, rather than the responsibility of an individual department. **Meeting 3**

KF5. The management of property budgets and opportunities for savings from effective running of the corporate estate should be identified through a business case approach to determine whether an asset should be retained, remodelled or released.

“The principal point to establish and make abundantly clear is the council is the legal owner of its assets and therefore all assets are vested in the corporate body. This means the control of budgets has to be aligned to this approach. This can be dealt with incrementally but most simply as a single issue. Establishing an effective and healthy relationship between the centre and services is an ongoing process that must be maintained. Corporate and member buy in is important and the opportunities for savings can be identified through

a business case approach.” **Tony Bamford, Interim Head of Asset Management, Bristol City Council.**

KF6. Maintenance backlog issues can arise in the absence of an ongoing management programme of preventative maintenance of assets.

The Services Manager at People Too gave an example of the importance of preventative maintenance. In 2008 Bridgend Council decided not to replace tiles on the roof of a pavilion at a cost of £500 but eventually had pay £25,000 when the building needed a new roof.

Meeting 2

“There will be challenges not least from upfront costs so organisations need to be prepared to invest to eventually see a return. Have a budget set aside or risk the process not being delivered. However, improvements depend very much on where the organisation starts from (what is the current model) it will be important to establish and clearly manage expectations.” **Richard Baker, Head of Estates & Professional Services at the Welsh Government.**

Cardiff Council had received warnings from Constructing Excellence in Wales about the way the Schools Estate in Cardiff was maintained. **Meeting 3**

KF7. It is important there are clear and robust Service Level Agreements / Landlord – Occupancy Agreements. This is especially the case in schools, where the element of delegated budgets can create confusion about precisely who is responsible for maintaining the estate.

People Too business consultancy outlined the importance of having a standard mandatory agreement that made roles and responsibilities clear for all parties. The Services Manager explained that in Bridgend three options were available in terms of maintenance under the Landlord and Occupancy Agreements. These ranged from just offering advice on maintenance issues to an all-inclusive package that proved attractive to service areas because the annual fee was a reduction on what they currently paid. This reduction was the

result of better ways of working under a centralised approach to managing the estate.

Meeting 2

The Cabinet Member for Education, Employment & Skills told the inquiry that as part of the process to assess maintenance priorities a matrix scoring system had been developed for school buildings. There are four categories used to define the condition of these buildings.

These are:

- A. Performing as intended and operating efficiently;
- B. Performing as intended but exhibiting minor deterioration;
- C. Exhibiting major defects and not operating as intended;
- D. Life expired and risk of imminent failure

Meeting 3

KF8. Comprehensive data is fundamental to a successful Corporate Landlord Model. Sophisticated gathering and analysis of information such as financial data, condition survey results and the outcomes generated by KPIs will improve the quality of decision-making.

Data ownership and management was identified as a key role and function under the heading Strategic Asset Management and Investment, during a presentation given by the “People Too” business consultancy. **Meeting 2**

Data is a key asset and must be developed, maintained and managed as such. It must be reliable and useable for regular, consistent and trustworthy reporting in which services and members can build confidence. In the long term this will allow the Council to improve performance. **Meeting 2**

“Take a Wales wide view to management of our portfolios, understanding the whole-life costs of properties and where possible setting performance requirements for the operational and investment portfolios.” **One of the guiding principles in the Welsh Government’s Corporate Asset Management Strategy 2016 – 2021**

KF9. A Corporate Landlord model requires a clear staffing structure and lines of communication to ensure clarity of the decision making process.

The business consultancy “People Too” advocated a structure of three divisions under the Assistant Director (Corporate Landlord) position. These were:

- i. Total Facilities Management
- ii. Strategic Asset Management and Investment
- iii. Capital Projects

A Compliance/ Health & Safety Unit was positioned alongside the Assistant Director (Corporate Landlord). Total Facilities Management would cover such areas as reactive and planned maintenance and cleaning, Strategic Asset Management and Investment areas such as asset ownership and data management and Capital Projects would be responsible for functions like technical design and expertise procurement. **“People Too” presentation (Meeting 2).**

Benefits of successful implementation of the model

KF10. Some service departments are not getting good value for money when purchasing regularly used materials, because of a lack of Council-wide consistency in engaging with the procurement process.

*“Building Services Materials Framework Summary.” The majority of purchases made by Building Services from the supplier Travis Perkins were ‘off contract’. So outside the framework agreement made between the Commercial and Procurement team and Travis Perkins. **Written submission from ‘People Too’***

KF11. The principle of co-locating with other public service partners is a good one and should be factored into future decisions about the Corporate Estate.

This principle was identified as an example of best-practice in the **Welsh Government Report. A Regional Approach to Collaboration: Cwm Taf Pilot Study – Final Report.**

“I am the lead WG official with responsibility for the NAWG (National Assets Working Group) and the principal role of the Group is to enable and influence collaborative asset management across public sector organisations to release efficiency savings, developing

tools to enable and readily facilitate this collaboration to take place. As the public sector estate is estimated at around £12bn (WAO) the opportunities to be realised are significant.”

“The ongoing challenging financial climate for public services in Wales, as a result of the UK Government’s policy of austerity, means we must innovate and work together and smarter to deliver excellent public services for people in Wales. It is essential that public services work collaboratively to tackle pressures and achieve value for money from all available resources.” **Richard Baker, Head of Estates & Professional Services at the Welsh Government.**

RECOMMENDATIONS

The Committee has identified areas that merit consideration in taking review activity to the next level, and particularly wish to draw the Cabinet's attention to the following recommendations. Each recommendation is supported by the associated key finding listed earlier in this report.

The Task Group recommends that:

R1. Cabinet agrees, within three months of the Assistant Director (Corporate Landlord) taking up post, a clear statement of its vision for the Corporate Landlord model in order to counter contradictory interpretations. The statement, based on ensuring that there is complete corporate "buy-in" for the model if it is to be successful, should be a key component of future Corporate Land and Asset Management Plans and must give an unambiguous message that the Corporate Landlord model is fundamental to the future operation of the Council. **(KF1 & KF2)**

R2. The Council Leader must ensure that political responsibility for the Corporate Landlord sits within a single Cabinet portfolio. There can be no "partial" Corporate Landlord. **(KF3)**

R3. Cabinet tasks the new Assistant Director (Corporate Landlord) with creating a centralised Corporate Landlord management structure, to ensure that central management of all corporate assets is in the hands of property experts. **(KF2, KF5 & KF9)**

R4. A Corporate Landlord executive summary is produced annually as part of the budget setting process in order to identify the resources available to meet the asset maintenance backlog. The executive summary should include:

- Value of the current maintenance backlog
- Prioritised list of asset maintenance projects
- Investment estate market value
- Current revenue generated from the investment estate

- Capital receipt targets
- How increased revenue will be allocated

Should there be a gap between capital receipts (source of funds) and maintenance costs (allocation of funds) the executive summary should enable estate managers to close the gap if needed.

(KF5)

R5. The Chief Executive should review and refresh as required the roles and responsibilities of the senior management team to reflect the centralised management of assets under a Corporate Landlord Model. **(KF4)**

R6. A preventative maintenance programme must be in place for all Council assets. Cabinet should ensure that:

- Proposals for new buildings factor in preventative maintenance at the planning stage
- A preventative maintenance programme is in place for retained assets **(KF4 & KF6)**

R7. Cabinet should ensure that, during the first 12 months following the appointment of the Assistant Director (Corporate Landlord), Landlord and Occupancy Agreements are put in place for all Council properties and the terms agreed by relevant parties. For schools, in particular, agreements must make explicit where responsibility lies for the management and maintenance of school buildings. The implications of the Corporate Landlord model for school budgets must be made clear by the start of the 2019/20 school financial year. **(KF7)**

CONTEXT

4. Cardiff Council is the largest property owner in Cardiff with over 500 properties retained for operational use, and a further 500 properties retained as investment assets.

5. The cost of managing and operating the Council's estate is the second largest call on the Council's budget (circa £60M per annum), after staff costs. This has become an increasingly important issue as the shape of the organisation has changed to reflect unprecedented financial pressures, and changing and growing customer demands.

6. The Council's five year property strategy to transform the Council's estate, known as *Fewer But Better Buildings*, aims to reduce the size and cost of the operation, as well as modernising the estate to ensure all of the Council's operational buildings are safe, fit for purpose, and are positive environments for staff and customers.

7. In the Wales Audit Office (WAO) Corporate Assessment published in May 2014 the WAO did not consider that the Council was managing its land and property assets well. They considered progress had stalled in 2013 with no clear strategy for realising the aspirations of the 2012/13 Corporate Asset Management Plan. They further observed that the range of property information systems was not sufficiently joined up, and an absence of easily accessible and accurate information on property inhibited corporate oversight of property performance.

8. The overall quality of the Council's estate is deteriorating, with over 50% considered to be in a 'poor' condition, leading to ever increasing maintenance costs and a growing maintenance backlog which is now in excess of £100M. This situation was brought to the fore in early 2017 when the situation in some of Cardiff's schools caused negative coverage in the local media. Cardiff has an Education estate of over 127 school properties and a maintenance backlog of approximately £68M according to *The Future Development of the Education Estate in Cardiff* report which went to Cabinet in October 2017.

9. In early 2017 the Council implemented a new 'Corporate Landlord' programme to improve the strategic management of the estate. In 2016-17, this new approach delivered:

- 7.9% reduction in Gross Internal Area (617,593 sq. ft.);
- 9.2% reduction in running costs (£3.3m);
- £8.8m reduction in maintenance backlog;
- £6m in capital receipts.

10. A clear definition of what constitutes a Corporate Landlord is contained within a Welsh Government report on the Cwm Taf Pilot Study, a regional asset management project based on collaboration between the PSB members. The definition is:

“The Corporate Landlord model centralises all estate related budgets, decision making and activities within a central team – the Corporate Landlord. Service departments become tenants of the Corporate Landlord. The service department has to make a case for the property that they wish to deliver a service from, which allows for the Corporate Landlord to offer sufficient space – and no more space than is required – for these functions.”

11. The targets set out in the Corporate Land & Property Management Plan 2018/19 relate to strategic management of the estate and include reducing the maintenance backlog (circa £100M), reducing running costs and generating capital receipts.

12. A target of £40million raised over the next 5 years from a land and property disposal programme has been set. However, the first £25million will fund the Council’s contribution to the Band B Schools Organisational Change Programme.

13. As part of discussions around issues for consideration in the Policy Review & Performance Scrutiny Committee’s work programme, Members wished to review the running of the Council’s Operational Estate. In particular, Members enquired as to the sufficiency of resources allocated to deal with the priority of taking steps to address the historic maintenance backlog in school buildings, given that currently £2m per annum is programmed to deal with potentially £4.5m pa of maintenance required.

KEY EVIDENCE

14. Members of the task group considered the views of internal and external asset management experts to identify best practice. The evidence gathered is categorised under 3 principal themes:

- (i) Securing corporate buy-in for the model
- (ii) Policies and Processes connected to implementation
- (iii) Benefits of successful implementation of the model

Securing corporate buy-in for the model

15. Members were advised by business consultants “People Too” that there had to be total “buy-in” to the process from all service areas as a partial Corporate Landlord Model won’t work.

16. According to the interim Head of Asset Management at Bristol City Council, the principal point to establish and make abundantly clear is that the council is the legal owner of its assets and therefore all assets are vested in the corporate body. This means the control of budgets has to be aligned to this approach.

17. Members were told that corporate and Member “buy-in” is important and that the opportunities for savings can be identified through a business case approach.

18. The interim Head of Asset Management at Bristol City Council outlined the importance of communicating where a Corporate Landlord approach fits into the bigger picture in terms of working within an austerity model.

19. It was emphasised to Members that if service areas experience something that works well they are more likely to go down that route again. This is why it is important for the benefits of the Corporate Landlord model to be filtered down to the service areas.

20. The Task Group were informed that corporate buy in was essential to avoid difficult outcomes. Specific changes are needed at both asset and management level. In Bristol there was a £2 billion estate with a housing stock of 27,000. Different ways of reducing older stock were discussed and it was pointed out that sophisticated approaches were needed to achieve effective buy in. Members were told that forcing change on service areas would only lead to a push-back against a Corporate Landlord model.

21. The Head of Estates and Professional Services at the Welsh Government advised Members in writing that: “My first piece of advice (at the outset) is to ensure senior decision makers within an organisation support the process and the team that are set to deliver it. I have no insight as to how the Council currently operate but taking control of assets into the centre will meet barriers. An unequivocal statement of intent from the top will support that drive for change.”

22. He also wrote that: “Depending on the starting point, this journey will be a cultural shift, buy-in (and full support) from the very top is essential. However, there will always be some who feel that relinquishing control of the asset will disadvantage them. Some things to remember, it’s not their asset and it’s not free, plus it’s not a policy aimed just at them, it is estate wide. Also day to day building management from the centre releases them to deliver policy priorities for their division.”

23. The Head of Estates and Professional Services at the Welsh Government said that a mandate was needed from the Council saying that this is now our approach but in order to ensure corporate buy-in the benefits needed to be clearly demonstrated.

24. The Cabinet Member for Investment and Development told the Task Group that his opinion was that if a directorate wanted a residual responsibility for assets, they should have all the responsibility. If directorates attempted to retain control of their assets, avoiding central management of the entire estate, the Corporate Landlord model would fail.

Policies and Processes connected to implementation

25. The investment estate has a current asset value of £90M and the maintenance backlog on the operational estate is £100M.

26. Members heard that the projected life-time of new school buildings is 25 years before contractual obligations cease.

27. The “Property Strategy 2015 – 2020” has five work-streams:

- Improved Governance
- Review of Resourcing
- Roles & Responsibilities
- Health & Safety compliance
- Improved intelligence & data management

28. The Director of Economic Development advised that resourcing of the strategy was outlined as follows:

- New Assistant Director post in Senior Management restructure
- New corporate Health & Safety manager and team
- New ‘Corporate Landlord’ structure covering Facilities Management), Projects, Design & Development, Strategic Estates, Schools Delivery, Contract Management (all are areas of Council property activity)
- Review of schools delivery arrangements
- Proposed increased capital allocation for asset renewal
- School Organisational Programme Band B – 21st Century Schools

29. The Task Group was told that in terms of roles and responsibilities new Landlord and Occupancy Agreements will be drawn-up. These are based on a new Responsibilities Handbook for services and a refreshed version of the current handbook for schools.

30. It was outlined that the intelligence and data actions are:

- Programme of prioritised building surveys
 - *100 to be completed before Christmas 2017*
 - *400 funded in total*
- Programme of land surveys and valuations
- Programme of Health & Safety Audits
 - *Schools completed by half-term*
 - *Rest of the estate underway*
- Full implementation of RAMIS & RAMIS for Schools. (RAMIS is a database to house premises' compliance information)

31. Members of the Task Group observed that a potential consequence of the Council managing its estate more effectively is that issues could be uncovered which it can't afford to address.

32. According to the "People Too" business consultancy the case for change is outlined as:

- Lack of accountability and control
- Compliance
- Backlog of maintenance
- Duplication of effort
- Multiple views of the truth
- Poor value for money
- Lack of integration
- No single strategy
- Lack of customer focus
- PRP (Procurement Route Planner) arrangements are not working

33. A suggested functional structure for the Corporate Landlord proposed by "People Too" advocated three divisions under the Assistant Director (Corporate Landlord) position. These were:

- Total Facilities Management

- Strategic Asset Management and Investment
- Capital Projects

A Compliance/ Health & Safety Unit was positioned alongside the Assistant Director (Corporate Landlord). Total Facilities Management would cover such areas as reactive and planned maintenance and cleaning, Strategic Asset Management and Investment areas such as asset ownership and data management and Capital Projects would be responsible for functions like technical design and expertise procurement.

34. Business consultants “People Too” advised that the Council shouldn’t just focus on capital receipts in terms of gaining an initial increase in revenue. They claim that it would be a wise investment move to retain a stake in any future development. For example, retaining land for small retail businesses within a new housing development would allow the Council to sell prime estate but also capitalise on future potential by collecting rent from shops.

35. The importance of having a standard mandatory agreement that made roles and responsibilities clear for all parties was outlined by the Services Manager at “People Too”.

36. The Director of Education and Lifelong Learning explained to Members that the predominant issues raised by head-teachers were based around cost and communication. On comparison, many schools found that they could have commissioned maintenance work more cost effectively outside of the current Council structure. Schools also expressed frustration at spending hours on the phone chasing-up repair work which had been scheduled but not delivered.

37. The Director of Education and Lifelong Learning also outlined six areas that he thought needed addressing:

- i. Awareness of building maintenance and Health & Safety issues. How traditionally there was no culture of an appreciation of this area within the Council in terms of awareness, understanding and attitudes.
- ii. Clarity of role. There is confusion and a system failure around roles when it comes to estate maintenance. Questions need addressing, such as what is the role of the Education Department as a commissioner of work? What is the role of Facilities Management? Currently there is a poor understanding of responsibilities and

management and, as a result, contractors sometimes turn up at school unannounced and carry out work at inconvenient times.

- iii. Inadequate practices. In areas such as Health & Safety policy and practice had got weaker.
- iv. Budget allocation. Traditionally the Council had not been correctly budgeting for the amount of money needed to maintain an ageing estate.
- v. Value for money in terms of contract management and delivery. Schools weren't getting value for money within the current maintenance service provided by the Council because of inflated prices and contractors having too much control in terms of naming the price for work carried out.
- vi. Communication. There was poor communications in terms of where schools sit in the maintenance structure and what are the roles and responsibilities of all parties. Head-teachers were exasperated with trying to get an answer to maintenance enquiries and sometimes they were receiving unprofessional treatment from contractors. Who is the client – schools or the Council? There is a poor understanding of this concept.

38. Members heard that the Council had received warnings from Constructing Excellence in Wales about the way the schools estate in Cardiff was maintained.

39. The Director of Education and Lifelong Learning gave his view on the progress made in the six areas identified:

- i. Awareness in relation to Health & Safety issues. It was noted that there is now better awareness of the challenges faced in this area. Nick Batchelar welcomed the appointment of Donna Jones in the senior role of Health & Safety manager for Cardiff Council.
- ii. Clarity of role. The Director said that all the ingredients needed are now in place but there still isn't a clear understanding yet of how schools fit into the structure. Internally, within Education the Director has put in place a tougher regime in terms of the Asset Management Group. But a more robust database for the pricing of jobs is still needed. The Director told the inquiry that there's a complexity in terms of who is actually the customer which needs to be recognised. Sometimes schools are the recipient/ beneficiary of work carried out on their behalf but at other times they commission work themselves which

is paid for out of their own budgets. The Director said that there was still weak contract management which needed to be much sharper. Some progress had been made but more speed is now required in the area of roles and responsibilities for schools and the Council.

- iii. Practices. In terms of Health & Safety the situation was much better now that a senior post had been established. The manager has a good understanding of how to work effectively with schools. The Director outlined how part of the Education budget had been moved to the Health & Safety manager in order to deal with associated issues. The Director thought that RAMIS (Risk Assessment Management Information System) for schools was a good tool.
- iv. Budget Allocation. The Director said that more resources for asset renewal are needed. Band B funding under the 21st Century Schools programme will impact upon a comparatively small number of schools.
- v. Value for Money. The Director believed there was no change in this area especially with regard to contract management and that the Council needs to move more swiftly.
- vi. Communication. The Director believed that stronger leadership is needed in this area. Various questions require answers. Who is the customer? Whose money is paying for the work? How can we make this work? In terms of management the Director highlighted an example of a complaint received because of unprofessional interaction between a maintenance worker and a head-teacher. He said that this sort of inappropriate behaviour is an example of how work practices are not being managed properly.

40. It was explained to Members that the maintenance backlog for the Education Estate is approximately £34M (an actual figure of £68M halved due to the 50:50 funding ratio with Band B of the 21ST Century Schools investment programme). Approximately £17m, or 14%, of maintenance and condition issues of the estate have been addressed through Band A of the 21st Century Schools programme.

41. The Cabinet Member for Education, Employment & Skills told the inquiry that as part of the process to assess maintenance priorities a matrix scoring system had been developed for school buildings. There are four categories used to define the condition of these buildings. These are:

- E. Performing as intended and operating efficiently;
- F. Performing as intended but exhibiting minor deterioration;
- G. Exhibiting major defects and not operating as intended;
- H. Life expired and risk of imminent failure

42. As part of the matrix scoring system ratings were given based on the following issues:

- Sufficiency of places available
- Condition of the school buildings
- Suitability of the environment for teaching

43. The Director of Education and Lifelong Learning told Members that his understanding was that the Corporate Landlord Model is a set of principles and relationships across the whole Authority and shouldn't be seen as the responsibility of one single person or an individual department.

44. The Director of Education agreed that a more sophisticated understanding of what is meant by Corporate Landlord is needed. But just as no one single person is the Local Authority; there shouldn't be a single point of contact in terms of the Corporate Landlord model.

45. Members were advised that current spend on school asset renewal has been circa £3m per annum. This resource is allocated on a priority basis and is predominantly limited to keeping properties safe and watertight.

46. The Director of Education and Lifelong Learning explained that the Constructing Wales Excellence Report had not been acted upon, but as a result the reputational damage to the Council caused by negative press articles in early 2017 had actually brought people together in terms of their resolve to improve the situation.

47. According to the interim Head of Asset Management at Bristol City Council, the correct Corporate Landlord process is more an evolution than a "big bang" with the idea being to achieve quantities of scale and savings. It should also allow organisations to work with

partners in a more coherent manner. It is then expected to make best practice property and area review tools more robust in challenging service area use of assets.

48. The Task Group was advised that Service Asset Management Planning is important and should cover areas such as using assets in a corporate sense and also emphasise community initiatives and legal responsibilities.

49. The Strategic Estates Manager advised that her strategy for the maintenance programme centres around three decisions: retain, remodel and release.

50. In terms of definite pitfalls to avoid the interim Head of Asset Management at Bristol City Council thought it was important not to create too many different levels of staff with responsibility for asset management budgets. All jobs created should contribute to definite outcomes.

51. The Head of Estates and Professional Services at the Welsh Government advised Members in writing to: "Get as much help and support from those who have already gone down this route as possible. I recommend engagement with CIPFA (The Chartered Institute of Public Finance and Accountancy) who have successfully run a number of training and information events on the topic."

52. He also wrote that: "There will be challenges, not least from upfront costs so organisations need to be prepared to invest to eventually see a return. Have a budget set aside or risk the process not being delivered. However, improvements depend very much on where the organisation starts from (what is the current model) it will be important to establish and clearly manage expectations."

53. The Strategic Estates Manager advised that the problem was that various departments didn't have their information in one place. Cardiff Council was more than likely going to use the provider Technology Forge to create its IT database.

54. Head of Estates and Professional Services at the Welsh Government thought that in terms of asset management the mood should definitely be moving away from just keeping things going, to asking is it worth keeping them going!

55. He also agreed that clarity was needed on the roles and responsibilities of the Corporate Landlord and individual service areas.

56. The Head of Estates and Professional Services at the Welsh Government said that prioritising maintenance work is important. That it must be structured in such a way that clear plans are identified. He outlined the Location Strategy plans for the office estate that have been implemented by the Welsh Government since 2003. A broader Corporate Asset Management Strategy covering 2016 to 2021 has been introduced for the first time, which seeks to apply consistency in management approach across all land and property assets owned by the Welsh Government.

57. The Director of Economic Development advised that there was a programme of work which was ongoing but that the model wouldn't be operational until after the appointment of the Assistant Director (Corporate Landlord). He emphasised that the important work for carrying out full property surveys was ongoing.

58. The Cabinet Member for Investment and Development advised that there was a commitment to manage the estate in a better way which would reduce the maintenance backlog. But he said he was yet to be persuaded that the Council was on track to achieve this aim under a Corporate Landlord approach. A draft report was being prepared in which he would highlight that this approach was the only way to get on top of the challenges faced by areas of the Council. He also pointed out that not every directorate fully embraced this way of running the estate.

59. The Cabinet Member for Investment and Development pointed out that the maintenance on the Council's three main buildings (County Hall, City Hall and Willcox House) was significant and substantial. Overall property related spend cost the Authority £60M per annum and therefore a significant amount of rationalisation was required.

60. The Cabinet Member for Investment and Development advised the Task Group that it was clearly stated in the Capital Programme that the Council had a target of £40million to be raised over the next 5 years from a land and property disposal programme. However, the first £25million will fund the Council's contribution to the Band B Schools Organisational Change Programme. Cllr Goodway explained that this was necessary to ensure match-funding from the Welsh Government.

61. The Director of Economic Development raised the issue of the maintenance backlog which initially was estimated at £100M but in reality was closer to £150M. The Director highlighted some of the work being done such as detailed surveys of buildings and better IT systems. He also stressed the amount of maintenance work required at the Council's three main buildings.

62. The Assistant Director, Commercial & Collaboration told the group that the Council is already operating a Governance structure, but will need modification. Other teams around delivery are not fully structured yet. A delivery model is planned for Cabinet in May.

63. Members heard from the Assistant Director, Commercial & Collaboration that there are legal issues with centralising Council assets, especially with the Education Estate, but these are being addressed. The Council will remain liable for all assets in terms of Corporate Responsibility.

64. The Cabinet Member for Investment and Development raised the issue of compensation for residential use in areas where assets have been sold as part of a rationalisation programme. It was explained that not all money raised goes into the £40M target pot. He observed that ultimately this issue would need addressing at Leader and Chief Executive Level.

65. The Assistant Director, Commercial & Collaboration advised the group of the five principal areas where progress was being made:

- Implementation of the Corporate Landlord People and Change project;
- Strengthening of Health and Safety compliance;
- Procurement of the 2nd generation of Non Domestic Building Maintenance Framework contracts;

- Design, procurement and implementation of Corporate Landlord Systems Architecture.
- Corporate Landlord Asset Management Principles.

The Assistant Director told the meeting that a new model for improving customer care was in place and that schools liaison was a part of this team. A new Health & Safety team was now in place and covering 120 schools. On the issue of digitalisation the Assistant Director said that a lot of areas didn't have strong centralised asset management databases. A management tool called RAMIS had been purchased which would aid H&S compliance. The Assistant Director informed the group that new KPIs had been introduced around areas such as the maintenance backlog. New Service Level Agreements had been drafted in consultation with schools, these would act as landlord/occupancy agreements, and the same approach would be taken with other directorates. The Assistant Director also told the meeting about new training that was taking place.

66. The Director of Economic Development stressed the importance of having decisions on property made by property professionals.

67. The Head of Corporate Landlord at Birmingham City Council wrote offering advice: "Our advice would be to keep the Corporate Landlord (CL) team relatively small providing a "management" rather than a "doing" function i.e. "buying in" FM services from others - this gives future flexibility if there is a requirement to outsource services or to achieve further savings."

68. He also wrote: "We spent quite a lot of time developing the model we required and worked closely (initially) with our consultant partner (Telereal Trillium) to develop how we wanted the service to operate. We carried out a number of options/ appraisals on whether we should include all Facilities Management (FM) services via CL but decided that acting as "landlord" in managing the buildings and "buying" in services was the better model."

69. Members received a copy of the Welsh Government's Corporate Asset Management Strategy 2016 – 2021. One of the guiding principles for Asset Managers was to *"Take a Wales wide view to the management of our portfolios, understanding the whole-life costs of properties and where possible setting performance requirements for the operational and investment portfolios."*

70. During a presentation by the “People Too” business consultancy Members were given the following information on the importance of comprehensive data:

“Data is a key asset and must be developed, maintained and managed like one. It must be reliable and useable for regular, consistent and trustworthy reporting that services and members can build confidence in and should easily feed regular dashboard reports to them. In order to support this data must be able to be interrogated at multiple levels including as a minimum;

- *Asset (specific buildings)*
- *Macro-Portfolio (Education, City Ops, Commercial estate etc.)*
- *Micro-Portfolio (Parks depots, kiosks etc.)*
- *Component Layer (Cleaning, Catering, Security, Maintenance etc.)*
- *Feature groups (Assets with L&P, Asbestos, External cladding). And must inform the Strategic Asset Management Programme and drive its delivery over time.*

In the long term this will allow you to move along the analytics maturity curve, improving performance. “

71. People Too business consultancy outlined the importance of having a standard mandatory agreement that made roles and responsibilities clear for all parties. The Services Manager explained that in Bridgend 3 options were available in terms of maintenance under the Landlord and Occupancy Agreements. These ranged from just offering advice on maintenance issues to an all-inclusive package that proved attractive to service areas because the annual fee was a reduction on what they currently paid. This reduction was the result of better ways of working under a centralised approach to managing the estate.

72. Data ownership and management was identified as a key role and function under the heading Strategic Asset Management and Investment, during a presentation to Members given by the “People Too” business consultancy.

73. Members received evidence on the benefits of co-locating and collaborative asset management from the Head of Estates & Professional Services at the Welsh Government. Members were told about the Cwm Taf Pilot study which identified this principle as an example of best-practice. In a written submission the Head of Estates & Professional

Services at the Welsh Government advised that: *“I am the lead WG official with responsibility for the NAWG (National Assets Working Group) and the principal role of the Group is to enable and influence collaborative asset management across public sector organisations to release efficiency savings, developing tools to enable and readily facilitate this collaboration to take place. As the public sector estate is estimated at around £12bn (WAO) the opportunities to be realised are significant. The ongoing challenging financial climate for public services in Wales, as a result of the UK Government’s policy of austerity, means we must innovate and work together and smarter to deliver excellent public services for people in Wales. It is essential that public services work collaboratively to tackle pressures and achieve value for money from all available resources.”*

Benefits of successful implementation of the model

74. During a presentation given by the Director of Economic Development it was explained that the “Property Strategy 2015 – 2020” has the following aims and objectives:

- Full Knowledge of the assets
- Full H&S compliance
- Reduced cost of operation
- Significantly reduced maintenance backlog through disposals and improved planned maintenance
- A modern fit for purpose estate
- High staff morale

75. Members heard examples of how in other areas community services such as libraries and leisure centres co-located on the same site as schools in other areas. This model worked well and was given as an example of a joined-up and centralised approach to providing key services.

76. The benefits of a Corporate Landlord structure according to “People Too” are:

- Planned/Preventative maintenance savings 12-18%
- Contractor discount of 6-8% for prior notice of works (12 weeks)
- Does not impact frontline services

- Visibility of large controllable spend
- One view of the truth
- Commercialisation and income generation
- Managing customer expectations
- Budget can be top sliced
- Economies of scale
- Client agent/recharges
- “Recurring” capital savings
- Sustainability of service
- Service area savings

77. Members were advised by the Services Manager at “People Too” that data and knowledge management helps improve performance, as everyone can see what impact actions have over time.

78. It was also outlined to Members how an effective preventative maintenance programme on corporate assets can save money in the long-term.

79. According to “People Too” total savings as a result of implementing a Corporate Landlord model are still being quantified but are likely to exceed £2,000,000.

80. A materials study by “People Too” into the current procurement process illustrates that value for money isn’t being achieved. The majority of purchases made by Building Services from the supplier Travis Perkins were ‘off contract’ and outside the framework agreement made between the Commercial and Procurement team and Travis Perkins.

81. It was pointed out by the Services Manager at “People Too” that benefits are far greater than can be initially evidenced. He gave the example of high maintenance costs in Monmouthshire for the first year after schools came back under a Corporate Landlord Model. He believed this was caused by a maintenance backlog being allowed to accumulate in the preceding year or two as schools realised that eventually maintenance would be dealt with under the Corporate Landlord Model.

82. The interim Head of Asset Management at Bristol City Council, told Members that under a Corporate Landlord Model the individual and shared use of assets will be easier to identify and facilitate to increase effectiveness and efficiency of the asset base.

83. The Head of Estates and Professional Services at the Welsh Government emphasised the need to think creatively about the question of assets, their location, and who else could use them. Members heard how this offers the best opportunity to maintain and improve service delivery with reduced resources.

84. Task Group Members heard that Welsh Government revenue money was potentially available via the next phase of the National Assets Working Group (NAWG) funded Asset Collaboration programme. The Head of Estates and Professional Services at the Welsh Government suggested that in respect of allocating funds they would be more receptive to proposals from organisations with the right working structures in place, especially if innovative and could then be potentially replicated elsewhere.

85. The Assistant Director, Commercial & Collaboration gave Members the example of the sale of Penhill Rise as an indication of how improvements are being made in terms of the Investment Estate. A better than expected return was received on the sale of this asset.

86. The Head of Corporate Landlord at Birmingham City Council outlined the benefits of a Corporate Landlord model in writing: "Control is probably the most significant benefit - in the 90's control had been devolved to occupying departments to manage buildings and budgets. By re-centralising the service and budgets it has provided the opportunity to introduce rigour and controls to ensure the portfolio is effectively used i.e. we allocate the space to directorates and they occupy on the basis of "serviced" accommodation."

87. The inquiry received a study carried out by the "People Too" business consultancy into building materials purchased by Cardiff Council in 2016. According to this service review by "People Too" Cardiff Council was overpaying for regularly purchased building materials. On an analysis of over 400 materials, the Council was only getting trade rates for 25 items and on some products was actually paying more than consumer/ retail rates. The review relates to purchases made from the building supplier Travis Perkins over a two-year period. During

that timescale Cardiff Council spent £480,000 at Travis Perkins but 85% of this spend was off contract and outside the framework agreement made between the Commercial and Procurement team and Travis Perkins. The review found that Travis Perkins were charging a higher price for these off contract goods when compared to the rest of the market. The “People Too” summary claims that when the frameworks were set up there was more engagement from Housing than Building Services, therefore many items on contract are more beneficial to housing maintenance rather than facilities management. Building Services are now working with Travis Perkins on improving the situation and as they move to a more planned preventative maintenance regime, the belief is that products should become more standardised.

INQUIRY METHODOLOGY

The Policy Review and Performance Scrutiny Committee Corporate Landlord task group was charged by the full committee with delivering a report for its consideration. This report uses the evidence gathered by the task group to make key findings and recommendations to the Cabinet of the Council in respect of running the estate under a Corporate Landlord Model. To achieve this the Principal Scrutiny Support Officer has worked closely with the Council’s Corporate Estate Team to identify appropriate witnesses, and taken a steer from all members of the task group. Other witnesses were identified as a result of desk-based research within Scrutiny Services. The task group received evidence from the following witnesses:

Date of meeting	Witnesses
Meeting 1 - November 27, 2017	<p>Cllr Russell Goodway (Cabinet Member for Investment and Development)</p> <p>Neil Hanratty (Director of Economic Development)</p> <p>Donna Jones (Health & Safety Manager)</p> <p>Tara King (Assistant Director for Commercial and Collaboration)</p> <p>David Lowe (OM Commercial and Collaboration Services)</p> <p>Helen Thomas (Strategic Estates Manager)</p>
Meeting 2 – December 6, 2017	<p>Josh Dunn (Services Manager, “People Too” business consultancy)</p>
Meeting 3 – December 13, 2017 Education Estate case study	<p>Cllr Sarah Merry (Cabinet Member for Education, Employment & Skills)</p> <p>Nick Batchelar (Director of Education & Lifelong Learning)</p>
Meeting 4 – January 24, 2018 Site visit, Bristol City Hall	<p>Tony Bamford (Interim Head of Asset Management, Bristol City Council)</p>
Meeting 5 – February 13, 2018	<p>Richard Baker (Head of Estates and Professional Services, Welsh Government)</p>

Meeting 6 – April 9, 2018	<p>Cllr Russell Goodway (Cabinet Member for Investment and Development)</p> <p>Neil Hanratty (Director of Economic Development)</p> <p>Tara King (Assistant Director Commercial & Collaboration)</p>
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Written evidence was received from Dave Fletcher, Head of Corporate Landlord at **Birmingham City Council**. Written responses were also received from Tony Bamford (**Bristol City Council**) and Richard Baker (**Welsh Government**) prior to appearing before the Task Group. Further to these submissions the inquiry received a study by the “People Too” business consultancy into building materials purchased by Cardiff Council. The full written responses can be found in the appendices section of this report.

The key findings and recommendations are the unanimous view of the task group.

Details of all evidence considered by the task group and used in the preparation of this report are contained within a record of evidence that is available for inspection upon request.

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- Cardiff Council – Corporate Asset Management Plan 2016/17
- Cardiff Council - Corporate Land and Property Management Plan 2018/19
- Cardiff Council – Property Strategy 2015 – 2020: Fewer, but better buildings
- Cardiff Council Cabinet Report: Developing the Education Estate in Cardiff (12 October 2017)
- Cardiff Council Cabinet Report: Corporate Land and Property Management Plan 2018 /19 (15 February 2018)
- Welsh Government Corporate Asset Management Strategy 2016 to 2021
- Welsh Government Report: A Regional Approach to Collaboration – Cwm Taf Pilot Study
- Welsh Government State of the Estate Report 2016 – 2017

LEGAL IMPLICATIONS

The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. Any report with recommendations for decision that goes to Executive/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers of behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

FINANCIAL IMPLICATIONS

There are no direct financial implications arising from this report. However, financial implications may arise if and when the matters under review are implemented with or without any modifications.

POLICY REVIEW & PERFORMANCE SCRUTINY COMMITTEE



Councillor David Walker
Chair



Councillor Rodney Berman



Councillor Bernie Bowen
Thomson



Councillor Joe Boyle



Councillor Stephen Cunnah



Councillor Owen Jones



Councillor Norma Mackie



Councillor Rod McKerllch



Councillor Jim Murphy

PRAP TERMS OF REFERENCE

To scrutinise, monitor and review the overall operation of the Cardiff Programme for Improvement and the effectiveness of the general implementation of the Council's policies, aims and objectives, including:

To scrutinise, monitor and review the effectiveness of the Council's systems of financial control and administration and use of human resources.

To assess the impact of partnerships with and resources and services provided by external organisations including the Welsh Government, joint local government services, Welsh Government Sponsored Public Bodies and quasi-departmental non-governmental bodies on the effectiveness of Council service delivery.

To report to an appropriate Cabinet or Council meeting on its findings and to make recommendations on measures which may enhance Council performance and service delivery in this area.

APPENDIX 1:

Corporate Landlord Model – Responses from other Councils

BIRMINGHAM CITY COUNCIL

Dave Fletcher, headed up the Corporate Landlord function at Birmingham City Council since its creation in 2012. His responses are as follows:

(i) What advice would you offer having already made the transition to a Corporate Landlord structure?

BCC made the move to a CL model in 2012 for the management of its main back office portfolio. The service was split into 2 areas: Logistics - who deal with all of the moves, data, performance etc. and Operations that deal with the day to day management of the buildings - services i.e. cleaning, security, catering, repair & maintenance etc. is provided by others on the basis of Service Level Agreements - this means that the core CL staff is relatively small (8 staff in Logistics and 14 in Operations). Reception staff were initially part of CL but have subsequently moved into Customer Services. I think our advice would be to keep the CL team relatively small providing a “management” rather than a “doing” function i.e. “buying in” FM services from others - this gives future flexibility if there is a requirement to outsource services or to achieve further savings etc.

(ii) With hindsight are there things you now wish you’d done differently? If so – what are they and why?

CL was developed as part of the Council’s major business transformation programme (Working for the Future) and there are not really any things that with hindsight we would have done differently. We spent quite a lot of time developing the model we required and worked closely (initially) with our consultant partner (Telereal Trillium) to develop how we wanted the service to operate. We carried out a number of options appraisals on whether we should include all FM services via CL but (as above) decided that acting as “landlord” in managing the buildings and “buying” in services was the better model.

(iii) What are the main benefits that you’ve noticed since introducing this structure?

Control is probably the most significant benefit - in the 90’s control had been devolved to occupying departments to manage buildings and budgets. By re-centralising the service and budgets it has provided the opportunity to introduce rigour and controls to ensure the portfolio is effectively used i.e. we allocate the space to directorates and they occupy on the basis of “serviced” accommodation.

(iv) Have there been any issues in terms of acceptance of the new model by staff and individual service areas?

Some reluctance initially, especially when we introduced agility into the portfolio and removed cellular offices etc. This has however, pretty much now “gone away” with directorates, generally, understanding the policies and procedures we have in place and working with us to achieve outcomes that are beneficial to both sides.

(v) If consultation took place with other Corporate Landlord Councils, what potential pitfalls did they identify?

At the time we started to look at this (2010) there were not many role models we could look to consult with. We have subsequently had many visits from other authorities and private sector organisations to see what we did with our office transformation and the on-going management via the CL function. I think that the CL model will depend on the nature and size of the authority and what the aim is - for BCC with a relatively blank canvas (following Transformation) we had the opportunity to review what we wanted (in the context of existing service provision) and we worked this through to set up the model we now have - which over the last 5 years has generally worked well for us.

(vi) Prior to implementation what were the main components of your strategic planning?

As part of the transformation the Council initially moved from an aged/time expired office estate of 55 building (around a further 28 were added during the programme) with the aim (now achieved) of having 7 core buildings - staff number to be accommodate started at circa 9,100 FTE's (10,500 people) and has reduced to approx.. 7,500 FTE's. The footprint of the accommodation has reduced from in excess of 1 million sqft down to 560,000 sqft with annual running costs reducing from £19m P/A to circa £11m. So our planning was around how we would manage the portfolio going forward to achieve the savings we had set ourselves - £100m over the life (25 years) of the project.

BRISTOL CITY COUNCIL

Tony Bamford is interim Head of Asset Management at Bristol City Council & Chair of the Association of Chief Estates Surveyors in Wales. His answers to the questions are as follows:

(i) What advice would you offer having already made the transition to a Corporate Landlord structure?

The principal point to establish and make abundantly clear is the council is the legal owner of its assets and therefore all assets are vested in the corporate body. This means the control of budgets has to be aligned to this approach.

This can be dealt with incrementally but most simply as a single issue. Establishing an effective and healthy relationship between the centre and services is an ongoing process that must be maintained. Corporate and member buy in is important and the opportunities for savings can be identified through a business case approach. Changing the culture and developing an effective route forward is also important.

(ii) With hindsight are there things you now wish you'd done differently? If so – what are they and why?

Difficult to say since each authority is different. I would suggest that stakeholder mapping is helpful. A risk analysis, option appraisal and to help implementation - a “pre mortem” might be helpful? A pre mortem is where an idea is considered to have gone wrong and then all the reasons why established so they can be nullified before you start the work in reality. Often used in project management.

(iii) What are the main benefits that you've noticed since introducing this structure?

It's more an evolution than a “big bang” the idea is to achieve quantities of scale and savings. It should also allow us to work with partners in a more coherent manner. Expected to make best practice property and area review tools more robust in challenging service use of assets.

(iv) Have there been any issues in terms of acceptance of the new model by staff and individual service areas?

In a large authority like Bristol or Cardiff there are bound to be more issues in creating and achieving the “centre of gravity corporately”. Likewise within service structures the trickle down of the change will happen at different rates.

(v) If consultation took place with other Corporate Landlord Councils, what potential pitfalls did they identify?

We haven't consulted with other councils since a corporate landlord can mean different things to different bodies. For instance some authorities have internal recharging but we have avoided that route as being too work intensive for little purpose. A book published last year about corporate real estate asset management planning does include a chapter about councils instituting corporate landlord models. Details will follow next week. I suggest you make enquiries of the National Assets Working Group (NAWG) in this respect as well and Richard Baker WG Head of Estates would be a useful contact. I can provide his e mail details next week for you.

(vi) Prior to implementation what were the main components of your strategic planning?

We have introduced a new Property Strategy Board to replace the previous governance structure. At the same time we have introduced a new Regeneration and Growth Board. Over the years' service and department asset management plan frameworks were instituted and corporate asset management documents as with many other authorities

Naturally we see the corporate landlord model enabling a more effective pooling of assets and their revenue and capital expenditure. The individual and shared use of assets will be easier to identify and facilitate to increase effectiveness and efficiency of our asset base.

I am chair of the Association of Chief Estates Surveyors in Wales this year so if you would like any further contacts please feel free to get in touch.

Written response received from Richard Baker, Head of Estates and Professional Services, Welsh Government

Background.

While I do not know what path the council are going to take, the corporate landlord model can follow different routes but at its heart is a real desire to improve strategic asset management.

There is a very good quote from the RICS Public Sector Asset Management guidelines (2nd edition) which really sets the high level aspiration and why organisation should be looking at effective delivery in a time when we are all facing finding pressures.

“Managing property assets requires co-ordination with all parts of an organisation. It is strategic and business led and requires the co-operation of the whole organisation to be successful and in order that the most effective space is delivered”

Responses to questions from Mark Jacques (PSSO):

1. What advice would you offer an organisation about to introduce a Corporate Landlord structure?

My first piece of advice (at the outset) is to ensure senior decision makers within an organisation support the process and the team that are set to deliver it. I have no insight as to how the Council currently operate but taking control of assets into the centre will meet barriers. An unequivocal statement of intent from the top will support that drive for change.

2. Having spoken with organisations that have adopted a centralised model - with hindsight are there things they'd wished they'd done differently? If so – what are they and why?

I would say get as much help and support from those who have already gone down this route as possible. I might recommend engagement with CIPFA who have successfully run a number of training and information events on the topic. Organisations may begin the journey from different starting points so one size may not fit all. However, a key point already picked up in the RICS quote above would be to ensure all business departments impacted by the change are kept very much up to speed with progress. There will be a need for cooperation particularly in obtaining property data held by individual branches so working together with a shared corporate goal will help

3. What do you think are the main benefits of introducing such a structure?

With dispersed departments having responsible for they own property assets there is a tendency for a silo mentality and assets are not delivering efficiency's (VFM) here are some highlights:

- Asset plans not aligned to business planning/not delivering corporate objectives / outcomes become difficult if the asset is only available to a single Dept.
- Capital investment not prioritised and in truth an understanding of backlog maintenance position unknown at the centre.
- Control and oversight of statutory obligations / legislative testing programmes can be lost and there are risks to non-compliance,
- The National Assets Working Group (NAWG) encourage efficiency reviews that requires all costs of occupation space standards information along with utilisation rates to be fully available. But individual groups holding assets will lead to data inconsistent proper analysis is not possible.
- Central asset control can also lead to advantages in procurement of property services.

4. Do you know of any issues in terms of acceptance of the new model by staff and individual service areas?

Depending on the starting point, this journey will be a cultural shift, buy-in (and full support) from the very top is essential. However, there will always be some who feel that relinquishing control of the asset will disadvantage them. Some things to remember, it's not their asset and it's not free, plus it's not a policy aimed just at them, it estate wide. Also day to day building management from the centre releases them to deliver policy priorities for their division.

5. What potential pitfalls would you identify?

There will be challenges not least from upfront costs so organisations need to be prepared to invest to eventually see a return. Have a budget set aside or risk the process not being delivered. However, improvements depend very much on where the organisation starts from (what is the current model) it will be important to establish and clearly manage expectations.

6. Prior to implementation what should be the main components of any strategic planning?

Very wide question and perhaps one for the project with experience of change programmes. However, I would expect the policy stage to include a time line with appropriate responsibilities properly assigned to individuals and the overall governance package to include regular progress reviews.

Note on National Assets Working Group:

- I am the lead WG official with responsibility for the NAWG and the principal role of the Group is to enable and influence collaborative asset management across public sector organisations to release efficiency savings, developing tools to

enable and readily facilitate this collaboration to take place. As the public sector estate is estimated at around £12bn (WAO) the opportunities to be realised are significant.

- The ongoing challenging financial climate for public services in Wales, as a result of the UK Government's policy of austerity, means we must innovate and work together and smarter to deliver excellent public services for people in Wales. It is essential that public services work collaboratively to tackle pressures and achieve value for money from all available resources.
- Asset Management is a key part of business planning and an important tool in meeting the current and future financial challenges for all public organisations in Wales.
- Thinking creatively about the question of assets, their location, and who else could use them, offers the best opportunity to maintain and improve service delivery with reduced resources.
- In order to increase the pace and ambition of the group in driving forward initiatives and work relating to good practice collaborative asset management activity across the Welsh public sector, the government funded the Welsh Public Sector Collaborative Estate pilot in the Cwm Taf area.
- The report was published in September 2017 and it confirms there are significant opportunities if public services work together and take a more strategic approach to property and property management across geographical and organisational boundaries. It highlights opportunities to integrate services; improve customer experience; create wider efficiencies; rationalise the estate and improve the quality of public service assets by investing more in fewer, shared physical assets.
- The Cwm Taf regional pilot programme has the potential to deliver the following benefits, according to the report:
 - New homes from surplus public sector land release;
 - Significantly enhanced, customer-focused services through integrated service planning and a better estate to support service delivery;
 - Reduced annual running costs as a result of a rationalisation of public sector estate and the prudent purchasing of property services;
 - Capital receipts from the release of surplus public sector land and strategic brownfield sites, creating a fund for future investment;
 - New jobs associated with the development of surplus land and service improvements.

The study has given public services in the Cwm Taf area a better understanding of their collective estate and service delivery plans and how a collaborative approach offers the opportunity to deliver greater outcomes.

Section 4 of the report gives a brief summary of the Corporate Landlord Model and its advantages.

<http://gov.wales/topics/improving-services/assets-cymru/regional-approach-to-collaboration/?lang=en>

APPENDIX 2:

Cardiff Council - Building Services Materials Framework Summary

A review of the Building Services materials frameworks is currently being undertaken, exploring opportunities to further drive value where possible. The Commercial and Procurement team (C&P) and People too (P2) are collaboratively working to identify key areas of opportunity, which are to be addressed with the suppliers.

Travis Perkins currently have a framework agreement for General building items, they provided data that showed in 2016 Building Services spent circa £309k on items and to date in 2017, c£171k. C&P and P2 have recognised the off contract spend with Travis Perkins as an opportunity to gain further value from the framework. Over the last 2 years, circa 15% of the total spend with Travis Perkins has been on contract, the remaining spend has been on items that are off contract. C&P has completed a detailed analysis identifying these items and listing which framework the item should fall into. P2 is currently completing an ongoing analysis of the material prices received from Travis Perkins on items with high spend, the data so far has generally shown that Travis Perkins are charging higher price for goods that are off contract in comparison to the market. This analysis is still ongoing as the Council is negotiating with Travis Perkins to move certain products on contract. This has been identified as a key area for improvement, as when the Frameworks were set up there was much more engagement from Housing than Building Services, therefore many items on contract are more beneficial to Housing maintenance rather than Facilities Management. It has been recognised that Facilities Management have more one-off purchases in comparison to Housing, due to the variety of buildings the service currently manages. However, Travis Perkins have agreed to work with Building Services to recognise where improvements can be made and as Building Services is making changes towards moving to a planned preventative maintenance regime in the future, products should become more standardised.

City Plumbing, also known as City Heating Spares, also have a framework agreement with the Council to provide materials, predominantly mechanical, to Building Services. City Plumbing provided spend report data which when analysed showed circa £107k total spend, of which £57k was off contract. Further to this, £58k of the spend was not itemised and therefore was very difficult to show if value is being received on this spend. P2 also completed an analysis showing variation of prices on the same products, the price differences totalled to circa £3.7k. C&P analysis also showed that the spend that City Heating labelled as off-contract should have been under the framework. Building Services have contacted City Plumbing and set up a meeting on 6th March 2018 to discuss the issues detailed above, all of which have been identified as opportunities to improve the value of the frameworks.

Following the meeting on the 6th March, City Plumbing have agreed to report on the £58k of

spend that has not been itemised, with more detailed analysis of what has been purchased. Further to this, City Plumbing has also recognised that there should not be a variation in price for the same products and will review the analysis that has been completed. City Plumbing stated that if there were manual changes to price from their staff then a credit would be arranged. As well as this, City Plumbing are also happy to work with Building Services to identify other items that can be moved on contract for the remainder of the framework.

Materials



We are significantly overpaying for a number of materials. Of over 400 analysed, we are only getting “trade rates” for 25 items, on other items we are paying more than consumer/retail rates, eg:

- **McAlpine Flex WC Conn** WC-F23R
- Cardiff price - £40.64.
- Screwfix price - £23.39 INC VAT

- **Fernox F1 Central Heating Protect** 56599
- Cardiff price - £30.18
- Wickes price - £14.99 INC VAT

- **Black Nitrile Gloves** (BOX 100)
- Cardiff price - £18
- Plumb-line price - £9.08

Scrutiny Services, Cardiff County Council
County Hall, Atlantic Wharf, Cardiff CF10 4UW
Tel: 029 2087 2296 Fax: 029 2087 2579
Email: scrutinyviewpoints@cardiff.gov.uk

WELSH LANGUAGE STANDARDS: ANNUAL REPORT 2017-18

LEADER (COUNCILLOR HUW THOMAS)

AGENDA ITEM: 3

Reason for this Report

1. To agree and approve the content of the 2017-18 Welsh Language Standards Annual Report prior to publication in accordance with the Welsh Language Standards under the Welsh Language (Wales) Measure 2011.

Background

2. Local authorities in Wales have a statutory duty to comply with Welsh Language Standards Regulation that explain how they as organisations should use the Welsh language in different situations. The Welsh Language (Wales) Measure 2011 established a legal framework to impose duties on certain organisations to comply with standards in relation to the Welsh language by way of sub-legislation (Welsh Language Regulation (No.1) Standards 2015). The standards issued to Cardiff Council are listed in 'The Cardiff Council Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011. A copy of the standards, which is referred to in this report, is available from www.cardiff.gov.uk/bilingualcardiff

3.

The principal aim of the legislation (standards) is to ensure that the Welsh language is treated no less favourably than the English language with the emphasis on actively offering and recording language choice rather than the onus being on the individual service user or employee to request information or services in Welsh.

4. The standards are listed in the following categories:

Service delivery standards

In relation to the delivery of services in order to promote or facilitate the use of the Welsh language, or to ensure that it is treated no less favourably than English.

Policy making standards

Require organisations to consider what effect their policy decisions will have on the ability of persons to use the language and on the principle of treating Welsh no less favourably than English.

Operational standards

Standards which deal with the internal use of Welsh by organisations.

Promotional standards

Require organisations to adopt a strategy setting out how it proposes to promote and facilitate the use of Welsh.

Record keeping standards

These standards make it necessary to keep records about some of the other standards, and about any complaints received by an organisation. These records will assist the Commissioner in regulating the organisation's compliance with standards

5. The Welsh Language Standards have been drafted with the aim of:
 - Improving the services Welsh-speakers can expect to receive from organisations in Welsh
 - Increasing the use people make of Welsh-language services
 - Making it clear to organisations what they need to do in terms of the Welsh language
 - Ensuring that there is an appropriate degree of consistency in terms of the duties placed on organisations in the same sectors.
6. Each local authority was issued with a compliance notice from the Welsh Language Commissioner in September 2015 which lists the standards and compliance date which the organisation is expected to comply with. Cardiff Council was issued with **171 standards**.
7. The Council has a statutory duty to comply with the Welsh Language Standards, which includes the requirement to produce an annual report on compliance with these standards.
8. The report also includes an update on the Bilingual Cardiff Strategy 2017-22 and an external review of the strategy, which was published in March 2017 following full Council approval.

Issues

9. The Welsh Language Standards Annual Report has been completed to meet the requirements of the Welsh Language Standards (Welsh Language [Wales] Measure 2011).
10. Each local authority is required to publish each year an annual report detailing the following information.

Complaints
The number of complaints received during that financial year relating to compliance with the Welsh language standards.
Employees Welsh language skills
The number of employees who have Welsh language skills at the end of the financial year in question.
Welsh Medium Training
<ul style="list-style-type: none"> • The number of members of staff who attended training courses offered in Welsh during the year. • If a Welsh version of a course was offered by you during that year, the percentage of the total number of staff attending the course who attended the Welsh version. •
Posts Advertised
<p>The number of new and vacant posts that were advertised during the year which were categorised as posts where:</p> <ul style="list-style-type: none"> • Welsh language skills were essential, • Welsh language skills needed to be learnt when appointed to the post, • Welsh language skills were desirable, or • Welsh language skills were not necessary. •

11. Approval needs to be given by Council prior to the report being published on the Council's website by the required deadline of **30th June 2018**.
12. The Welsh Language Commissioner can investigate a failure to comply with the Welsh Language Standards and can take enforcement action, including imposing a civil penalty, requiring an action plan to remedy the breach or publicising the breach.

Reason for Recommendations

13. Standard 158, 164 and 170 requires the Council to produce an annual report, in relation to each financial year, which deals with the way in which the Council has complied with the service delivery, policy making and operational standards.

Financial Implications

14. The Annual Report sets out a series of proposed actions and recommendations in accordance with the Welsh Language Standards. In the event of any of these actions resulting in costs then the funding will need to be identified from within the current budgetary allocation of the relevant individual directorates. The covering report highlights the potential for financial sanctions to be incurred as a result of non-compliance with the Welsh Language Standards. Any financial penalties incurred will need to be found within the overall budgetary allocation of the appropriate directorate.

Legal Implications

15. The Welsh Language (Wales) Measure 2011 provides for a system of regulation through 'standards', which specify how an organisation should use the Welsh language and created the Welsh language Commissioner. It is a statutory requirement to comply with the Welsh Language (Wales) Measure 2011.
16. The Welsh Language Standards (Number 1) Regulations 2015 specify standards in relation to the conduct of County Councils. The Welsh language Commissioner issued the Council with a compliance notice on the 30th September 2015. This contains 5 different types of Standards; Service delivery standards, policy making standards, operational delivery standards, promotional standards and record keeping standards.
17. Standard 158 requires the Council to produce an annual monitoring report in relation to each financial year, which deals with the way in which the Council has complied with the service delivery standards, similarly standard 164 requires this in relation to the policy making standards and standard 170 makes similar provision for the operational delivery standards. The annual report must include the number of complaints that the Council received during that year which related to compliance with the standards, details of the Welsh language skills of Council staff, training courses offered and attended by Council staff and number of posts advertised with Welsh language as a requirement. The annual report must be published no later than 30th of June following the financial year to which the report relates and must be publicised and placed on the Councils website as well as at any Council offices open to the public.
18. The Welsh Language Commissioner can investigate any failure to comply with the Welsh Language Standards and can take enforcement action, including imposing a civil penalty, requiring an action plan to remedy the breach or publicising the breach

HR Implications

19. The Welsh Language Standards Annual Report includes compliance with those standards that relate to the Council's role as an employer. There are no direct HR implications arising from the approval of the report, other than ensuring continued training provision to increase the numbers of Welsh language speakers across the Council in line with the Council's proposed Workforce Strategy.

RECOMMENDATIONS

Cabinet is recommended to approve the Welsh Language Standards Annual Report 2017-18 (as attached as Appendix A) and for consideration by Council prior to publication in accordance with the Welsh Language Standards (Welsh Language (Wales) Measure 2011).

SENIOR RESPONSIBLE OFFICER	CHRISTINE SALTER Corporate Director Resources
	7 June 2018

The following appendices are attached:

Appendix A – Welsh Language Standards Annual Report 2017-18

Appendix A1 – Bilingual Cardiff Strategy Actions 2017-18

Appendix A2 – Bilingual Cardiff Strategy External Review

Appendix A3 – Complaints 2017-18

Appendix A4 – Welsh Essential Posts 2017-18

Appendix A5 – Directorates Welsh Language Standards Objectives

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Welsh Language Standards Annual Report 2017-18

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Local authorities in Wales have a statutory duty to comply with regulation Welsh language standards that explain how they as organisations should use the Welsh language in different situations. The Welsh Language (Wales) Measure 2011 established a legal framework to impose duties on certain organisations to comply with standards in relation to the Welsh language by way of sub-legislation (Welsh Language Regulation (No.1) Standards 2015). The standards issued to Cardiff Council are listed in 'The City of Cardiff Council Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011'. A copy of the standards, which is referred to in this report, is available from www.cardiff.gov.uk/bilingualcardiff



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1. Introduction

From the 30th of March 2016, under the Welsh Language (Wales) Measure 2011, the Welsh language standards came into force, superseding the Council's former Welsh language scheme, which was created as a requirement of the Welsh Language Act 1993. The Welsh Language Standards (No.1) Regulations 2015 were approved by Welsh Ministers, and are regulated by the Welsh language Commissioner (WLC), with the aim of:

- Improving the services Welsh-speakers can expect to receive from organisations in Welsh.
- Increasing the use people make of Welsh-language services.
- Making it clear to organisations what they need to do in terms of the Welsh language.
- Ensuring that there is an appropriate degree of consistency in terms of the duties placed on organisations in the same sectors.

The principal aim of the legislation (standards) is to ensure that the Welsh language is treated no less favourably than the English language, with the emphasis on actively offering and recording language choice rather than the onus being on the individual service user or employee to request information or services in Welsh.

Each local authority is required to publish each year an annual report detailing the following information

Complaints

The number of complaints received during that financial year which relating to compliance with the Welsh language standards.

Employees Welsh language skills

The number of employees who have Welsh language skills at the end of the financial year in question.

Welsh Medium Training

- The number of members of staff who attended training courses offered in Welsh during the year.
- If a Welsh version of a course was offered by you during that year, the percentage of the total number of staff attending the course who attended the Welsh version

Posts Advertised

The number of new and vacant posts that were advertised during the year which were categorised as posts where -

- Welsh language skills were essential,
- Welsh language skills needed to be learnt when appointed to the post,
- Welsh language skills were desirable, or
- Welsh language skills were not necessary.

Each local authority was issued with a compliance notice from the Welsh Language Commissioner, which lists the standards, and the compliance date for each of the standards. Cardiff Council was issued with 171 standards, and this report outlines our progress in complying with the Welsh language standards in 2017-18. The standards are listed in the following categories

Service delivery standards:

In relation to the delivery of services in order to promote or facilitate the use of the Welsh language, or to ensure that it is treated no less favourably than English.

Policy making standards:

Require organisations to consider what effect their policy decisions will have on the ability of persons to use the language and on the principle of treating Welsh no less favourably than English.

Operational standards:

Standards which deal with the internal use of Welsh by organisations.

Promotional standards:

Require organisations to adopt a strategy setting out how it proposes to promote and facilitate the use of Welsh.

Record keeping standards:

These standards make it necessary to keep records about some of the other standards, and about any complaints received by an organisation. These records will assist the Commissioner in regulating the organisation's compliance with standards.

The Welsh Language Standards Annual Report will be agreed and approved by full Council prior to being published on the Council's website in accordance with the statutory requirements of the standards.

The report will be available to download on the Council's website from the **30th June 2018**: www.cardiff.gov.uk/bilingualcardiff



2. Achievements

- 2017/18 was the first year of implementing the Bilingual Cardiff 5 Year Welsh Language Strategy, which was published in March 2017 following cabinet and full Council consideration. It sets out our priorities for facilitating and promoting the Welsh language in Cardiff with our partners, starting our journey to become a truly bilingual capital for Wales. Key achievements in 2017-18 are listed on page 6.
- An external review of the Bilingual Cardiff Strategy was undertaken (page 8).
- The number of staff with Welsh language skills has increased by **76.4%** since 2016-17. Such an increase can be attributed in part by improved recording arrangements and awareness raising, as well as due to the Bilingual Cardiff Strategy, which includes a target to increase the number of staff with Welsh Language skills and Welsh courses through the 'Working Welsh' Scheme.
- Integration of the 'linguistic assessment form' (Corporate Welsh language skills strategy) into DigiGOV recruitment (Council's internal HR System) to enable the assessment of every posts in terms of Welsh language skill requirements prior to advertising, in accordance with standard 136.
- Bilingual Cardiff (Welsh language unit) returned **99.1%** of translation requests by agreed deadlines (**9,027,350** words). The team translated more words than any previous year; an **8%** increase in the number of words translated compared to 2016-17.
- Bilingual Cardiff won a three-year tender with the Vale of Glamorgan Council to provide Welsh translation services, and continued to provide translation services to a number of external partners.
- **259** staff completed Welsh language awareness training in 2017-18, and a total of **1994** staff have completed the corporate Welsh Language Awareness online training module to date (31/03/2018).
- The number of applications for Welsh essential posts has increased by **29 %** on average compared with 2016/17.
- **175** staff attended corporately funded Welsh language training in 2017-18.
- There was a reduction in the number of complaints (16) and the number of new Welsh Language Commissioner investigations received (3).
- The Council advertised **43** post where Welsh language skills were an essential requirement and a further 53 posts where Welsh was desirable.
- The Council's Welsh in Education Strategic Plan 2017-2020 (WESP) was approved by the Welsh Government in March 2018. The WESP will act as a key driver to ensure that children are able to develop their Welsh skills, and create new speakers, to support Welsh Government's vision of having a million Welsh speakers by 2050.

- Promotion and communication of a series of corporate guidelines created to assist staff in complying with the Welsh language standards including a new guide for third party contractors.
- The circulation of the Welsh Matters brief (distributed via the Welsh language coordinators network) to update on developments within the Welsh language agenda and the Welsh language standards.



3. Bilingual Cardiff: 5-year Welsh Language Strategy 2017-2022

Bilingual Cardiff Vision

Our vision is to develop a truly bilingual Cardiff. A Cardiff where our citizens can live, work and play, as well as access services and support in Welsh or English equally. A capital city where bilingualism is promoted as something completely natural, and where the Welsh language is protected and nurtured for future generations to use and enjoy.

Standard 145 of the Welsh Language Standards (No.1) Regulations 2015 requires the Council to produce and publish a five-year strategy, which sets out how we will promote and facilitate the use of Welsh and a target to increase or maintain the number of Welsh speakers within the County. The Bilingual Cardiff strategy is the first Welsh language promotional strategy for Cardiff Council and was published last year (March 2017) following cabinet and full Council consideration. It sets out our priorities for facilitating and promoting the Welsh language in Cardiff with our partners, starting our journey to become a truly bilingual capital for Wales.

The strategy was approved by full Council on the 23rd of March 2017 and is available to view at www.cardiff.gov.uk/bilingualcardiff

The Bilingual Cardiff strategy includes a target to increase the number of Welsh speakers within Cardiff as well as specific actions to facilitate the use of the language in line with the Welsh

Government's Welsh Language Strategy 2012—17 and Cymraeg 2050, the Government new strategy for a million Welsh speakers by 2050 (published July 2017). Over the last 25 years, the number of Welsh speakers in Cardiff has more than doubled with the latest census figures indicating that over 16 % of the city's population have one or more skills in the Welsh language. As the city grows, our aim in this strategy is to increase both the number and percentage of Welsh speakers and learners in Cardiff. The strategy fully supports and shares the Welsh Government's vision for a million Welsh speakers by 2050. In order for Cardiff to play its part in achieving this vision, we would need to increase the number of Welsh speakers (aged 3+) in Cardiff by 15.9 % from 36,735 (2011 Census) to 42,584 (2021 Census).

Public consultation on the strategy prior to the publication of the strategy showed that over 70 per cent of respondents either strongly agreeing or tending to agree with the vision of a truly bilingual Cardiff and over 53 per cent agreeing with our set target of increasing the number of Welsh speakers in the city.

Supporting young people, families and communities to learn and speak Welsh will also be at the heart of delivering our ambitions. Recent years have seen a significant increase in the growth of Welsh medium education in the city with an ever increasing number of our children and young people now receiving their education in Welsh. The education system and the Council's Welsh in Education Strategic Plan 2017-2020 will play a key role in

ensuring the future growth of the language as we aim to increase the number of children, and parents, who have the opportunity to learn and speak Welsh, and have opportunities to use the language outside the school gates.

As a city-wide strategy, over 30 organisations are partners are involved in delivering the strategy, and the success of the strategy relies on effective partnership working: between public sector partners; between the public, private and education sectors; and, most importantly of all, with the people of Cardiff.

Please see **appendix 1** for an update on the Bilingual Cardiff Strategy actions for the 2017-18 financial year, which is the first full year of implementing the strategy. There are already a number of achievements to date:

Governance Structure

In 2017-18, a robust governance structure was established to deliver and monitor the actions within the Bilingual Cardiff Strategy, including establishing a Bilingual Cardiff Forum with over 35 organisations represented. The aims and role of the forum which meets quarterly, and is chaired by Menter Caerdydd, is to:

1. Ensure that each representative is responsible for monitoring the actions applicable to their individual organisation.
2. Provide quarterly feedback to the Council's Bilingual Cardiff Members Group on the implementation of relevant actions.
3. Contribute to consultation responses relating to the Welsh language on behalf of the forum.
4. Share good practice and identify opportunities to work in partnership for the benefit of the Welsh language in Cardiff.

As part of their terms of reference, the Bilingual Cardiff Members Group will also update the Cabinet regularly on the work relating to the Bilingual Cardiff Strategy.

Promoting Welsh Medium Education

The Council's 2018-19 School Admissions booklet (published in October 2017) included a specific section on the benefits of Welsh Medium education. The information includes a FAQ guide for parents, and this information has also been included as a page on the Council website www.cardiff.gov.uk/welshmediumeducation Furthermore, the Council's corporate social media accounts have been regularly promoting information regarding Welsh medium education which addresses the most frequently asked questions by prospective parents. As part of the Bilingual Cardiff Strategy, it has also been arranged that the Welsh Government's information booklet on Welsh medium education will be distributed to parents when registering births in Cardiff.

Working with businesses to develop their use of Welsh

One of the priorities of the Strategy is to encourage private businesses that support the Welsh language to use or display the Bilingual Cardiff brand within their shops or businesses. In 2018, Bilingual Cardiff have been working in partnership with Menter Caerdydd and local officers of the 'Welsh for Businesses' scheme. The Welsh for Businesses project (Prosiect Byd Busnes) is financed by the Welsh Government and delivered through Menterau Iaith Cymru. 10 officers are located across Wales to support small and medium sizes businesses in using Welsh, providing a free dedicated service to meet the needs of businesses, offering advice and practical ideas, and to signpost to other support available. 'Bilingual Cardiff' display materials have also been distributed through the local Welsh for business officer; and Menter Caerdydd, Bilingual Cardiff, Welsh language Commissioner, National Centre for Learning Welsh, and FSB Wales have been working closely to build positive relationships with Cardiff businesses, and will continue in 2018/19 as Cardiff welcome's the National Eisteddfod in August 2018. <http://cymraeg.llyw.cymru/business/?lang=en>

Welsh Training

Through grant funding from the National Centre for Learning Welsh, Cardiff University have established a new scheme aimed at providing Welsh training specifically for families within disadvantaged areas. The University intends to offer a full and varied timetable of lessons and informal activities within the local communities and beyond. They will also have a tutor/coordinator with responsibility for promoting the work, and to offer an accessible timetable for whole families.

Furthermore, through grant funding, Cardiff University have also appointed a tutor/coordinator to work specifically with asylum seekers and refugees. They will be offering language courses and informal events to aid integration. These events, which are organised in partnership with the Welsh Refugee Council, will be flexible and open to families and to individuals, responding positively to the needs of new communities across the city. The events will be offered at locations across the city with the aim of introducing the Welsh language culture to new communities.

<https://www.cardiff.ac.uk/news/view/1115625-welsh-for-refugees-and-asylum-seekers>

<https://www.walesonline.co.uk/news/education/refugees-being-offered-free-welsh-14373855>

UEFA Champions League Welsh taster sessions

Football fans in Cardiff during the UEFA Champions final in May 2017 were given an opportunity to try their hand at speaking Welsh. Cardiff University (Welsh for Adults) in partnership with Yr Hen Lyfrgell organised a pop up event throughout the weekend on the Hayes where fans from Italy, Spain and the rest of the world were able to give Welsh a go. The unique scheme, which was fun and interactive, received positive feedback on social media and in the press, and helped to showcase Cardiff internationally as a modern bilingual city.

<http://www.bbc.co.uk/news/av/uk-wales-40144712/champions-league-final-fans-learning-welsh-in-cardiff>

Dydd Miwsig Cymru 2018

Dydd Miwsig Cymru (Welsh Language Music Day) is a national event to celebrate Welsh language music. In February 2018, the Council celebrated Dydd Miwsig Cymru by promoting several local music events via our social media channels, tying into the recent declaration of Cardiff as the UK's first 'Music City'. Interviews with staff including Bilingual Cardiff's Corporate Apprentice were also published alongside a selected Welsh language playlist. C2C's telephone line also played a selection of contemporary Welsh language songs as their hold music throughout the week.
<http://cymraeg.gov.wales/DyddMiwsigCymru/?lang=en>

Bilingual Cardiff Strategy External Review

One of the Bilingual Cardiff Strategy cabinet report recommendations included undertaking an independent external review of the strategy and action plan within one year (please see **appendix 2** for the full report).



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4. Welsh in Education Strategic Plan 2017-2020

WESP Mission Statement

Every child in our city feels confident in Welsh by 2050 to contribute towards creating a truly bilingual Cardiff where the Welsh language is protected and nurtured for future generations to use and enjoy.

WESP Vision

Cardiff's education system will act as a key driver to ensure that children are able to develop their Welsh skills, and create new speakers, to support Welsh Government's vision of having a million Welsh speakers by 2050.

WESP Values

Over the next three years, 2017-2020, the strategic aims of this Welsh in Education Strategic Plan are for educational provision in which:

- Welsh-medium education and childcare is available to all, with effective transition between ages and phases;
- Pupils have improved fluency and use of the Welsh language across all community, faith and foundation schools in Cardiff.
- Provision is inclusive, overcoming barriers, providing opportunities for any young person to achieve a good education through the medium of Welsh;
- We celebrate and promote the Welsh language, through high quality teaching and challenging children's learning abilities;
- We promote the wider use of Welsh outside the classroom

through play, leisure and holiday care and youth opportunities as well as beyond school in Further and Higher Education, training and employment.

The Welsh Government commissioned a review of WESP's across Wales in the summer of 2017 due to the lack of information relating to investment under Band B within the WESPs. When the WESP was submitted in March 2017, the Council were still in the process of confirming priorities for school investment and were not able to include any statements within the WESP of aspiration about potential schemes for investment under Band B.

The timescales associated with a strategic document were raised and it was highlighted that a longer term view may be more beneficial. It was also acknowledged that there was misalignment between the timescales of the WESP and the timescales for the 21st Century Schools Education Programme.

As timescales allowed, additional information was added into the WESP that included:

- Information relating to increasing Welsh-medium provision through the 21st Century Schools and Education Programme, Band B schemes.
- Inclusion of LDP details
- Detail of Hamadryad catchment dates
- Inclusion of Cardiff's intention to access capital funding
- Update to Welsh-medium capacity in 2017

Cardiff resubmitted their revised WESP in February 2018 and was one of 15 local authorities to have their WESP approved by the Minister for Welsh Language and Lifelong Learning, Eluned Morgan on 16th March 2018.

The Council is in the process of finalising an implementation plan for the city's WESP 2017-2022. This will focus on ensuring the effective and efficient use of resources and strong partnerships to deliver the outcomes identified. Cardiff's Welsh Education Forum are the key partners in helping to guide and steer the development of Welsh-medium education across the city and will play a key role in delivering the ambitions within the WESP 2017-2020.

The approved document can be found on the Council's website at: <https://www.cardiff.gov.uk/ENG/Your-Council/Strategies-plans-and-policies/Education/Pages/default.aspx>



5. Complaints against the Welsh language standards 2017-18

During 2017-18, a total of **16** public complaints were received in relation to the Welsh Language Standards – please see **Appendix 3** for further information. Whether the complaints were received in English or Welsh, they were dealt with in accordance with the corporate complaints procedure.

The Council was also subject to 3 new investigations into the possible failure to comply with standards under section 71 of the Welsh Language Measure (Wales) 2011 by Welsh Language Commissioner. In 2017/18, the Council received:

- **7** final decisions confirming that we've breached the Welsh language standards.
- **2** decision confirming that the investigation would be discontinued.

The Council is currently awaiting final decision notices for **3** investigations. A register of enforcement action is available to view on the Welsh Language Commissioner's website

The number of new investigations received by the Welsh language commissioner is **84.2%** lower than in 2016-17 and the number of public complaints received in relation to the Welsh language standards has also been reduced.



6. Posts advertised in 2017-18

During 2017-18 **1017** posts were advertised - Please see Appendix 4 for a breakdown of the Welsh Essential posts advertised.

- **43** posts were advertised where Welsh language skills were essential.
- **53** posts were advertised where Welsh language skills were desirable.
- **921** posts were advertised where Welsh language skills were not deemed necessary at present.
- Please note that these figures also include re-advertised posts.

The Council does not currently hold information regarding Welsh language skills which need to be learnt when appointed to posts, as under the Council's Welsh Language Skills Strategy posts are either designated Welsh essential, desirable or not required. There have been occasions where posts have been re-advertised with the requirement for the successful applicants to attend Welsh language training.



7. Welsh Language Training & Welsh Medium training courses

In 2017-18, **175** staff attended Welsh language training courses, of which:

- **71** staff attended a 2-day in house Welsh language taster course in July 2017.
- **19** staff completed a 10-hour online 'Welcome Welsh' course.
- **72** staff attended Welsh courses through Cardiff University.
- **8** staff attended 5-day residential courses through the 'Working Welsh' scheme.
- **5** staff attended intensive Welsh training through the 'Working Welsh' scheme.

In 2017-18, **259** staff completed Welsh language awareness training; of which:

- **50** Operational Managers attended Welsh language awareness training through the 'Working Welsh' scheme.
- **25** staff from Adult and Children's services attended face to face Welsh Language Awareness training provided by the Welsh language coordinator for Adult Services. A further **38** social work students at Cardiff and Cardiff Metropolitan Universities have received Welsh language awareness training from the coordinator.
- **184** Staff completed the Corporate Welsh language awareness online training.

Furthermore:

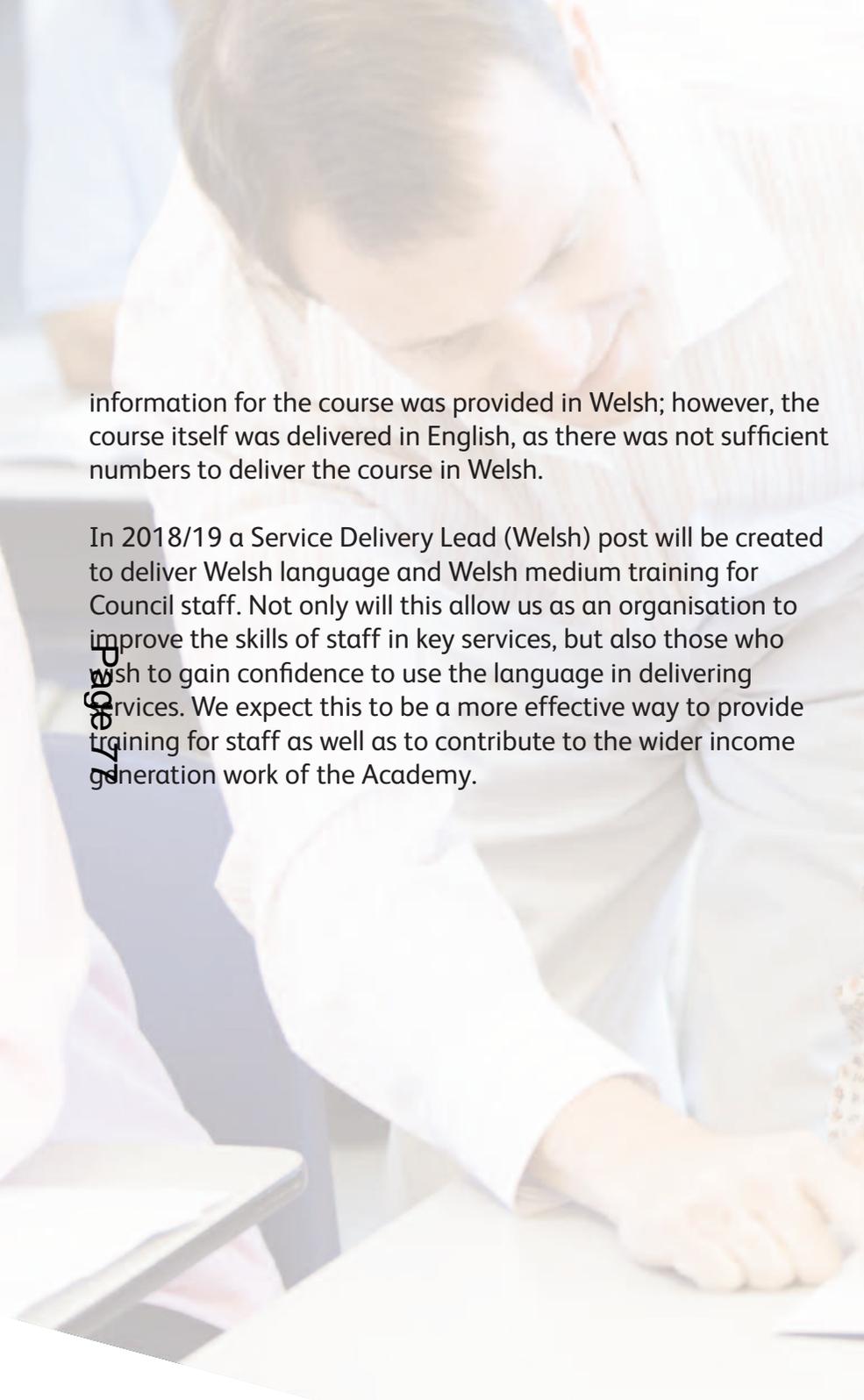
- **1994** staff have completed the Welsh language awareness module since its launch in September 2015.
- **19** Councillors attended a Welsh language awareness training session delivered through the Working Welsh scheme in September 2017.

The number and percentage of staff who received Welsh language and Welsh language awareness training is monitored closely and individual records kept on the Council's internal HR System (DigiGOV).

Cardiff Council has been issued with standard 128, which states that we are required to provide training in Welsh for staff in the following areas, if they are provided in English:

- Recruitment and interviewing;
- Performance management;
- Complaints and disciplinary procedures;
- Induction;
- Dealing with the public; and
- Health and safety.

Arrangements are in place to ensure that staff can request to receive their training through the medium of Welsh in accordance with standard 128. In 2017-18 **4** members of staff requested Corporate Induction, and **6** members of staff requested Manual Handling training in Welsh. All the



information for the course was provided in Welsh; however, the course itself was delivered in English, as there was not sufficient numbers to deliver the course in Welsh.

In 2018/19 a Service Delivery Lead (Welsh) post will be created to deliver Welsh language and Welsh medium training for Council staff. Not only will this allow us as an organisation to improve the skills of staff in key services, but also those who wish to gain confidence to use the language in delivering services. We expect this to be a more effective way to provide training for staff as well as to contribute to the wider income generation work of the Academy.

Page 7



8. Employees Welsh Language Skills

The development of the HR System (DigiGOV) and the opportunity for staff to validate their own personal data, has enabled the Council to record the Welsh language ability (and other languages) of staff. As of 31st March 2018, 6258 (non-school based) staff are employed by Cardiff Council, and of these a total of **4352** staff have validated their entries on the HR system. From these, **427** staff have stated they have a level of Welsh language skills. This represents 9.81 % of those registered on the system.

The number of staff with Welsh language skills has increased by 76.4% since 2016-17 (427 compared with 242). Such an increase can be attributed in part by improved recording arrangements and awareness raising, as well as through the Bilingual Cardiff Strategy, which includes a target to increase the number of staff with Welsh Language skills and Welsh courses through the 'Working Welsh' Scheme. Staff have been reminded regularly to update their DigiGOV personal details records, which includes Welsh language proficiency.

In October 2017, as a further development, staff are now able to accurately record and update their Welsh language skill levels on DigiGOV in accordance with the 5 levels of the Welsh for adults' framework (entry – foundation – intermediate – advanced – proficiency), which has meant a more accurate recording of staff Welsh language skill levels. Staff who have previously recorded Welsh language skills under the categories '*none/very basic – fair – good – very good*' will be reminded to update their records in line with the new Welsh for adults levels in 2018/19.

Previous (Welsh) Language Categories	New Categories Welsh For Adults Levels
None/Very Basic	Entry (1)
-	Foundation (2)
Fair	Intermediate (3)
Good	Advanced (4)
Very Good	Proficiency (5)

9. Mwy na Geiriau / More than just Words

Strategic Framework for Welsh Language in Health, Social Services and Social Care

Cardiff Council Social Services Progress Report 2017/18

The objectives of More than Just Words have been taken forward in the Bilingual Cardiff Strategy 2017-22. The strategy prioritises increasing opportunities for people to receive Health & Social Care in Welsh, and specifies the following actions:

- To ensure that an Active Offer of Welsh language services is communicated to all Social Services staff and within commissioned services.
To include Welsh language service provision within third sector and independent contract specifications, service level agreements and grant funding processes, where a need is identified.
- To maximise ability to provide services in Welsh. Where gaps in workforce capacity to deliver services in Welsh are identified these should be communicated to inform the organisation's Bilingual Skills Strategy

To further the progress of these actions and all actions set out in the More than Just Words Follow on Strategy, a More than Just Words forum is being established in partnership across Health and Social Care in Cardiff and the Vale of Glamorgan. This will enhance the coordination of Welsh language activity with partners, and will be key to resolving challenges in a coordinated way.

Progress against the objectives set out in More than Just Words is as follows:

Objective 1: National and Local Leadership, and National Policy

- A senior officer continues to undertake the role of Welsh Language Champion across the Social Services directorate. The champion is supported by two Welsh language coordinators.

Objective 2: Mapping, Auditing, Data Collection and Research

- The Cardiff and Vale of Glamorgan Population Needs Assessment for the Social Services and Wellbeing (Wales) Act 2014 profiled the need for Welsh language services.
- Questions have been amended in Cardiff Council's corporate staff database (DigiGOV) in an attempt to gain a more comprehensive and a continually up to date picture of capacity to provide an active offer.
- Questions have been added to the Social Services client record system (CareFirst) to record the active offer.
- Details of the Welsh language skills of the workforce and Welsh language community profile have been included in the annual published report of the social services department.

Objective 3: Service Planning, Commissioning, Contracting and Workforce Planning

- Staff throughout the organisation continue to be regularly reminded about the requirements of the Welsh language standards and the requirement to make an active offer through monthly 'Welsh Matters Briefs' which are distributed to all staff by e-mail.
- Further work is needed to communicate the standards to third

parties. There are plans to use the existing Provider's Forum for this. There is also an opportunity during 2018/19 to pilot Welsh lessons with the Independent Sector staff in order to support their delivery of Welsh language care services

- The Social Services workforce strategy offers an opportunity to better understand the workforce gaps and maximise potential. Actions will be developed to take this forward during 2018 – 2019.
- The Cardiff and Vale of Glamorgan Population Needs Assessment for the Social Services and Wellbeing (Wales) Act 2014 profiled the need for Welsh language services.
- The annual published report of the director of social services includes a commitment to the Welsh language.

Objective 4: Promotion and Engagement

- Welsh language lanyards are promoted to all staff, to encourage them to identify as Welsh speaking or learners.
- Cysgliad (Welsh spell checker) is available to all staff.

Objective 5: Education & Objective 6: Welsh in the Workplace

- Welsh language training opportunities continue to be regularly promoted across the service. From beginner to proficiency training.
- Awareness training is a compulsory element of induction training in social care and forms part of the social work placement induction programme and a mandatory element of the First Three Years in Practice training programme.
- Bilingual Cardiff provided Welsh Language awareness training specifically to all Cardiff Council Operational Managers during 2017/18, and Welsh Language Awareness training is continually available to all Social Services Staff. Bespoke training has been delivered to day services staff in preparation for the opening of a Dementia Day Care Centre in Ely.



10. Monitoring & Overseeing Compliance with the Standards

DIRECTORATE DELIVERY PLANS

To monitor compliance with the Welsh language standards, each directorate is required to include an objective/objectives relating to delivering the Welsh language standards within their Directorate Delivery Plans annually to ensure corporate ownership of the requirements of the standards. The objectives included within the Directorate delivery plans are listed in Appendix 5.

BILINGUAL CARDIFF MEMBER GROUP

The Bilingual Cardiff Member Group is a cross-party group established to take a lead role in developing a truly bilingual Cardiff where citizens and Cardiff Council staff can access services and support in either language equally through improved partnership working. During 2017-18 the group met twice to discuss Welsh language matters, primarily the implementation of the new Welsh Language Standards and development of the Bilingual Cardiff Strategy 2017-2022 (Standard 145)

WELSH LANGUAGE COORDINATORS & CHAMPIONS

The Council has a network of Welsh language coordinators and champions across our various Directorates and Service Areas, who support the work of the Bilingual Cardiff team in implementing the Welsh Language Standards and promoting the use of the Welsh language internally. The role of the coordinators network includes:

- Assisting their service area or directorates to comply with the Council's Welsh language policies and legal obligations.
- Providing feedback on issues relating to the Welsh language from the service area to the group, and vice versa if necessary.
- Providing feedback on any complaints or issues regarding the Welsh language from services users to the group.
- Distributing relevant documentation and information within service areas.
- Coordinating their service area's response for the Annual Report on the implementation of the Welsh Language Standards.

Coordinators and Champions do not need to speak Welsh, and each directorate is responsible for nominating at least one Coordinator, and one Champion, at Operational Manager level or above, to represent their directorate.

The Champion acts as a point of contact at a senior management level concerning directorate specific Welsh language issues. They also monitor senior management group agendas for items with Welsh Language Standards implications and support their service area's Welsh Language Coordinator with their work on facilitating the implementation of the Welsh language standards within their directorates.

Coordinator meetings are chaired by Bilingual Cardiff and held monthly in County Hall, and a list of Coordinators and Champions is available on the Bilingual Cardiff Intranet Page.

SENIOR MANAGEMENT TEAM

Matters relating to the Welsh language standards including information on Welsh language Commissioner investigations are regularly taken to SMT meetings for information and steer.

CABINET & FULL COUNCIL

Cardiff Council's Welsh language standards annual report is considered by the Cabinet and full Council to ensure scrutiny at the highest level.



11. Welsh Language Commissioner's Assurance Report 2016-17

In October 2017, the Welsh Language Commissioner published her Annual Report 2016-17 'Rights taking root'. The report assesses the overall situation of Welsh language public services, and shows that services are improving across Wales. Following the publication of the annual report, a meeting was held between Council and Welsh language Commissioner officers where specific findings in relation to the Council's performance were shared and discussed.

The Council's performance was good overall:

- All calls to the C2C Welsh line were dealt with in Welsh.
- The vast majority of corporate social media posts were in Welsh and English (224/241 Twitter and 110/118 Facebook).
- 1 of 2 Welsh emails were responded to, which was the same as with English emails.
- All Welsh letters were responded to, which was not the case with all English letters.
- All web pages were available in Welsh.
- Documents regarding how the organisation complies with the standards were fully compliant.
- The 5-year promotional strategy (Bilingual Cardiff 2017-22) was compliant.

The Commissioner's survey highlighted that there was some room for improvement in the following areas:

- No Welsh reception service was available during their mystery shopper visit (0 of 2).

- Only 1 of 2 reception areas displayed the 'Cymraeg' poster (standard 67)
- Facebook – 1 of 2 Welsh queries were responded to, compared with 2 of 2 English queries.
- 3 of 45 web pages had certain errors/issues with compliance e.g. links not working or certain text still in English.
- Certain documents did not comply with the standards.

All relevant services that were found to be breaching the Welsh language standards have been contacted and the report as well as the individual results for the Council have been communicated to all senior managers within the authority. As well as managing risk, as a local authority we are continuing to strive to ensure that service users receive the same high quality services whether they choose to deal with us in Welsh or English.



12. Promoting & Facilitating the Standards

STAFF GUIDELINES

In order to promote and facilitate the implementation of the standards, the Council has created and updated guidelines for staff. These include:

- A summary of the 'Service Delivery Standards'
- Communicating Bilingually
- Bilingual Reception Service
- Holding Meetings Bilingually
- Welsh Language Calls
- Guidance Note: Bilingual Signage & Official Notices
- Translation Guidelines
- Welsh Language Standards: Quick Wins Guide
- Welsh Language Standards: Guide to Third Parties

These guidelines are available for staff on the Bilingual Cardiff Intranet page and have been regularly promoted to staff through established communication channels including the monthly Core Brief and 'Welsh Matters' newsletters which are distributed to all staff. Regular articles have also appeared on the Council's intranet homepage.

Reception signs (standard 67) and email signature logos (standard 134) are also available to staff on the Bilingual Cardiff intranet page as well as a copy of the full standards, annual reports, and online translation request form.

The web content and translation request form have both been updated to remind staff to include the corporate statements to comply with standards 2, 3 & 7 (Correspondence), 49 (forms) and 50A (documents).

'WELSH MATTERS' BRIEF

The Welsh Matters brief is distributed to staff via the Welsh language coordinators network. The brief contains policy advice on complying with the Welsh language standards, information on Welsh training and other articles relating to the Welsh language agenda.

BILINGUAL CARDIFF: TRANSLATION & POLICY ADVICE

Bilingual Cardiff provides a full Welsh-English and English-Welsh translation and simultaneous translation service for all Council Directorates.

The team offer guidance and advice to all Council staff, along with organisations, companies and individuals who provide services on behalf of the Council, on issues regarding the Welsh language, translation and the Council's commitment under the statutory Welsh Language Standards.

CORPORATE WELSH LANGUAGE SKILLS STRATEGY

In order to ensure that the Council can meet its statutory duty to provide a complete bilingual service it has a Corporate Welsh Language Skills Strategy (WLSS). This revised strategy was

approved by Cabinet in March 2014 and brings together our staffing, training and recruitment procedures in order to ensure that the people of Cardiff have equal access to our services whether they choose to deal with us in English or Welsh.

All team managers are responsible for ensuring that their teams are able to guarantee an equal service to both Welsh and English-speaking customers. The WLSS includes a linguistic assessment tool which managers should complete when recruiting to determine whether posts should have Welsh language skills as an essential criteria ('Welsh essential') when advertised.

From October 2017, the WLSS linguistic assessment tool is now integrated into the DigiGOV recruitment process to comply with standard 136, which requires the Council to assess whether Welsh language skills are required before advertising any vacant post. This allows the Council to accurately report and monitor how many posts are designated Welsh essential or desirable.

In order to guarantee a bilingual service at first point of contact at all times (for teams with regular public contact) this would require:

- a minimum of 10 % of staff in larger teams (over 20 members of staff) with the necessary Welsh skills, or
- a minimum of 2 members of staff in smaller teams, in accordance with the WLSS.

If a team which deals regularly with the public cannot guarantee a bilingual service (as defined above), posts will be designated Welsh essential (level 1 [entry] to 5 [proficient]) based on the duties of the posts. All Welsh essential reception posts are designed at a minimum of level 3 'intermediate', and information on how to complete the Welsh language requirement assessment in DigiGOV is available for managers on the HR intranet pages.

All external Welsh Essential posts are routinely advertised on www.lleol.cymru a website specialising in Welsh essential posts for

organisations across Wales. Since advertising with www.lleol.cymru the number of applications for Welsh essential posts have increased by 29 % on average compared with 2016/17.

WELSH LANGUAGE TRAINING

Staff are supported to use their Welsh language skills when communicating with the public. Currently staff can choose from over 100 approved courses in Cardiff University or in the community, varying from total beginners to fluent speakers at a time and location that best suits them.

There is a corporate budget for Welsh language training, therefore there is no individual cost to Council staff or their directorates and staff have their hours credited for time attending courses. Priority is given to frontline staff.

Through the 'Working Welsh' scheme, Council staff have attended a number of Welsh courses including a 10-hour online 'Welcome Welsh' course, 5-day residential Welsh courses and new intensive Welsh courses. These courses are all fully funded by the National Centre for Learning Welsh.

WELSH LANGUAGE AWARENESS TRAINING

An online Welsh Language Awareness training module has been developed for Cardiff Council staff, and is available Cardiff Academy Learning Pool site.

The aim of the training is for staff to:

- Understand of the importance of the Welsh language in the delivery of Council services within Wales.
- Understand their own role and responsibilities in delivering Welsh language and bilingual services.
- Assess how they currently deliver Welsh language services and identify areas for improvement.
- Understand and be able to use simple Welsh words and phrases that may be useful when dealing with Welsh speaking service users.

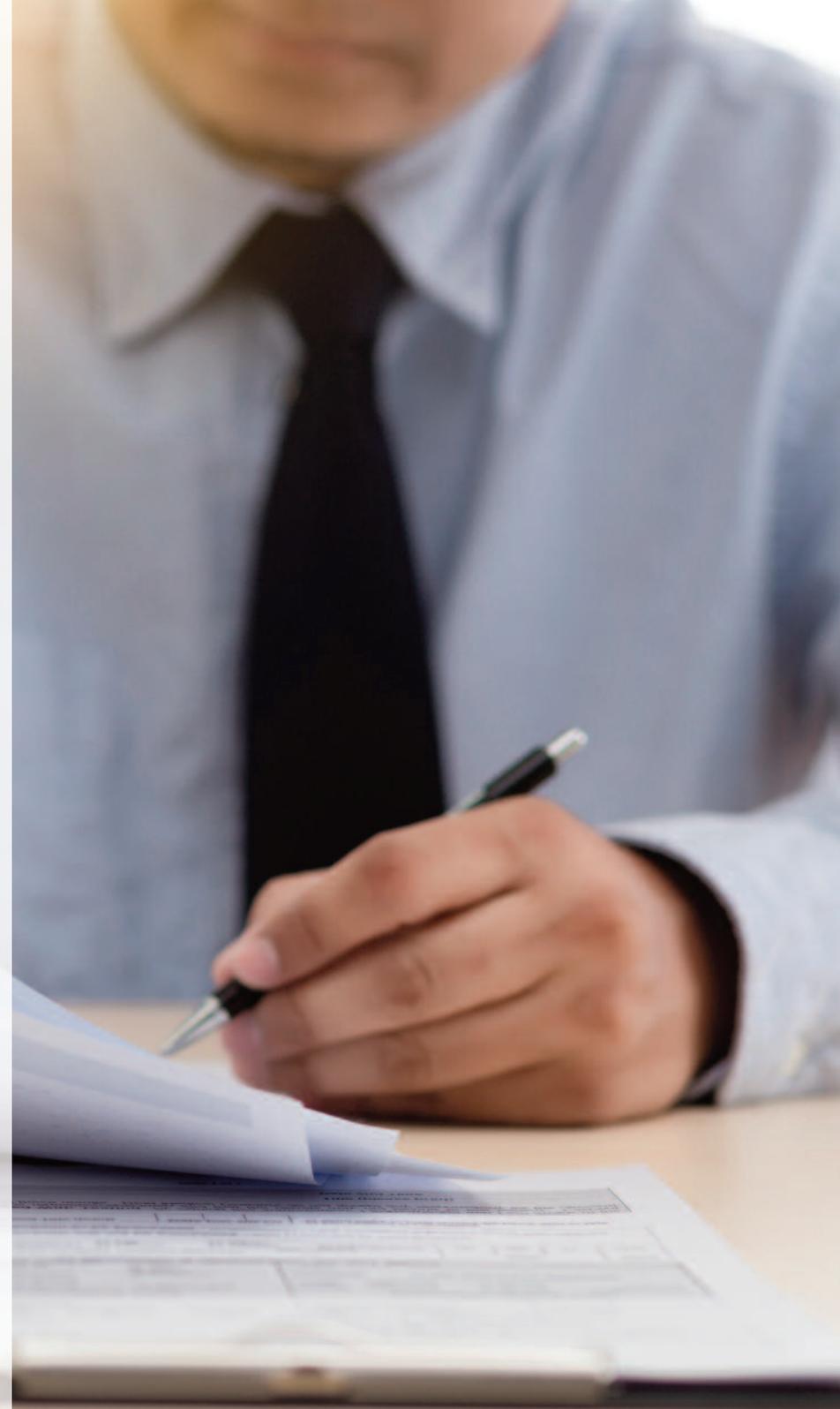


50 Operational Managers also attended 6 Welsh language awareness training sessions provided through the Working Welsh scheme. The training included:

- An introduction to the current policy context;
- Information regarding the need to plan bilingual workplaces;
- Information about the advantages of developing institutional bilingualism for the learner, customers, other staff members and for the organisation;
- Advice on how to analyse learning needs with regard to the Welsh language in your organisation;
- Advice on the training available from the National Centre for Learning Welsh;
- Advice on supporting learners in the workplace, and
- An opportunity to discuss and plan for the future.

'IAITH GWAITH' LANYARDS & BADGES

Iaith Gwaith lanyards are produced by the Welsh language commissioner for Welsh speaking staff in order to show service users and colleagues that staff speak Welsh. These lanyards along with Welsh learner lanyards are offered to staff when they receive or renew their staff ID cards, or available at any time from Bilingual Cardiff. Each monthly 'Welsh Matters' brief which is distributed to all staff via their directorate or service area Welsh language coordinator includes a reminder for staff to request the lanyards from Bilingual Cardiff.



13. Welsh Language Standards – Actions to Date

Please see below measures that have been put in place to ensure compliance with any new requirements resulting from the Welsh language standards.

SERVICE DELIVERY STANDARDS	
Standards	Actions
Page 87 Correspondence	<p>All external Council emails as well as the new corporate letterhead include the following statement within the footer in order to comply with the requirements of standards 2, 3 & 7.</p> <p><i>Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg a Saesneg a byddwn yn sicrhau ein bod yn cyfathrebu â chi yn eich dewis iaith boed yn Gymraeg, yn Saesneg neu'n ddwyieithog dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn creu unrhyw oedi.</i></p> <p><i>The Council welcomes correspondence in English and Welsh and we will ensure that we communicate with you in the language of your choice, whether that's English, Welsh or bilingual as long as you let us know which you prefer. Corresponding in Welsh will not lead to any delay.</i></p> <p>Guidelines on 'Communicating Bilingually' have been published on the Bilingual Cardiff intranet page to assist staff on complying with these requirements.</p> <p>Individual directorates manage their own customer language choice records, and if language choice is not known (e.g. when the Council initiates the correspondence) the correspondence will be sent bilingually.</p>



Standards	Actions
<p>Telephone Services</p>	<p>Staff guidelines on Welsh language calls have been published to assist staff in complying with these requirements. The vast majority of telephone calls are received by the Council’s C2C contact centre, which has a dedicated Welsh language team.</p> <p>On the central ‘phone directory’ staff can filter to view all Welsh language speakers within their service areas / Directorates.</p> <p>Advice on how to provide effective Welsh telephone services have been regularly communicated through the ‘Welsh Matters’ brief to staff.</p>
<p>Meetings & Public Events</p>	<p>New staff guidelines on holding bilingual meetings have been published to assist staff in complying with these requirements.</p> <p>The Bilingual Cardiff team will provide in-house simultaneous translation services for all Directorates and services areas.</p> <p>The Events team within the Council ensure that Welsh language requirements are included in contracts for events which the Council is a partner. The Welsh Language Commissioner guidelines and check list for organising events has been communicated to all staff via the Welsh Matters monthly brief.</p>
<p>Display Material, Signage & Notices</p>	<p>Signs and Notices are bilingual with the Welsh text displayed first in accordance with the standards. Corporate guidance note on signs & notices are available on the Bilingual Cardiff intranet page and on the Cardiff Information System (CIS), and staff are regularly reminded of these requirements. Contractors working for the Council are also regularly reminded.</p> <p>Since September 2017, in accordance with an action within the Bilingual Cardiff Strategy 2017-2022; the Council has adopted the principle that the Welsh text will be displayed first on any display material that we produce.</p>
<p>Documents & Forms</p>	<p>Standard 41: Bilingual agendas and minutes are uploaded via the Cardiff Modern.Gov site. Meeting papers are available in Welsh for items relating to the Welsh language including Welsh medium education.</p> <p>Standards 49/50A: The Council’s web content request form and translation request form and returning emails remind all staff to include the following wording in accordance with standards 49 and 50A.</p> <p><i>This document is available in Welsh / Mae’r ddogfen hon ar gael yn Gymraeg. This form is available in Welsh / Mae’r ffurflen hon ar gael yn Gymraeg.</i></p> <p>Standards 42-48: The Council’s Welsh translation procedure has been established for over 10 years and is well known to directorates and staff. Guidance on which documents need to be available are available on the Bilingual Cardiff intranet page and CIS. The Bilingual Cardiff are also available to provide policy advice to staff as required.</p>

Standards	Actions
<p>Reception Services</p>	<p>Guidelines on bilingual reception services are available to assist staff in complying with these requirements.</p> <p>We continue to implement the Council's Corporate Welsh Language Skills Strategy, which aims to increase the number of staff with Welsh language skills in frontline posts. This Strategy ensures that the linguistic requirements of all frontline posts are assessed and designated Welsh essential, Welsh desirable or no linguistic requirement accordingly.</p> <p>Bilingual reception services are available in the main Council offices of City Hall and County Hall, however standard 64 relating to other reception areas continues to be challenging. When reception posts become vacant and recruited, they are designated Welsh essential until the team can guarantee a bilingual frontline service. This is defined as a minimum of 2 staff or at least 10 % of larger teams.</p> <p>We continue to provide a flexible package of corporately funded Welsh language courses for staff run by Welsh for Adults (Cardiff University). Staff can attend over 100 courses across Cardiff & the Vale of Glamorgan at times and locations what suit them and their work, including a new online Welsh course.</p> <p>As a result of a Welsh language Commissioner investigation into County Hall reception service (2016) a new action plan has been created and approved by the WLC. The action plan, approved by SMT, requires frontline reception staff to undertake some Welsh training, either through face-to-face courses or through the online in order to be able to greet customers bilingually. This action will continue in 2018/19.</p>
<p>Social Media, Websites & Online Services</p>	<p>Welsh language requirements are actively considered as part of any project brief or new project mandate as part of the statement of requirements.</p> <p>ICT continue to advise customers of their responsibility to provide Welsh language material for all customer facing projects at the project brief phase of all IT related projects. It is the customer's responsibilities to determine whether they require bilingual aspects of any new system after receiving this advice so it is their responsibility to satisfy themselves that they are meeting the standards. The Web Team conduct manual audit of all sections of www.caerdydd.gov.uk to ensure Welsh is published on every page. This involves checking pages, forms, docs, links, etc, and English / Cymraeg option appears in global navigation of the website. This provides direct link between English and corresponding Welsh content.</p> <p>The Council operates a fully bilingual corporate social media accounts on Facebook and on twitter. All staff are frequently reminded via established communication channels of the need to ensure that any social media account associated with the Council is available in Welsh.</p>





Standards	Actions
<p>Education Courses</p>	<p>The Adult Community Learning (ACL) enrolment forms have been updated for the academic year 2017/18. The forms now ask the learner two questions:</p> <p>Do you wish to receive correspondence from us in English or Welsh? Do you wish to take this course in the Welsh language?</p> <p>The answers are recorded on the learner profiles on EBS management system.</p> <p>Standard 84: From the data collected above, ACL are able to run reports assessing the need for our courses to be delivered in Welsh. In 2017/18, 20 individuals have requested their courses in Welsh; of these only two of the 20 are on the same course. Therefore, ACL were unable to delivered in Welsh as this did not reach the minimum cohort required to deliver a training course. The 20 individuals also includes 2 people on Into Work courses</p> <p>Standard 86 : ACL surveyed all existing learners in 2016 to assess need for courses through the medium of Welsh – the results were published on the Council’s website. Furthermore, a question was added to the Ask Cardiff 2017 survey to assess need. The results did not indicate a need to offer courses through the medium of Welsh in 2017/18.</p>
<p>Awarding Grants & Contracts</p>	<p>Relevant grant documents reflect the Welsh language standards requirements, and all grant applicants are asked their language preference.</p> <p>Tender specifications have been updated to reflect the requirements of the standards. New “Selling to the Council Guide” includes the following statement.</p> <p>“In accordance with the Welsh Language Standards (The City of Cardiff Council Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011) tenders may be submitted in the English or Welsh language. A tender for a contract submitted in Welsh will not be treated less favourably than a tender submitted in English (including, amongst other matters, in relation to the closing date for receiving tenders, and in relation to the time-scale for informing tenderers of decisions). The Council will communicate with tenderers in the language of their choice, whether that’s English, Welsh or bilingual.”</p> <p>The Bilingual Cardiff team will provide in-house simultaneous translation services in any tender interviews, and the standard Terms and Conditions for service contractors will contain an updated clause, which addresses the new legislative requirements.</p> <p>Officers in the Council’s Legal department have been instructed to include the following updated Welsh language clause in all contracts.</p>

Standards	Actions
	<p>During the Term of the Agreement the Contractor agrees that it will comply with the requirements of:</p> <ul style="list-style-type: none"> • The Welsh Language (Wales) Measure 2011 and the Welsh language standards issued to the City of Cardiff Council (Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011) insofar as it relates to the provision /carrying out of the **** (Services, Works, Grant). • A copy of the Welsh language standards is available from www.cardiff.gov.uk/bilingualcardiff <p>New Welsh language guide for third parties has been published on the Council’s Procurement website. It is an easy to ready guide developed by the Bilingual Cardiff team for the benefit of contractors, prospective contractors and the Council’s commissioning and procurement staff. Furthermore, a checklist aimed at supporting the implementation of the standards has been created and is available for staff on CIS.</p>
POLICY MAKING STANDARDS	
Standards	Actions to date
<p>Assessing Policies</p> <p>Page 91</p>	<p>The Policy Integration Tool has been developed into the Statutory Policy Screening Tool to reflect the evolving policy context. If an action such as a strategy, policy or activity is being developed within the Council and it is likely to impact people, communities or land use in any way, then there are a number of statutory requirements which may apply. Failure to comply with these requirements, or demonstrate due regard, can expose the Council to legal challenge.</p> <p>The Statutory Policy Screening Tool is embedded in the corporate process and covers the main statutory requirements that apply to the Council including the Welsh Language (Wales) Measure 2011 and the Well-being of Future Generations (Wales) Act 2015. Decisions must be made in accordance with the sustainable development principle and the associated five ways of working (long-term, prevent, integration, involvement and collaboration).</p> <p>Each public body must set well-being objectives which are designed to maximise its contribution to achieving all of the seven national well-being goals including the well-being goal ‘A Wales of vibrant culture and thriving Welsh language’.</p> <p>To ensure the Welsh language is considered as a central component of any policy development work, it has been included alongside the nine protected characteristics identified by the Equality Act 2010. This ensures that any impact on the Welsh language will be taken into account across the organisation.</p> <p>The process to ensure compliance with all statutory requirements is under constant review due to the changing policy landscape. For example Health Impact Assessments are due to become mandatory for public bodies in Wales in the near future which will require a further review of the process to ensure that they are taken into account.</p>



To comply with the new standards, the screening tool now asks:

Welsh Language (Wales) Measure 2011

	Yes	No	Unsure
4.1 Have you considered how the policy could be formulated so that the policy decision would have positive effects, or increased positive effects on opportunities for persons to use the Welsh language?			
4.2 Does the policy ensure that the Welsh language is treated no less favourably than the English language?			

If you have any doubt about your answers to the above questions, then please consult the Bilingual Cardiff team for advice on (029) 2087 2527 or email: Bilingualcardiff@cardiff.gov.uk

All completed assessments can be made available, and processes are in place to ensure that all emerging strategies, policies and activities which need to be, are subject to the Screening Tool. The Council has helped ensure that the screening tool is a corporate consideration, observed by all Directorates in the development of new policies, strategies and activities. Responsibility for making the Corporate Team aware of appropriate updates for specific policy areas will sit with relevant services areas.

OPERATIONAL STANDARDS

Standards	Actions
<p>Policy on facilitating the use of the Welsh language internally</p>	<p>A new policy has been created in accordance with the statutory requirement set out in standard 98 of the Welsh language standards issued to Cardiff Council. The policy was approved by Cabinet on 14 June 2018.</p> <p>The Council is committed to promoting and facilitating the use of Welsh within its internal administration, and as Wales’s capital authority, Cardiff Council believes in a bilingual workplace environment where using your Welsh language skills in work is both valued and actively encouraged.</p> <p>The aims of this policy is to:</p> <ul style="list-style-type: none"> • Develop the formal and social use of Welsh amongst our workforce through regular learning and social opportunities, and greater participation in a variety of formal and informal language networks and events. • Increase the opportunities for staff to develop their Welsh language skills, increase their confidence, and to improve the bilingual services we provide • Promote and project a bilingual workplace ethos externally with a view to attracting more bilingual staff.

	<p>This policy brings together existing practices, policies and resources relating to Welsh training, the Welsh language standards and our corporate approach to using Welsh in the workplace. Through this policy, we will work towards becoming an increasingly bilingual organisation where both languages are valued and used naturally, both formally and informally.</p> <p>Not only will this improve our capacity to provide high quality bilingual public services, but it will also help us realise our vision of a truly bilingual capital city, as well as ensuring that we play our part in achieving the Welsh Government’s vision of a million Welsh speakers by 2050.</p> <p>We will review this policy and welcome feedback from staff, managers and members at any time regarding how to deliver improvements and adopt best practice across all council directorates.</p>
New Posts	The Council offers new employees contracts in Welsh or English in accordance with their language preference.
Staff Employment Correspondence & Documentation	As of 2017/18 staff can now update their own details on DigiGOV in order to choose to receive correspondence relating to their employment in Welsh. On each letter generated through DigiGOV manager are reminded to send correspondence in Welsh in accordance with their staff member’s language choice. This development to the DigiGOV system now means that staff language preference are accurately recorded corporately and can be update by individuals at any time (see section 8 ‘Employees Welsh language skills’ page 10).
HR Policies	HR policies listed in standards 105-111 are available bilingually.
Complaints & Disciplinary	<p>The Council’s resolution policy includes the following reference to rights of staff who wish to have specific information/process made available in Welsh.</p> <p>Under the Welsh Language Standards, employees have the right to make complaints, and respond to complaints or allegations made against them via the disciplinary process in Welsh. The Council will ensure that correspondence, documents and any associated proceedings, meetings and outcomes will be made available in Welsh. We will provide a simultaneous translation service from Welsh to English for associated meetings unless they are conducted in Welsh without translation services.</p>
Software	<p>“Cysgliad” (Welsh spell checking software) is available to all staff that have PC’s as their desktop interface, and its availability is frequently advertised in the Welsh Matters brief and articles on ‘Your Inbox’. Staff can request a copy via the Service Desk. Windows and Office are also available in Welsh, and advice on changing language settings is available from ICT.</p> <p>Work is currently ongoing to investigate the possibility of rolling out Cysgliad to all staff who have recorded Welsh language skills.</p>

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<p>Intranet</p>	<p>The homepage and any new pages published on the Council intranet is now bilingual. Staff news articles are updated daily and are published in both Welsh and English. Work is ongoing on developing a fully bilingual intranet in accordance with the requirement and deadline set out in Cardiff Council’s Welsh language standards.</p> 
<p>Assessing language skills</p>	<p>Staff are frequently reminded to validate their own personal data on HR system (DigiGOV), this has enabled the Council to record the Welsh language ability (and other languages) of staff.</p> <p>As a further development in 2017/18, staff are now able to accurately record and update their Welsh language skills on DigiGOV in accordance with 5 levels of the Welsh for adults’ framework (entry – foundation – intermediate – advanced – proficiency), which has meant a more accurate recording of staff skills. Staff who have previously recorded Welsh language skills under the categories ‘none/very basic – fair – good – very good’ will be reminded to update their records in line with the new Welsh for adults levels in 2018/19.</p>
<p>Training</p>	<p>Arrangements are in place to ensure that staff can request to receive their training through the medium of Welsh in accordance with standard 128. In 2017-18 4 members of staff requested Corporate Induction, and 6 members of staff requested Manual Handling training in Welsh.</p> <p>Staff are supported to use their Welsh language skills when communicating with the public. Currently staff can choose from over 100 approved courses in Cardiff University or in the community, varying from total beginners to fluent speakers at a time and location that best suits them.</p> <p>There is a corporate budget for Welsh language training, therefore there is no individual cost to Council staff or their directorates and staff have their hours credited for time attending courses. Priority is given to frontline staff.</p> <p>Through the ‘Working Welsh’ scheme, Council staff have attended a number of Welsh courses including a 10-hour online ‘Welcome Welsh’ course, 5-day residential Welsh courses and new intensive Welsh courses. These courses are all fully funded by the National Centre for Learning Welsh.</p>

<p>Assessing linguistic requirements for each vacant post.</p>	<p>The corporate Welsh language skills strategy provides a practical toolkit (linguistic assessment tool) to help managers in assessing their team’s Welsh language requirements, so that certain posts can be advertised as ‘Welsh essential’ and current staff can be offered Welsh language training. In 2017/18 the linguistic assessment tool was incorporated to DigiGOV as one of the mandatory elements of the recruitment process. This allows the Council to keep central records of all linguistic assessments and ensure that these assessments are completed for each post that is recruited in accordance with the requirement of standard 136.</p> <p>The following linguistic assessment completed by managers when recruiting for posts</p> <p>Assessment: Welsh Language Skills Requirement</p> <p>1. Is this post currently designated Welsh Essential? YES <input type="checkbox"/> NO <input type="checkbox"/></p> <p>2. Do the duties of this post include providing a regular frontline service to the public or external organisations (face-to-face or by telephone)? YES <input type="checkbox"/> NO <input type="checkbox"/> Welsh language skills are not usually Essential for this post</p> <p>3. Can your team currently provide a bilingual service (Welsh & English) without fail? <i>To guarantee a bilingual service at least 2 members of staff or 10% in larger teams (20+) should have Welsh language skills at a level required in order to deliver the duties of this post</i> YES <input type="checkbox"/> Welsh language skills are not usually essential for this post at present, please consider whether Welsh should be a desirable requirement. NO <input type="checkbox"/> Welsh language skills need to be included as an essential requirement for this post</p> <p>4. What Welsh Language skill level would be needed to fulfil the duties of this post? <i>Please note that reception posts must be designated at a minimum of Level 3 Intermediate in order to provide a Welsh language service</i> <input type="checkbox"/> 1-Entry <input type="checkbox"/> 2-Foundation <input type="checkbox"/> 3-Intermediate <input type="checkbox"/> 4-Advanced <input type="checkbox"/> 5-Proficient</p>
<p>Application Forms</p>	<p>The current application forms comply with the requirements of the standards. All interview offer letters provide a space for individuals to indicate that they wish to use the Welsh language at an interview or at any other method of assessment. Bilingual Cardiff’s translation service will provide simultaneous translation services should it be required.</p>
<p>Signs displayed in a body’s workplace</p>	<p>All new signs are bilingual with the Welsh positioned first. New guidance note on signs & notices have been published to make all staff aware of these requirements.</p>
<p>Audio announcements and messages in a body’s workplace</p>	<p>Requirement included in the HR People Service Welsh language standards action plan.</p>



APPENDIX 1:

Bilingual Cardiff Strategy Action Plan Update

Only actions relating to the 2017-18 financial year are included below.

On Target / Action achieved
Ongoing / Action not fully achieved by the deadline
Action not achieved

THE FAMILY, CHILDREN & YOUNG PEOPLE

PRIORITIES	ACTION	TARGET / TIMETABLE	LEAD PARTNERS	UPDATE
Promote the benefits of Welsh Medium education to all Cardiff communities and implement the Welsh in Education Strategic Plan.	Promote the benefits of Welsh medium education by providing information to every family in Cardiff, on the Council's website, schools admissions booklet and in relevant circulars (e.g. Primary Times, In Cardiff etc)	Specific section to be included in Schools admissions booklet 2018/19 and Council's website by October 2018 and annually thereafter.	The City of Cardiff Council - Education & Lifelong Learning.	<p>The Council's 2018-19 School Admissions booklet (published in October 2017) included a specific section on the benefits of Welsh Medium education. The information includes a FAQ guide for parents, and this information has also been included as a page on the Council website www.cardiff.gov.uk/welshmediumeducation</p> <p>Furthermore, the Council's corporate social media accounts have been regularly promoting information regarding Welsh medium education which addresses the most frequently asked questions by prospective parents. As part of the Bilingual Cardiff Strategy, it has also been arranged that the Welsh Government's information booklet on Welsh medium education will be distributed to parents when registering births in Cardiff.</p>

	<p>Bilingual Cardiff organisations to promote and support Mudiad Meithrin in delivering the Welsh Government's 'Cymraeg i Blant' programme across Cardiff.</p>	<p>Commencing March 2018</p>	<p>Mudiad Meithrin, Welsh Government, The City of Cardiff Council, Cardiff & Vale Health Board</p>	<p>A link to the Government's education handbook has been included on Cardiff Council's website. (CARDIFF COUNCIL)</p> <p>A supply of Welsh Government's Guide to Welsh Medium Education is available from Cymraeg i Blant (Welsh for Children) and the Family Information Service to be shared amongst early years partners and Health.</p> <p>Cymraeg i Blant sponsors the Maternity folder throughout Wales, the scan card that Every expectant mother receives during her 12th week scan, as well as the child Development personal record (referred to as 'the red book'). The resources above refer parents to the Cymraeg i Blant section on Welsh Government's 'Welsh' website.</p> <p>Cardiff and Vale Health Board have downloaded the Welsh medium education guide on to the Bounty app and it's used to share Information with new parents, as well as Cymraeg i Blant's A child's bilingual journey leaflet.</p> <p>(MUDIAD MEITHRIN - 'CYMRAEG I BLANT' SCHEME)</p> <p>The Urdd offers language awareness sessions with 6th formers in Cardiff's Welsh medium schools. These sessions aim to show the advantages of bilingualism in searching for work as they finish their time in education.</p> <p>(URDD GOBAITH CYMRU)</p>
<p>Provide opportunities for families to use Welsh together.</p>	<p>Develop and promote a calendar of Welsh medium events and activities aimed at families for children and parents to learn Welsh together.</p>	<p>From September 2017 and annually thereafter.</p>	<p>Menter Caerdydd, Urdd Gobaith Cymru, Mudiad Meithrin, School of Welsh (Welsh for Adults), Cardiff University,</p>	<p>The Urdd has run 4 specific community clubs for young children and parents to use Welsh together. (URDD GOBAITH CYMRU)</p> <p>Menter Caerdydd coordinated a seasonal programme of activities for children 0-4 and their parents including Storytime in partnership with Cardiff Council's Libraries service. The programme of weekly sports clubs (10 each term) is in partnership with the Urdd's Sports Team. In addition to weekly clubs, there are 6 individual events during the holidays for families e.g. Wâc Welis, Miri Dolig. The highlight of the year is the weekend for Cardiff families in Llangrannog where we provide free Welsh lessons to parents.</p> <p>(MENTER CAERDYDD)</p> <p>Through grant sponsorship from the National Centre of Learning Welsh, Cardiff University will begin on a new scheme aimed specifically at families in disadvantaged areas. We intended to propose a full and varied timetable of lessons and informal lessons in local communities and beyond. We will have a tutor/organised responsible for promoting the work including a timetable that will be accessible for whole families.</p> <p>(CARDIFF UNIVERSITY)</p> <p>Cymraeg i Blant have started holding various support groups (baby</p>



				<p>massage, bay yoga, Story and Song, to parents and babies under a year old in the following areas since April 2017: Splott, Grangetown, Whitchurch, Rhiwbina, Llandaff North, Canton. 241 groups were held that reached 2384 parents in the groups between April 2017 and March 2018. In addition open air term time events were held for parents over the year. Cardiff's baby show was attended at City Hall to share Information and provide taster sessions for prospective parents. (CYMRAEG I BLANT - MUDIAD MEITHRIN)</p>
<p>Increase the provision of Welsh-medium extra-curricular activities and opportunities for children and young people to use Welsh outside the school gates</p>	<p>Plan, coordinate and advertise a joined up calendar of Welsh medium Care, Play and Recreational activities for children between the ages of 4 – 11 and 11-18 years old.</p>	<p>From September 2017 and annually thereafter.</p>	<p>Menter Caerdydd, Urdd Gobaith Cymru, The City of Cardiff Council's Youth Service</p>	<p>The Urdd has over 4,700 members from across Cardiff, taking part in Sport, Eisteddfodau, Residential Weekends in Llangrannog, Glan-llyn and Cardiff and Cultural activities with a calendar of activities sent to all schools and available on the Urdd's website. Urdd Youth Officer works with young people from Welsh Language Comprehensives to offer recreational opportunities such as youth clubs, residential weekends, participation projects and accreditation work.</p> <p>30 different Urdd clubs are run every week during the school term.</p> <p>A timetable of holiday activities are offered including sports, residential trips, international trips.</p> <p>The Urdd's youth work manager sits on the Maes B committee. Cardiff's youth officer sits on the secondary schools' 6th form forums. (URDD GOBAITH CYMRU)</p> <p>By cooperating with Urdd Gobaith Cymru and Cardiff Council, Menter Caerdydd (MC) have held 50 weekly courses e.g. Swimming, Drama and Netball clubs. (It is estimated that we will hold 75 recreational clubs a year). All clubs will be supported each term.</p> <p>The calendar of activities is advertised every term through the Menter's website and networks, as well as with schools directly and Cardiff's children and youth networks. There are 2 holiday care schemes, registered with CSSIW, which are held during each school holiday (except Christmas). In addition to the holiday care schemes, MC have a Welsh-medium open play service in 8 sites 7 times a year.</p> <p>In 2017-2018 MC have organised a calendar of 40 recreational and skills workshops over the holidays for children 4-16 years old. The 15 workshops are through a new partnership with Cardiff and Vale College to create a programme of activities for young people 8-16 years old. (MENTER CAERDYDD)</p> <p>Cardiff and Vale College's new partnerships Menter Caerdydd – a new programme to provide various workshops i.e.</p>

				<p>hair and beauty, dance with the college specialists and students from subject areas. A way of improving the College's Welsh skills and confidence and raise awareness amongst children to use Welsh when learning new skills.</p> <p>Urdd sport – Sessions and training for 8 college students to facilitate training post sin the community and to provide opportunities to use Welsh outside the education sector.</p> <p>Coleg Cymraeg Cenedlaethol – Work together to promote Welsh through FE and HE concentrating this year on Health and Care areas. A bilingual conference was held for staff and 50 Health and Care students with a variety of guest speakers and workshops which talked about the importance of bilingualism in these fields.</p> <p>Cwm Taf – a visit to the Welsh ward with Health and Care staff and students to see how they deal with Welsh speaking patients.</p> <p>Eisteddfod – 50 hair and beauty students took part in a Hair and Beauty competition. This included children from ysgol Glantaf and Bro Ederm that are studying with us through the medium of Welsh as part of their GCSE.</p> <p>Welsh/bilingual curriculum</p> <ul style="list-style-type: none"> • 6 students studying childcare level 2 in Welsh • 3 students studying childcare level 3 bilingually. • 8 students studying Sport level 3 bilingually. • 4 students studying public Services bilingually. • 1190 studying WJEC's Iaith ar Waith entry 3 and level 1, across 11 teaching areas. The qualification provides critical vocabulary to the specific learning areas and how to deal with customers in the workplace through the medium of Welsh. The qualification is for fluent Welsh speakers and GCSE Welsh as a second language. <p>(CARDIFF AND VALE COLLEGE)</p>
	Plan and coordinate activities with Yr Hen Lyfrgell, Welsh medium schools and stakeholders to support and promote the National Eisteddfod in Cardiff 2018.	From September 2017 to August 2018.	Eisteddfod Genedlaethol Cymru, Yr Hen Lyfrgell, Menter Caerdydd, Urdd Gobaith Cymru, Mudiad Meithrin	<p>The Eisteddfod has held a number of sessions in schools or offered performance opportunities to pupils, amongst them are:</p> <p>Maes B :</p> <ul style="list-style-type: none"> • Maes B gig with Mellt, Cadno and bands that had already been established in Ysgol Plasmawr and Glantaf. Ysgol Bro Ederm's had to be postponed because of the snow but the intention is to rearrange for June 2018 • Battle of the Bands – 2 bands from Cardiff schools through to the final of Brwydr y Bandiau. These bands will now be mentored by Maes B staff and BBC Radio Cymru. • Eisteddfod and Clwb Ifor Bach working together on a project to promote Welsh Music amongst girls. Intention to target School pupils



				<p>as part of this project.</p> <p>Eisteddfod:</p> <ul style="list-style-type: none"> • Hwn yw Fy Mrawd concert choir – established with young people from across the city to perform in this production with Bryn Terfel. An invite went out to all schools in Cardiff. • A choir from Kitchener School have also been invited to perform at the concert. • A choir made up of primary School pupils in Cardiff have been invited to perform in 2 ceremonies during the Eisteddfod week. • 32 children from the city's schools getting the opportunity to perform the flower dance in front of 1,800 in the Pavillion as well as live TV appearance. • Into Film have held a workshop in 2 schools in the city – Ysgol Plasmawr and Cardiff High. The premier will be at Chapter during May and a showing as well at the Eisteddfod as part of the 'Sinemaes' programme. • A parade and jamboree on the Maes has been arranged and an invite sent to children attending all the cylchoedd meithrin in Cardiff. <p>Shwmae Caerdydd (Learners):</p> <ul style="list-style-type: none"> • Final of the Learner of the Year competition. Held at yr hen Lyfrgell with a day full of activities there for families of the 25 competitors. • RAS project workshop held in 4 schools – 2 Welsh medium and 2 English medium. • iii. Cardiff Met students get the opportunity to Design the learner competition's award prizes this year. <p>During the Welsh learner of the Year competition all the competitors will visit the Cardiff Story Museum.</p> <p>A number of heritage sessions have been arranged as part of the Eisteddfod timetable as well as a number of local performers taking part. We'll be using the #Caerdydd to promote these.</p> <p>(EISTEDDFOD)</p> <p>We are working in Partnership with the Eisteddfod to ensure success of the parade and jamboree for Cardiff's Cylch Meithrina and Ti a Fi groups. Three taster sessions held at hen Lyfrgell to raise awareness about the National Eisteddfod. Two will be in June 2018 and the other in July so that it can be promoted during Tafwyl.</p> <p>CARDIFF UNIVERSITY)</p>
	<p>Use Welsh Language Music Day as springboard to attract young people to be involved socially and as artists in a Welsh Music Scene</p>	<p>Feb-18</p>	<p>Welsh Government</p>	<p>Events were held across Cardiff and Wales to celebrate Dydd Miwsig Cymru (Welsh Language Music Day). A full list of the 2018 events are available to see http://cymraeg.llyw.cymru/DyddMiwsigCymru/Cynnwys/Digwyddiadau/?lang=en</p> <p>(WELSH GOVERNMENT)</p>

				<p>The Council celebrated Dydd Miwsig Cymru by promoting several local music events via our social media channels, tying into the recent declaration of Cardiff as the UK's first 'Music City'. Interviews with staff including Bilingual Cardiff's Corporate Apprentice were also published alongside a selected Welsh language playlist. C2C's telephone line also played a selection of contemporary Welsh language songs as the hold music throughout the week.</p> <p>Maes B: A gig was held with Mellt and local band Subs at Ysgol Plasmawr. (EISTEDDFOD)</p> <p>Information packs were distributed amongst parnts on Welsh for children groups, Ti a Fi, Cylchoedd Meithrin and Welsh medium schools. (MUDIAD MEITHRIN – CYMRAEG I BLANT SCHEME)</p>
Develop opportunities for children and young people in English medium settings to positively connect with the Welsh language.	Investigate the possibilities of developing twinning opportunities between Welsh medium and English medium schools to work together on certain projects	Jan-18	The <i>Central South Consortium</i> Joint Education Service, Welsh medium schools, English medium schools.	<p>The following twinning opportunities between Welsh medium schools and English medium schools were identified:</p> <p>Ysgol Pen-y-Groes / Bryn Celyn Ysgol Pwll Coch/ Mount Stuart Ysgol Melin Gruffydd / Whitchurch Primary Ysgol Glan Ceubal / Gabalfa Ysgol Glan Morfa / Adamsdown Ysgol Pencae / Schools in local area</p>
	Conduct a feasibility study to investigate viability of providing bilingual afterschool clubs and holiday childcare for children attending English medium schools, and respond to demand.	Complete feasibility study by December 2017.	All English medium schools, Menter Caerdydd, Urdd Gobaith Cymru.	<p>The feasibility of providing bilingual afterschool clubs and holiday childcare for English medium schools was discussed in the Bilingual Cardiff Forum on 22nd September 2017 and on the 18th February 2018.</p> <p>Menter Caerdydd have previously held events with English medium schools. Unfortunately, the bilingual activities have not worked as successfully as we would have hoped, and the language of the activities has tended to turned to English. Menter Caerdydd have received invitations to speak with English medium secondary school pupils to discuss the advantages of Welsh as a workplace skill. (MENTER CAERDYDD)</p> <p>Discussions were held during the "Everyday Welsh" conference. The attendees showed an interest in the provision of bilingual activities to give them a chance to improve their linguskic skills. The Urdd provides 3 Welsh second language clubs in English medium secondary schools and 6 clubs within English medium primary schools. The Urdd also provides opportunities for schools to take part in other activities with the organisation including sporting competitions as well as trips to the Urdd camp. Furthermore, the Eryl Walsh annual award is presented to the KS3 pupil that shows most enthusiasm for the language. (URDD GOBAITH CYMRU)</p>





	Assess the feasibility of hosting a Bilingual Cardiff Eisteddfod for Welsh and English medium Cardiff school in the run up to the 2018 National Eisteddfod.	Complete feasibility study by September 2017.	The City of Cardiff Council The Central South Consortium Joint Education Service, Eisteddfod Genedlaethol, Urdd Gobaith Cymru.	<p>In the Forum's meeting on 22 September 2017 further discussions was had on the possibility of holding a bilingual Eisteddfod, but for a number of practical reasons, the partners were of the opinion that another Eisteddfod should not be held. The partners agreed the need to engage more effectively with EM schools in advance of the National Eisteddfod 2018, and to raise awareness of all the competitions that are not dependent on language e.g. arts and crafts, instruments, dancing etc.</p> <p>A choir from Kitchener School have also been invited to perform at the 'Hwn yw Fy Mrawd' concert.</p> <p>Cardiff High School have taken part in the Sinemaes/Into Film project. Information on the Learners competition sent to all English medium schools in Cardiff.</p> <p>(EISTEDDFOD)</p>
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THE COMMUNITY AND INFRASTRUCTURE				
PRIORITIES	ACTION	TARGET / TIMETABLE	LEAD PARTNERS	UPDATE
Promote the Welsh language as a unique selling point for Cardiff as a capital and core city and promote the 'Bilingual Cardiff' brand.	Encourage private businesses that support the Welsh language to use or display the Bilingual Cardiff brand within their shops or businesses.	Materials produced by April 2017.	The City of Cardiff Council Bilingual Cardiff team, Menter Caerdydd, Yr Hen Lyfrgell	The 'Bilingual Cardiff' display materials were produced by April 2017
		Awareness raising campaign from September 2017		<p>In 2018, to date, Bilingual Cardiff have been working in partnership with Menter Caerdydd and local officers of the 'Welsh for Businesses' project. The Welsh for Businesses project (Prosiect Byd Busnes) is financed by the Welsh Government and delivered through Menterau Iaith Cymru. 10 officers are located across Wales to support small and medium sized businesses in using Welsh, providing a free dedicated service to meet the needs of businesses, offering advice and practical ideas, and to signpost to other support that is available. 'Bilingual Cardiff' display materials have also been distributed via the local Welsh for business officer, and Menter Caerdydd, Bilingual Cardiff, Welsh language Commissioner, National Centre for Learning Welsh, and FSB Wales have been working closely to build positive relationships with Cardiff businesses, and will continue in 2018/19 as Cardiff welcome's the National Eisteddfod in August 2018. (CARDIFF COUNCIL)</p> <p>We have fostered relationships with Cardiff Bay businesses and partners including the Waterfront partnership, Mermaid Quay and Red Dragon Centre with the aim of encouraging them to use more Welsh. Co-operating with Mermaid Quay to utilise Welsh speaking performers as well as creating a link between them and the Business World Officer for Menterau iaith Cymru,</p>

				<p>Aim of visiting the area's businesses and Pontcanna (location for caravan field) soon to raise awareness and help them to make use of Welsh and to welcome the visitors.</p> <p>Arrange sessions with businesses to ensure they get the opportunity to take advantage of the Eisteddfod's visit to the area.</p> <p>(EISTEDDFOD)</p>
<p>Increase the use of the Welsh language in all high profile and major events hosted in Cardiff, support existing Welsh-language community events and share good practice.</p>	<p>Encourage and work in partnership with major event stakeholders to showcase Cardiff as a thriving bilingual city.</p>	<p>From April 2017</p>	<p>The City of Cardiff Council Events, Tourism and Bilingual Cardiff, Welsh Government,</p>	<p>Where Cardiff Council leads or is involved in organising events, we will ensure that all signage and display materials are bilingual. The Bilingual Cardiff team will continue to work with service areas to examine how best to encourage and influence independent events to use bilingual displays.</p> <p>(CARDIFF COUNCIL)</p>
	<p>Collate information on all Welsh language events and all partners to promote the Welsh Government 'Cymraeg' website.</p>	<p>All bilingual Cardiff partners to provide information on their Welsh language events to Welsh Government from September 2017 onwards.</p>	<p>Welsh Government, All Bilingual Cardiff partners</p>	<p>As citizens tend to use the Mentrau iaith websites and social media to gain Information about Welsh language events, following a discussion in the Bilingual Cardiff Forum it was decided that Menter Caerdydd's new website would answer this aim (see amendment on page 24). When we come to review the aims of this strategy, we will change it to one that will promote menter Caerdydd's new website.</p> <p>(CARDIFF COUNCIL)</p>
<p>Increase the visibility of the Welsh language within the city to reflect a 'Bilingual Cardiff' through existing planning mechanisms</p>	<p>Investigate and where appropriate identify planning mechanisms to ensure that planning applications for large developments such as chain stores, supermarkets and retail consider the need to display bilingual signage and notices.</p>	<p>Shop Front and Signage Guidance Supplementary Planning Guidance to be completed by December 2017. Operational from January 2018</p>	<p>The City of Cardiff Council - Planning</p>	<p>Supplementary Planning Guidance relating to Shop Front and Signage Guidance is currently in preparation and is due to be issued for public consultation in summer 2018 with a view to seeking the approval of Cabinet and Council in winter 2018/2019. The preparation of the SPG will include research on best practice relating to provision of bilingual signage and early engagement with Bilingual Cardiff.</p> <p>Planning Case Officers will make developers aware of the Council's expectations for bilingual signage when considering relevant planning applications.</p>
	<p>Investigate and where appropriate identify planning mechanisms to ensure that planning applications for new housing developments consider the need to adopt Welsh or bilingual names, displaying bilingual signage and notices.</p>	<p>Shop Front and Signage Guidance Supplementary Planning Guidance to be completed by December 2017. Operational from January 2018</p>	<p>The City of Cardiff Council - Planning</p>	



	The City of Cardiff Council to adopt the principle that Welsh is positioned first on all display materials produced by the Council.	From September 2017	The City of Cardiff Council.	The Council's Design Team, who are responsible for the Council's marketing and communications, have ensured that they display the Welsh text first on any display material that they produce from September 2017. Furthermore, this commitment has been communicated to all Council staff through the Core Brief and Welsh Matters newsletter.
Introduce the Welsh language to new and emerging communities as a way of convening Welsh culture and promote Welsh language learning and Welsh medium education.	Liaise with third sectors to develop provision of Welsh language classes for new and emerging communities including refugees and migrants to identify further opportunities for new communities in the city to learn Welsh	A number of Welsh taster classes available by January 2018	School of Welsh (Welsh for Adults) Cardiff University, National Centre for Learning Welsh The City of Cardiff Council, Welsh Refugee Council.	<p>Through grant sponsorship from the National Centre for Learning Welsh, Cardiff University have appointed a tutor/organiser to work specifically with asylum seekers and refugees. We will offer language courses and events informally to assist with assimilation. The courses and events are open to families and individuals and is flexible in nature through responding positively to the needs of these new communities.</p> <p>(CARDIFF UNIVERSITY)</p> <p>Work with new partners such as Welsh Refugee Council and Stonewall so that they can be part of the Eisteddfod and to reach new audiences. Alongside Literature Wales we have commissioned poets to work with refugees to create poems to be read as part of the Literature Tent's offering during the Eisteddfod.</p> <p>Example of awareness raising work in 2017-18:</p> <ul style="list-style-type: none"> Attendance/stall at Grangetown festivals (World Market, Grange festival etc) have been an excellent shop window for the Eisteddfod in the area where it will be held in August. A chance for the committee to discuss the Eisteddfod with residents, share Information etc. <p>(EISTEDDFOD)</p>
Support Yr Hen Lyfrgell – Cardiff's Welsh Culture Centre to increase outreach activities and develop opportunities to showcase Cardiff's extensive Welsh language history and heritage.	Offer bite size Welsh language taster courses to all visitors to YHL during the UEFA Champions League Final 2017 to promote the language in a positive light and raise awareness internationally that we are a bilingual city.	June 2017	School of Welsh (Welsh for Adults), National Centre for Learning Welsh, FAW	Football fans in Cardiff during the UEFA Champions final in May 2017 were given an opportunity to try their hand at speaking Welsh. Cardiff University (Welsh for Adults) in partnership with Yr Hen Lyfrgell organised a pop up event throughout the weekend on the Hayes where fans from Italy, Spain and the rest of the world were able to give Welsh a go. The interactive and engaging scheme received positive feedback on social media and in the press, and helped to showcase Cardiff internationally as a modern bilingual city.

WELSH LANGUAGE SERVICES AND THE WORKPLACE

PRIORITIES	ACTION	TARGET / TIMETABLE	LEAD PARTNERS	UPDATE
Increase the number/percentage of Welsh speakers within the City of Cardiff Council and enable and support fluent staff, as well as staff who are learning, to use the Welsh language in the workplace, and encourage Bilingual Cardiff partner organisations to adopt the same approach.	Increase the number of bilingual staff in The City of Cardiff Council to reflect the percentage of Welsh speakers in the community and encourage other public Bilingual Cardiff organisations to adopt the same approach.	By 2022 increase the number of staff with Welsh language skills within the Council's workforce by 50%.	The City of Cardiff Council, Coleg Cymraeg Cenedlaethol, University of South Wales, School of Welsh, Cardiff University, Colleges Wales, Recruitment Agencies	The Council as an organisation encourages staff to update their Welsh skills on our Human Resources system, DigiGOV. Since October 2017, DigiGOV has the ability to record the exact level of Welsh (entry-proficient) in accordance with the Welsh for Adults Framework, for each member of staff in accordance with the Welsh for Adults framework. The number of Welsh-speaking staff in the organisation is reported annually. (CARDIFF COUNCIL)
	Through the Bilingual Cardiff forum, work with Bilingual Cardiff partner organisations to increase the use of Welsh within the workplace.	From January 2018	The City of Cardiff Council, All Bilingual Cardiff organisations.	A policy on promoting and using Welsh within the Council, which includes guidelines on Welsh language courses and a new mentoring scheme will be considered by Cabinet for approval in June 2018. The policy also includes a mission statement of our intention to create a truly bilingual Council. The Bilingual Cardiff team can assist our partners to create a similar internal policy and/or advise on specific aspects on the policy or guidelines. (CARDIFF COUNCIL)
Encourage Bilingual Cardiff partner organisations to provide Welsh language training and Welsh language awareness training to all Senior Managers and staff.	Ensure that all The City of Cardiff Council staff and managers to attend Welsh language awareness courses and encourage other public Bilingual Cardiff organisations to adopt the same approach.	Report annually on number and percentage of staff who have received training.	The City of Cardiff Council, Public Services Board, School of Welsh, Cardiff University	In 2017-18, 259 staff completed Welsh language awareness training, of which: <ul style="list-style-type: none"> > 50 Operational Managers attended Welsh language awareness training through the 'Working Welsh' scheme. > 25 staff from Adult and Children's services attended face to face Welsh Language Awareness training provided by the Welsh language coordinator for Adult Services. A further 38 social work students at Cardiff and Cardiff Metropolitan Universities have received Welsh language awareness training from the coordinator. > 184 Staff completed the Corporate Welsh language awareness online training. 1994 staff have completed the Welsh language awareness module since its launch in September 2015. (CARDIFF COUNCIL)
	The City of Cardiff Council to provide Welsh language learning and improver courses to all public facing	Report annually on number and percentage of staff who have received training.	The City of Cardiff Council, Public Services Board, School of Welsh, Cardiff University	Corporately funded Welsh language training is available to all Cardiff Council staff. Information is available on how many staff have attended Welsh language training in the Standards' annual report.

	staff and encourage other public Bilingual Cardiff organisations to adopt the same approach.			<p>In 2017-18, 175 staff attended Welsh language training courses, of which:</p> <ul style="list-style-type: none"> ➤ 71 staff attended a 2 day in house Welsh language taster course in July. ➤ 19 staff completed a 10-hour online 'Welcome Welsh' course. ➤ 72 staff attended Welsh courses through Cardiff University. ➤ 8 staff attended 5-day residential courses through the 'Working Welsh' scheme. ➤ 5 staff attended intensive Welsh training through the 'Working Welsh' scheme. <p>(CARDIFF COUNCIL)</p> <p>Welsh in the Workplace 20 lecturers across a number of teaching fields attended a pilot scheme to learn Welsh or raise confidence to teach through medium of Welsh.</p> <p>Sgiliaith 40 college managers have received language awareness training in FE and in the workplace. 8 fluent Welsh lecturers have completed methodology course 30 non-Welsh speaking staff have completed language awareness session in FE</p> <p>(CARDIFF AND VALE COLLEGE)</p>
Implementation of the Welsh language standards by relevant Bilingual Cardiff organisations resulting in increasing the availability and use made of Welsh language services.	Implement the Welsh language standards and assist other public Bilingual Cardiff organisations to achieve the same.	From relevant statutory compliance dates.	All relevant Bilingual Cardiff partners.	<p>Cardiff Council implements the standards and is willing to offer assistance to other organisations. We are part of 'Grŵp Deddf', which is a network of Language Officers, and often gives advice in meetings and over e-mail. Over the past few months the Bilingual Cardiff team has advised many organisations which come under the standards or are about to receive their language standards on different aspects of the act.</p> <p>(CARDIFF COUNCIL)</p>
	Prepare a Bilingual Cardiff Directory outlining all the Welsh language public services available in Cardiff and promote to increase uptake of the Welsh services that are available.	Directory prepared by March 2018	Menter Caerdydd, Welsh Government, the City of Cardiff Council, Public Services Board	<p>Menter Caerdydd are about to launch a new website which will include a digital directory to promote Welsh language Services in the city.</p> <p>As well as promoting all the Welsh public Services that are available in Cardiff the Service will also include individuals, organizations, businesses and local companies that offer a Welsh Service to customers. There are 282 contacts in the directory at present and the aim is to reach 300 by September 2018.</p> <p>(MENTER CAERDYDD)</p>

Demonstrate a strong commitment to the Welsh language in collaboration arrangements and 3rd party contract and commissioning documents and ensure Welsh language considerations are included from the outset.	Encourage all Bilingual Cardiff public partners to ensure that Welsh language considerations are an integral part of developing policies and within impact assessments.	From relevant statutory compliance dates.	The City Cardiff Council, Public Services Board, all Bilingual Cardiff partners.	In 2017-18 new guidelines have been published on the Council website to assist third parties in complying with the Welsh language standards when delivering Services for Cardiff Council. A new checklist for procurement staff has also been developed, to ensure that contractors and staff are aware of the relevant Welsh language requirements. (CARDIFF COUNCIL)
	Prepare guidance on Welsh language requirements to all 3rd party contractors working within the public sector.	Sep-17	The City Cardiff Council, Public Services Board, all Bilingual Cardiff partners.	
	Build in bilingual capacity to new public facing I.T solutions including interfaces offering language choice.	From relevant statutory compliance dates.	The City Cardiff Council, Public Services Board, all Bilingual Cardiff partners.	All public facing I.T solutions have been bilingual, for example the Next Bike app (2017-18) and we are currently working on developing a fully bilingual citizen app. We will now work with with our other partners and share good practice. (CARDIFF COUNCIL) <ul style="list-style-type: none"> Welsh Grant 2050 With the funding we have created a new 'Language Prize'. System to scan QR codes when asking for something in Welsh in a number of areas across the college such as success centres, coffee shop, reception areas. A points system counts everybody's points with voucher prizes for the most number of points collected. Welsh Government and Welsh Colleges' digital project A number of colleges have worked together to create apps to support FE. CAVC and Gwent College have created a tourism app. The app is tailored to support all the granting bodies and all levels of learners. The app includes learning aids with a section to learn keywords while reading and listening. These are the other apps – Business, cars and bilingual teaching. (CARDIFF AND VALE COLLEGE)
Increase opportunities for people to receive Health & Social Care in Welsh.	Ensure that an Active Offer of Welsh language services is communicated to all Social Services staff and within commissioned services.	Mar-18	The City of Cardiff Council, Cardiff & Vale Health Board	There are questions in the Social Services record system to prompt staff to make an active offer (although this does need further refinement) and awareness of: <ul style="list-style-type: none"> the requirement to make an active offer, the specification of the offer as detailed in the Welsh Language Standards, and opportunities for staff to lean or improve their Welsh, continue to be promoted through distribution of Welsh Matters Briefs to all Social Services Staff.



			<p>Awareness training is a compulsory element of induction training in social care and forms part of the social work placement induction programme and a mandatory element of the First Three Years in Practice training programme. Bilingual Cardiff provided Welsh Language awareness training specifically to all Cardiff Council Operational Managers during 2017/18, and Welsh Language Awareness training is continually available to all Social Services Staff.</p> <p>We are currently in the early stages of establishing a Mwy na Geiriau Cardiff and Vale of Glamorgan Regional Forum across social care and health to take forward actions to promote the use of the Welsh language and ensure compliance with the Standards and More than Just Words Strategic Framework.</p> <p>Bilingual Cardiff have produced a guidance document for third parties. Further work is required to identify how best to distribute this to the large number of services commissioned or spot purchased by Social Services. (SOCIAL SERVICES - CARDIFF COUNCIL)</p> <p>In 2017-18, The Cardiff & Vale Health Board, has</p> <ol style="list-style-type: none">1. Worked with the Welsh Language Primary care providers: <p>PCIC has been working with local commissioned services (such as GP's) to encourage them to consider Welsh language services and use the range of Welsh language skills in their practices for the benefit of their patients; service users.</p> <ol style="list-style-type: none">2. Encouraging staff to wear Welsh speakers 'iaith gwaith' badges to encourage their patients/service users/ to talk in Welsh with them.3. Establishing the More than Just Words Forum with Cardiff and Vale of Glamorgan Councils to improve co-operation and collaboration to ensure an integrated Health and social care through the medium of Welsh.4. Running awareness sessions for the staff on the importance of providing Welsh language for patients/services users and what steps they can do on a practical level.5. Providing a choice of appointment letters in Welsh or English. (CARDIFF & VALE HEALTH BOARD)
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	<p>Include Welsh language service provision within third sector and independent contract specifications, service level agreements and grant funding processes, where a need is identified.</p>	<p>Mar-18</p>	<p>The City of Cardiff Council, Cardiff & Vale Health Board</p>	<p>In 2017-18 Cardiff & Vale Health Board has worked with the Welsh Language Primary care providers:</p> <ol style="list-style-type: none"> 1. PCIC has been working with local commissioned services (such as GP's) to encourage them to consider Welsh language services and use the range of Welsh language skills in their practices for the benefit of their patients and service users. 2. Encouraging staff to wear Welsh speakers 'iaith gwaith' badges to encourage their patients/service users/ to talk in Welsh with them. 3. Establishing the More than Just Words Forum with Cardiff and Vale of Glamorgan Councils to improve co-operation and collaboration to ensure an integrated Health and social care through the medium of Welsh. 4. Running awareness sessions for the staff on the importance of providing Welsh language for patients/services users and what steps they can do on a practical level. 5. Providing a choice of appointment letters in Welsh or English. <p>(CARDIFF & VALE HEALTH BOARD)</p> <p>Standard Welsh language clauses are present in the terms and conditions of all Council services.</p> <p>Specific services for Welsh speaking families (e.g. Mudiad Meithrin and Menter Caerdydd) were commissioned as part of the original Families First programme. Families First is a programme of early support services which promote greater multi-agency working and joined-up support for families below the thresholds of statutory or specialist services.</p> <p>The contract relating to the first Families First programme came to an end in March 2018, and has now been replaced by an approach which requires all Families First services to meet Welsh Language Standards in the follow on programme. These requirements have been included in the service specifications as well as the terms and conditions.</p> <p>The Families First commissioning team will be monitoring compliance via contract monitoring activities and have always asked services to record basic anonymised data to quantify the number of families that request services through the medium of Welsh.</p> <p>Further work is required to ensure that Welsh language needs are considered in the specifications of statutory social services, and the domiciliary care specification is currently being updated accordingly.</p> <p>(SOCIAL SERVICES – CARDIFF COUNCIL)</p>
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	<p>Maximise ability to provide services in Welsh. Where gaps in workforce capacity to deliver services in Welsh are identified these should be communicated to inform the organisation's Bilingual Skills Strategy</p>	<p>Mar-18</p>	<p>The City of Cardiff Council, Cardiff & Vale Health Board</p>	<p>Currently there are small numbers of staff actively using Welsh in their work across the service. In many teams, responding to the active offer relies heavily on Welsh speakers who do not occupy Welsh essential posts, and in some areas there are no Welsh speakers. It continues to be difficult to keep track of the changing profile of the Welsh speaking workforce over time. This is in part a consequence of staff turnover and in part a consequence of confidence of staff to identify themselves. The Social Services workforce strategy offers an opportunity to better understand the gaps and maximise potential. Actions will be developed to take this forward during 2018 – 2019.</p> <p>There has however been ongoing activity to respond to and create opportunities to maximise the Welsh speaking workforce during 2017-18. For example Adult Services have successfully appointed to existing Welsh essential social work posts that became vacant during the year, and there have been preliminary discussions about creating further Welsh essential social work posts in both Adult and Children's Services. A range of Welsh language training opportunities (from beginner to proficiency) continue to be regularly promoted to existing staff with the objective of encouraging them to use more Welsh in their work. Reception services have been identified as a particular gap and corporate role specific Welsh language training for reception staff is awaited.</p> <p>Continued implementation of the Welsh language standards and support of the senior management team are hoped to increasingly normalise the perception of the language among the workforce. For example the Senior management team filmed a short clip for 'Shwmae Day'.</p> <p>(SOCIAL SERVICES - CARDIFF COUNCIL)</p> <p>Merched y Wawr has three branches in Cardiff and two clubs.</p> <p>A few branches also arrange a walking club and reading clubs all through the medium of Welsh.</p> <p>They meet monthly for various activities. Learners are given a warm welcome and special meetings are sometimes held especially for them. They all celebrate St David's day and Christmas – children from local Welsh schools are often invited to entertain.</p> <p>A number of the members volunteer in Welsh schools and support people in the community that need Welsh medium support, especially the aged and children.</p> <p>(MERCHED Y WAWR)</p>
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Examine the way our services are offered to the public and work with specialists in language choice architecture to ensure equitable linguistic choice.	Conduct experiments by offering existing online or computerised Council services via different language choice architectures, in order to ascertain which is the most likely to ensure the highest level of use in Welsh.	Jan-18	School of Welsh, Cardiff University	To be developed during 2018/19. The terms of the research are currently being agreed between Cardiff University and Cardiff Council. (CARDIFF UNIVERSITY)
	Conduct research with parents of pre-school age children to ascertain what linguistic choice architecture mechanisms and/or considerations the Council may need to put into place in order to increase the number of children in Welsh medium education in Cardiff.	Jan-18	School of Welsh, Cardiff University, the City of Cardiff Council.	



APPENDIX 2:

Bilingual Cardiff

Review of the Bilingual Cardiff Strategy 2017-2022

March 2018
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1. Introduction

This report provides an independent external review of Cardiff Council's 5-year Strategy for a Bilingual Cardiff 2017-2022, published in draft in September 2016 and as a final document in March 2017.

This independent review was conducted by Nia Davies at Nico and commissioned in response to the formal Cabinet resolution on 16/03/2017 that "*an independent external review of the strategy and action plan take place*".

The review was conducted during March 2018 and was informed by desktop research, a review of internal documentation relevant to the Bilingual Cardiff strategy, interviews, and a snapshot survey of key external partners and of colleagues across key partnership areas within the Council.

Research included consideration of the Welsh Language Commissioner's Assurance Report for 2016-17 focussing on compliance and adequacy of Local Authority 5-year Welsh language promotion strategies, the Welsh Government's strategy: Cymraeg 2050: a million Welsh speakers published in July 2017, together with other local authority statutory Welsh language promotion strategies available as public documents.

This review looks at the strategy in its statutory and policy context; and, together with feedback from the survey and interviews, considers best practice identified by the Commissioner's report in terms of: compliance and governance, vision and

ownership, consultation and communication, stakeholders, target setting and measuring performance. It then sets out the review's conclusions and recommendations for the consideration of Cardiff Council.

2. Summary

This review was conducted during March 2018.

The Bilingual Cardiff Strategy is a direct statutory requirement, however the Strategy is a culmination of wide-ranging strategic activity across the city by the Council and partners. It also acknowledges its relevance within the aims of the Welsh Government's national strategy for the language and its role within a wider policy context.

Considering the Strategy in light of identified best practice and stakeholder comments, this review finds that the Strategy has been built on strong foundations of consultation and communication and has a strong compliance and scrutiny framework in place.

The strategic priorities identified correspond with the national vision and are based on the close consultation with partners. They naturally reflect the specific needs of the population and are grouped under 3 strategic areas. The resulting targets are mindful of current provision and financial constraints and are seen to be realistic and achievable by key stakeholders.

The strategy draws from a purposeful vision supported by proactive leadership and key personnel and a robust accountability process which includes external scrutiny and involvement by key partners and a strong relationship through the Fforwm Caerdydd Ddwyieithog (Bilingual Cardiff Forum).

The many strengths of the Bilingual Cardiff Strategy should be celebrated and good practice shared. There are a number of opportunities to consider further strengthening the implementation of the strategy, and the recommendations contained in this report attempt to highlight those opportunities in light of the findings and feedback from stakeholders. The recommendations are outlined on page 28 and 29.

3. Context

The Bilingual Cardiff Strategy is a direct requirement of the Welsh Language Standards Regulations, but it also sits within a wider policy and legislative context.

The Strategy acknowledges its relevance within the aims of the Welsh Government strategy for the language, and its role alongside the Welsh in Education Strategic Plan for Cardiff, together with the aims of the Well-being Plan, Cardiff 2020 and the More than Just Words action plan.

The Welsh Language (Wales) Measure 2011

The Welsh Language (Wales) Measure 2011 established a legal framework to impose duties on certain organisations to comply with standards in relation to the Welsh language through regulations, (Welsh Language Standards (No.1) Regulations 2015). The standards issued to Cardiff Council are listed in The City of Cardiff Council Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011.

The standards relevant to the 5-year strategy are Standards 145 and 146 and they require that Cardiff Council:

- produce and publish a 5-year strategy that sets out how the Council propose to promote the Welsh language and facilitate the use of Welsh more widely in the area;
- include a target for increasing or maintaining the number of Welsh speakers in the area by the end of the 5 year period;
- include a statement setting out how the Council intend reaching that target;
- review the strategy and publish a revised version on the website within 5 years of publishing the strategy (or of publishing a revised strategy);]

- after 5 years, assess to what extent the Council has followed the strategy and reached the target;
- publish the assessment on the website to show the number of Welsh speakers in the area together with their age;
- outline in the assessment a list of the activities arranged or funded by the Council to promote the use of Welsh during the past 5 years.

There are further considerations within the Regulations relevant to the 5-year strategy under Supplementary Matters (Standards 173 and 174) requiring bodies to:

- ensure that a document recording the promotion standards with which the Council are required to comply is available to the public;
- provide the Commissioner with any information she requests regarding compliance with the promotion standards.

ii. Cymraeg 2050: a million Welsh speakers

Published in July 2017, following the announcement in August 2016 of its vision to create a million Welsh speakers, the Cymraeg 2050 Strategy sets out the Welsh Government's long-term approach to achieving the target of a million Welsh speakers by 2050.

The strategy is based on three strategic themes:

1. Increasing the number of Welsh speakers
2. Increasing the use of Welsh
3. Creating favourable conditions – infrastructure and context

The overarching targets for Cymraeg 2050 are:

- The number of Welsh speakers to reach 1 million by 2050.
- The percentage of the population that speak Welsh daily, and can speak more than just a few words of Welsh, to increase from 10 per cent (in 2013–15) to 20 per cent by 2050.

The Government has published the first Work Programme for the strategy. It sets out aim-by-aim what the Government intends to do during the period 2017 to 2021. In terms of this initial programme of work, it is worth noting the Government's own words:



“The initial years will focus on setting solid foundations. This is a slow and steady approach, which may lack the obvious signs of success. However, we see it as an absolute necessity to lay the foundations now in order to support future phases of the strategy’s delivery.”

This approach is key to a long term strategy of language planning and growth, and is important that this is borne in mind in terms of the targets set in the 5-year Bilingual Cardiff Strategy. It underlines the importance of establishing a firm basis in the initial years towards achieving the long term target of doubling the number of its Welsh speakers by 2050.

The Government’s strategy acknowledges the role of local authorities in achieving its aims across Wales, and accordingly, the Bilingual Cardiff Strategy mission statement places the Government’s vision at the forefront of its purpose:

Mission Statement

Work with partners to double the number of Welsh speakers in Cardiff by 2050 through the Bilingual Cardiff Strategy, in line with Welsh Government’s vision.

iii. Education

Echoing the national strategy, both the Bilingual Cardiff Strategy and the Welsh in Education Strategic Plan for Cardiff recognise that the education system is a key element in creating new speakers.

“This WESP is an integral part of the Council’s 5-year Bilingual Cardiff strategy. The most prominent area of interdependency between both strategies is based on strategic area 1: Families, Children and Young People. The priorities within this area are based on promotion, provision and progression.”

The Government have noted their plans to review legislation underpinning Welsh education planning together with reviewing the process for increasing the proportion of Welsh-medium teaching and learning in schools and that the 21st Century Schools Capital Programme ensures the growth of Welsh medium school places.

They have indicated that they *“will move from measuring the demand for Welsh-medium education to growing Welsh-medium education systematically and proactively”*.

This underlines the expectation of further developments in legislation and policy over the next five years and that the direction of travel for Cardiff Council will continue towards an ambitious and challenging programme of work.

iv. Wellbeing

Local Well-being Plans are intended to provide a more holistic approach to planning and delivery of public services in Wales, including better integration of many relevant acts, duties and planning frameworks.

One of the well-being goals under the Act is ‘a Wales of vibrant culture and thriving Welsh language’. However, it is important to recognise that there is a close link between the language and all other well-being goals and the importance of wider partnerships and frameworks.

The aim of the Bilingual Cardiff Strategy is reinforced within the draft Well-being Plan:

“Aim to double the number of Welsh speakers in Cardiff by 2050 through supporting the delivery of the Bilingual Cardiff Strategy.”

The draft Plan outlines progress measures in terms of speaker numbers/education:

- People who can speak Welsh (National Indicator 37)
- Key Stage 4 Pupils Achieving the Level 2 Threshold including English/Welsh & Maths (National Indicator)

The Welsh Language Commissioner has recently published an advice document: Considering the Welsh language in the Local Well-being Plans which explores how Local Well-being Plans could consider each Well-being goal in the context of the Welsh language. This may assist in further strengthening the links between the aims of both strategies.

v. Local Authorities 5-year promotion strategies

In the 2016-17 Assurance Report, Rights Taking Root, the Welsh Language Commissioner looked at the 5-year strategies of local authorities and the national parks in Wales. This report provides an analysis of compliance together with the features required for strong and effective promotion strategies. The Commissioner identified the following elements as examples of good practice against which this review will consider the Bilingual Cardiff Strategy:

Ownership and accountability: Some strategies demonstrate clear ownership by the whole organisation... and a clear accountability structure for implementation and assessment of progress.

Baseline: The most comprehensive strategies have based their targets and action plans for the promotion and facilitation of the language on qualitative and quantitative evidence.

Clear vision: A clear statement of vision serves not only to enable the public to understand the aims of the organisation, but also helps the staff of the organisation, who have to implement the relevant actions.

Partners: The most comprehensive action plans extend to every relevant area and demonstrate a commitment to work in partnership with organisations in the public and private sector together with the third sector, and of course local people.

The wider context: The most comprehensive strategies deal with the wider context of the growth and vitality of the Welsh language, the local social / economic context; cross references with WESPS and other strategies that overlap locally and nationally.

Measuring progress: The most comprehensive strategies set clear targets, strategic priorities, quantitative indicators, and a detailed action plan with clear links between activities and strategic priorities. The most comprehensive action plans set out targets with clear timescales and responsibilities.

(2016-17 Assurance Report, Rights Taking Root)

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It is very difficult to benchmark the Bilingual Cardiff strategy against other local authority strategies as they have all been drawn up in response to a wide variety of linguistic needs specific to their areas.

However it is possible to identify compliance with the requirements of standard 145, and to offer an opinion on the robustness and scope of the strategy against best practice highlighted in the Commissioner's report and alongside the strategic priorities contained in the national strategy, Cymraeg 2050. The following sections of this report outline relevant considerations.

4. The Strategy

Vision

Our vision is to develop a truly bilingual Cardiff. A Cardiff where our citizens can live, work and play, as well as access services and support in Welsh or English equally. A capital city where bilingualism is promoted as something completely natural, and where the Welsh language is protected and nurtured for future generations to use and enjoy.

Approved by full Council on the 23rd of March 2017, the Bilingual Cardiff Strategy notes "This is a strategy for the city as a whole, not for any one organisation", highlighting the importance of strategic partners and working across a number of key policy areas.

As well as specific actions to facilitate the use of the language across a wide range of strategic priorities in collaboration with partners across the Council and externally, the Strategy includes a target to increase the number of Welsh speakers (aged 3+) in Cardiff by 15.9% from 36,735 (2011 Census) to 42,584 (2021 Census).

The strategic priorities were developed in consultation with partners, naturally reflecting the specific needs of the population. The priorities are grouped under 3 strategic areas that also reflect key priority headings contained within the Welsh Government's own strategy.

For this review, a snapshot survey was conducted during March 2018 to gather stakeholder views on the Bilingual Cardiff Strategy. This was intentionally limited to key external partners amongst the members of Fforwm Caerdydd Ddwieithog (the Welsh Language Forum) and also key partners from within the Council in various departments relevant to the implementation of the strategy which resulted in 12 respondents.

"The Strategy provides a clear vision for the Welsh language in Cardiff"

"The strategy has brought partners together in collaboration"

(Comments from key stakeholders)

The responses provided by the key partners, have given a useful insight into the strengths of the strategy and possible opportunities to strengthen and develop the strategy over its lifetime from the point of view of partners. Appendix 1 contains a full report of the stakeholder survey. Appendix 2 contains a copy of the questionnaire.

i compliance and governance

Key questions:

- Does Cardiff Council comply with the relevant Welsh language standards?
- Is there a sufficiently robust system in place to provide effective scrutiny and challenge for the strategy?

In both these areas, this review found that Cardiff Council has a strong compliance and scrutiny provision in place:

Compliance: Although the vision and aim of the strategy is far-reaching, the compliance of the Strategy with two standards will be a particular focus for the Welsh Language Commissioner as the regulatory body.

Cardiff Council have produced and published the strategy which sets out how they intend to promote the Welsh language and facilitate the use of Welsh more widely. It also includes a target for increasing the number of Welsh speakers by the end of the 5 year period including setting out how the Council intend reaching that target. These elements are in direct response to the requirements of Standard 145.

Meeting Standard 146 in due course will mean reviewing the strategy at the end of the 5-year period and assessing to what extent the Council has followed the strategy and reached the target, outlining the number of Welsh speakers and a list of activities arranged or funded to promote the language over the 5-year period.

This therefore entails maintaining a record of progress in terms of achieving the targets set out in the action plan together with evidence that shows progress towards the overarching target of increasing the number of Welsh speakers. This evidence requires a variety of quantitative and qualitative information collated by the Council and by external partners.

A note of caution was sounded by one respondent to the stakeholder survey, who raised the issue of the reliance on external partners for the collation of some of the required evidence:

“Unsure how measurable some of the targets are as they are ‘city wide’ and require input from a number of organisations who need to ‘count’ the same thing. Is there a shared understanding/agreement about this?”

With quarterly meetings held with the Fforwm Caerdydd Ddwyieithog (the Welsh Language Forum comprised of the key partners involved), together with a recently renewed terms of reference focussing on the implementation of the Strategy itself, it appears that there is sufficient opportunity to ensure clarity and understanding on what is measured and how. However, it may be beneficial to look again at these requirements to ensure robust record keeping and evidence.

Scrutiny: As mentioned above, the Strategy is subject to a good degree of external overview and monitoring through the quarterly Fforwm Caerdydd Ddwyieithog, reinforced by its new terms of reference, specifically centred on the implementation of the Strategy.

The stakeholder survey asked external partners whether the Fforwm was an effective mechanism for monitoring the implementation of the strategy and acting as a critical friend to the Council, and all respondents agreed that it was.

A meeting of the Fforwm was observed as part of this review which found that the Fforwm is an opportunity for partners to provide an update on progress with targets within their remit and to provide a challenge to Cardiff Council on its own progress. Together, partners are able to respond and adapt effectively to any changes or factors impacting on the action plan and exploit any new opportunities that arise. One comment made during the meeting, captured this:

“Targets and priorities can become dated and opportunities to take action arise unexpectedly, but it is also important not to avoid things that are difficult or challenging, and just target Welsh speakers.”

Under their newly revised terms of reference the Fforwm report to the cross-party group of members who make up the Bilingual Cardiff Member Working Group that meet each quarter (e.g. in April 2018 2 key partners, the Menter and the Eisteddfod, were invited to give a presentation to the Group). The Chair of the Working Group writes formally to the Cabinet following each meeting to inform Cabinet members of any Welsh language issues.

Additionally the Head of Bilingual Cardiff meets monthly with the Council Leader, who holds the portfolio on the Welsh language.

As yet, there are no formal requirements to report annually on the implementation of the Strategy to the Welsh Language Commissioner, however an update on the progress of the Strategy is provided by Cardiff Council within the Annual Report on the Welsh Language Standards. This annual report is presented to Full Council allowing another level of scrutiny together with an opportunity to promote the comprehensive programme of work undertaken by Bilingual Cardiff on a Council-wide level.

Sufficient resources: A key element of good governance is ensuring sufficient resources with ensuing risk to success if insufficient resources are available to underpin important targets.

The stakeholder survey asked whether stakeholders thought the Council has the appropriate resources to implement the strategy, and of those that responded (10) 6 said that they did not think there were sufficient resources for this strategy. This response was consistent across internal and external partners.

“The partner organisations must be supported and funding should not be cut in order to ensure the growth of Welsh services across the city.”

“Appropriate resources should be provided by the Council to the Urdd to achieve the aims of this Strategy”

The action plan was drawn up with current financial limitations in mind and draws upon current provision and planning across partnerships.

However, areas for consideration are highlighted further on in this report and it would be beneficial to consider any potential risks that may arise in future. A National Audit Office Report entitled ‘Over-optimism in government projects (2013), explores risks in large projects and strategies due to over-ambitious expectations. It warns that optimism can lead to a tendency to underestimate the challenges of complex visions in terms of the limitations of capacity, time and financial constraints.

For further consideration

PR1. Consider a review of what is measured, (and when, how and by whom) to reinforce shared understanding, robust record keeping and evidence of progress towards the strategic priorities and overarching target.

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ii vision and ownership

Key questions:

- Is there a clear vision and definition of purpose?
- Is there clear ownership and leadership for the strategy and its implementation?

The Bilingual Cardiff Strategy is notable in that its vision and purpose is clearly stated, and is reinforced by support from the leadership within the Council. This is not only apparent within the document, but is seen in terms of the profile and ‘brand’ of Bilingual Cardiff, and the support voiced regularly by the Leader for the vision of developing a truly bilingual city.

To strengthen its commitment further, the Council have recently drawn up an internal policy document on the use of Welsh within the Council with the vision of becoming a bilingual organisation, valuing and supporting the use of Welsh among staff. This will allow the Council to lead by example and encourage the use of Welsh

across the city.

Vision: As stated earlier, the Strategy acknowledges its place within the national vision and clearly outlines its responsibility in terms of increasing the number of Welsh speakers. The vision also outlines what a successful Bilingual Cardiff will look, feel and sound like and the Strategy is based on three strategic areas with relevant priorities and targets for action.

In the stakeholder survey, all respondents noted their awareness and understanding of the vision for a Bilingual Cardiff. However, 5 of the 7 internal respondents agreed with the statement *“I have my own understanding of the vision for a Bilingual Cardiff, but I’m not sure if everyone else’s understanding corresponds to mine”*.

Two of the 5 external partners also agreed with the above statement, with 3 of the 5 stating that their understanding was *“Very clear, you would hear the same description of the vision by everyone”*.

This finding would reinforce the importance of continued support and engagement to articulate the vision in contexts that are relevant to different sections of the Council and amongst partners in general over the strategy’s lifetime.

Ownership: As noted above, in promoting the vision, the Leader of Cardiff Council has on more than one occasion articulated the responsibility of the Council in achieving the Strategy, but also reinforces the fact that it is a city-wide responsibility, reliant on key partners.

The stakeholder survey shared this view in that the strategy has ensured every partner is part of the vision, bringing them together in collaboration and drawing on the expertise and capacity of a number of partners, making the most of Cardiff’s position as a capital city. However, some comments highlighted concerns that ownership was not shared consistently amongst some key (internal and external) partners, one for example, noted:

“The Bilingual Cardiff team have clear commitment and vision regarding the Welsh language. However, it is my impression that these features are rather inconsistent across the remainder of the Council. It would be beneficial for some departments, the education department in particular, to ensure more initiative is shown regarding the language as there is the potential to achieve much more with understanding and commitment.”

For further consideration

R2 Consider exploring further the definition of what a truly bilingual Cardiff means in quantifiable terms in the context of the strategic priorities. Also, consider linking measurable key indicators and milestones of success to the action plan so that all partners are clear on what is to be achieved and evidenced.

R3 Ensure continued support and engagement to articulate the vision in contexts that are relevant to different sections of the Council, and amongst partners in general over the strategy's lifetime. This will assist in strengthening shared purpose and achievement of the strategy.

iii Consultation and communication

Key questions:

- Did the Council consult sufficiently on the Strategy?
- Does the Council continue to consult and communicate effectively?

The consultation on the Strategy was one of the most comprehensive and inclusive programmes of consultation held on any 5-year Welsh language promotion strategy.

Consultation: The consultation process began with an internal consultation and online survey which attracted around 40 responses from a diverse cross-section of departments. These comments formed the basis for the draft priorities which were then developed in further consultation with policy officers, heads of service, Welsh Language Coordinators and Champions group, Internal equality networks, the Bilingual Cardiff member Working Group, and the Policy Review & Performance Committee.

According to an officer in the Bilingual Cardiff team, *“although this meant a significant amount of work, it was extremely beneficial to have conducted such a thorough internal consultation as various departments now have an understanding of the value of the strategy and share ownership of it”*.

Public consultation on the Bilingual Cardiff strategy was carried out in autumn 2016 with over 70 per cent of respondents either strongly agreeing or tending to agree with the vision of a truly bilingual Cardiff and over 53 per cent agreeing with the target of increasing the number of Welsh speakers in the city.

As part of the consultation, a workshop event was held on the 20 October 2016, with 26 main partners and stakeholders. Attendees included Welsh Government, the Welsh Language Commissioner, Cardiff University, the Public Service Board organisations, Menter Caerdydd, and Urdd Gobaith Cymru.

In terms of the stakeholder survey, all of the respondents agreed that sufficient opportunity was given to enable people to provide input to the Strategy.

Communication: In terms of communication, most respondents to the survey (10 out of the 12) agreed that the Council continues to communicate effectively in the implementation of the Strategy.

During the meeting of the Fforwm, it was suggested that invitations to a wider spread of partners could be sent out on annual basis to hold a Fforwm meeting to include stakeholders that do not usually attend in order to widen input. This would then provide an effective platform for Bilingual Cardiff to update a wider audience of stakeholders on progress, to ensure practical input from partners, and to reinforce the city-wide ownership of the vision.

According to one survey respondent:

“There should be representation of all partners on the Fforwm, e.g. include representative from the education department in order to move things forward and not just depend on the Welsh language partners to achieve the core work.”

For further consideration

R4 As suggested in the Fforwm meeting, consider the possibility of extending a Fforwm meeting once a year to a wider partnership to allow Bilingual Cardiff to ensure practical input from partners of all interests, and to reinforce the city-wide ownership of the vision.

iv stakeholders

Key question:

- Have key stakeholders been identified, their support secured, and their contribution, influence and needs understood?

The Bilingual Cardiff Strategy is firmly based on the groundwork carried out initially in 2014 to identify and engage with key partners in order to deliver the vision of a bilingual city.

Key stakeholders: As the Strategy itself acknowledges, its success is dependent on external as well as internal partners.

The 2014 conference enabled partners to explore and articulate the issues and priorities that would firstly lead to the establishment of yr Hen Lyfrgell as a vibrant centre for the Welsh language in the city centre, and secondly, form a strong partnership basis for the 5-year Bilingual Cardiff Strategy. This was reinforced by the Bilingual Cardiff Conference held in autumn 2016 which allowed partners and stakeholders to discuss and collaborate on the draft Strategy.

The stakeholder survey asked for feedback on the strengths and weaknesses of the Strategy. There were positive comments in the main regarding the ability of the Strategy to draw people together:

“The strategy has brought partners together in collaboration without duplicating work.”

However, some comments highlighted opportunities for further engagement and understanding, and consideration of how the Strategy is communicated and framed in terms of ownership and participation over its lifetime:

“It does not engage with the Welsh language voluntary sector within the city.”

“There is a feeling that the Council has relinquished some of its responsibilities and transferred them to the partners.”

According to the stakeholder survey, 9 of the 12 agreed that the Council understands the importance of stakeholders in order to ensure the successful implementation of the Strategy.

When asked about the support of stakeholders, of those who answered (10), 4 expressed concern that the Council has not yet ensured the support of all stakeholders, whilst 6 disagreed with this statement.

When asked about whether stakeholders realise the importance of their contribution to ensuring the success of the strategy, there was a slight difference in response, with 4 of the 5 internal partners agreeing with the statement that some stakeholders within the Council may not realise the importance of their contribution to ensuring

the success of the strategy. With the external partners, 2 of the 5 agreed with this statement.

For further consideration

R5 Consider developing and maintaining a stakeholder management plan in order to sustain and nurture the positive relationship with key stakeholders over the lifetime of the Strategy.

R6 Consider developing and maintaining a programme of communication to support the implementation of the Strategy.

v targets and measuring performance

Key questions:

- Are targets based on a clear baseline and are they clear, practicable and realistic?
- What evidence will be available to show the success of the strategy and to what extent is it possible to define measurable change following specific actions?

The target of doubling the number of Welsh speakers by 2050 is based on clear statistical analysis; and as seen above, strategic priorities and targets in the Strategy have been set following consultation with all stakeholders involved and there is systematic reporting on progress against a clear action plan.

Baseline: A clear baseline allows for measurable targets. The overarching target of increasing the number of Welsh speakers in Cardiff was based on work carried out in conjunction with the Cardiff Research Centre taking into account statistical and demographic analysis alongside the required increase in numbers to determine the percentage increase needed year on year.

The Council’s main sources of data regarding the number of Welsh speakers in its population, apart from the 2021 Census, are education data (PLASC) and workforce data which will allow the Council to track any trends and progress toward the target on an annual basis.



In the survey, one respondent commented:

“The main long term target for the Strategy, doubling the number of Welsh speakers in Cardiff by 2050, is aligned with the target in Cymraeg 2050, the Welsh Government’s strategy... Cardiff’s Welsh speakers doubled between 1991 and 2011 which suggests that this target is not too ambitious.”

In terms of the targets contained in the action plan aimed at achieving the strategic priorities identified, according to one respondent to the survey, reflecting upon the process undertaken internally:

“We agreed the service area targets with the Welsh Language Unit through face to face meetings in order to ensure that the targets were realistic and achievable.”

However, a number of the activities are beyond the direct influence of the Council and are within the remit and work programmes of partners. These targets are reported on in the quarterly Fforwm.

In the survey, when asked about the targets within the Strategy relevant to their areas of work, 8 of the 12 respondents agreed that the Strategy’s targets were realistic and achievable. One external partner and 3 internal partners expressed uncertainty as to whether or not they were realistic or too ambitious.

Strategic priorities: Cardiff’s strategic priorities were developed in close consultation with partners, naturally reflecting the specific needs of its population. The priorities are grouped under 3 strategic areas and provide stated outcomes for reporting progress on the use of the Welsh language in Cardiff. Therefore there is a clear and rational basis for the strategy, covering all relevant strategic priorities that also reflect key priority headings contained within the Welsh Government’s own strategy.

When asked about their views on the strategic priorities of the strategy, 9 of the 12 respondents agreed that the aim of the Strategy fits with the priorities of their own departments or organisations in general. This reflects the successful initial consultation process enabling the Strategy to be dovetailed effectively with wider strategic goals.

As the Bilingual Cardiff Strategy was drawn up prior to the publishing of the national strategy, a clause was included suggesting that a review of the strategy may be appropriate to align it more closely with the national document. As there are many interdependencies and targets dependant on external stakeholders with varying

funding cycles, a review of the action plan itself may be wise before the mid-point of the lifetime of the strategy.

Measuring performance: There is a clear scrutiny and reporting structure for the Strategy. As noted in section 4(i) on compliance and governance, progress towards both the strategic priorities and the overarching target of increasing the number of Welsh speakers, will need to be measured in a meaningful and effective way, with a variety of quantitative and qualitative evidence.

It is notable that this wide-ranging and ambitious strategy is not in receipt of additional funding or a specific budget, and is therefore based on the current capacity and activities of the Council and partners. As noted in section 4(ii), a lack of sufficient resources was highlighted as a concern for 6 out of the 10 respondents.

Conducting a review of the action plan in due course may highlight potential strategic gaps that simply aren’t possible to address without funding. However despite the lack of available funding, these gaps should be highlighted if it is deemed that there is a risk to the success of any strategic priority if these gaps are not addressed.

One possible area in the current action plan that could be explored in such a review, is the priority area regarding children and young people. As identified in the Strategy and also the national strategy, the post-16 phase is critical in terms of language progression. It marks the period for many between statutory education and the workplace and this is the time when a number of factors may impact individuals’ linguistic decisions and practices for the rest of their lives. It is also clear that this is the time when a significant number of Welsh speakers lose their Welsh language skills.

The Council have identified that this is a priority area with the target to:

Increase the provision of Welsh-medium extra-curricular activities and opportunities for children and young people to use Welsh outside the school gates.

Three main targets were included under this priority. The first has been subject to change following discussion at the Fforwm and may be adapted. The second involves activities around the 2018 National Eisteddfod in Cardiff and is timetabled to end in August 2018. The third (Welsh Music Day) has already been achieved, (but is likely to be repeated annually).

This points to further possibilities and future developments that will benefit from being recorded formally in an updated action plan.

For further consideration

R7 In conjunction with R1 and R2, consider reviewing the action plan in consultation with key partners (by the end of year 2, March 2019), with a view to updating or adapting the targets. *[As part of any review, consider how the achievement of any new or adapted targets will align with the requirements to report on progress in terms of i) the increase in the number of Welsh speakers and ii) the increase in the use of Welsh and what is the quantitative and qualitative evidence required.]*

R8 When conducting a review of the action plan, consider identifying any key strategic areas that aren't sufficiently covered in the current action plan so that a record or 'wish list' is kept should any co-funding or co-production opportunities arise. Also, any risks arising from lack of resources or change in circumstances that would impact on the successful achievement of any strategic priorities should be recorded.

- The strategy draws on the expertise and the capacity of a number of organisations and also makes the most of Cardiff's position as a capital city.
- The support from the current and previous leadership.
- It is an accepted strategy within the structure of the Council and backed by legislation.
- The strategy identifies priority areas and it is accompanied by an action plan to help deliver priorities.
- The strategy is not a long document, but shorter in style making it more appealing to audiences.

Areas for further consideration:

Despite the limitations of the stakeholder questionnaire, it invited brief comments of critical reflection and suggested areas of opportunity. Although it did not allow for a more detailed analysis, the comments threw light upon some issues that partners may be encountering. A review of the action plan would inevitably include partners, and the points raised might be a useful checklist for further engagement. For example, some key partners think there is potential to achieve much more with education and young people, together with extending engagement with the voluntary sector in Cardiff. Therefore in updating and reviewing the action plan for the years to come, these points could be explored and partners could be invited to suggest ideas and options for strategic priorities and partnership collaboration.

Further challenges and areas for consideration as identified by the stakeholders included:

- A longer timeframe could be considered to allow a more strategic view to be highlighted, accompanied with a set review period where the document can be updated to reflect the trends of a dynamic city.
- There can be a negative perception towards the language within the Council.
- The Council is not in direct control of all actions in action plan.
- There is a feeling that the Council has relinquished some of its responsibilities and transferred them to the partners and as a result strategy might dominate the work of the Fforwm with too much emphasis put on the Council's work.
- There should be representation of all partners on the Fforwm, e.g. include representative from the education department in order to move things forward and not just depend on the Welsh language partners to achieve the core work.
- An over-reliance on the local authority to deliver all changes without acknowledging the important role that all organisations can play through partnership delivery.
- Ensuring sufficient resources (financial and staff) across all aspects of the priority areas achieve the strategy's aims.
- Opportunity to further raise the profile and status of the Welsh language in Cardiff.

5 Findings

Considering the Bilingual Cardiff Strategy in light of identified best practice and stakeholder comments as outlined above, the review finds that the Strategy has been built on strong foundations of consultation and communication.

The strategic priorities identified correspond with the national vision and are based on the consultation process. The resulting targets are mindful of current provision and financial constraints and are seen to be realistic and achievable by key stakeholders.

The strategy draws from a purposeful vision supported by proactive leadership and key personnel, and a robust accountability process which includes external scrutiny and involvement by key partners and a strong relationship through the Fforwm.

This is reiterated in comments made by stakeholders when asked their opinion on what the strengths of the Strategy were. The main comments included:

- The strategy is a multi-agency strategy. It has ensured that every major partner is part of the vision and has brought partners together in collaboration without duplicating work.
- The strategy provides a clear vision for the Welsh language in Cardiff and sets out the priorities of the Council and the direction of travel.

- With the growth of Welsh medium education, and the recent comments of the Leader encouraging a proactive approach in promoting the benefits of Welsh medium education, there is considerable potential to improve the current situation.
- To aid the communication of the implementation of the strategy, a standing item could be added to each WEF meeting agenda.

6. Recommendations

The many strengths of the Bilingual Cardiff Strategy should be celebrated and good practice shared. There are a number of opportunities to consider further strengthening the implementation of the strategy and the following recommendations attempt to highlight those opportunities in light of the findings and feedback from stakeholders.

- R1 Consider a review of what is measured, (and when, how and by whom) to reinforce shared understanding, robust record keeping and evidence of progress towards the strategic priorities and overarching target.
- R2 Consider exploring further the definition of what a truly bilingual Cardiff means in quantifiable terms in the context of the strategic priorities. In addition, consider linking measurable key indicators and milestones of success clearly to the action plan so that all partners are clear on what is to be achieved and evidenced.
- R3 Ensure continued support and engagement to articulate the vision in contexts that are relevant to different sections of the Council, and amongst partners in general over the strategy's lifetime. This will assist in strengthening shared purpose and achievement of the strategy.
- R4 As suggested in the Fforwm meeting, consider the possibility of extending a Fforwm meeting once a year to a wider partnership to allow Bilingual Cardiff to ensure practical input from partners of all interests, and to reinforce the city-wide ownership of the vision.
- R5 Consider developing and maintaining a stakeholder management plan in order to sustain and nurture the positive relationship with key stakeholders over the lifetime of the Strategy.
- R6 Consider developing and maintaining a programme of communication to support the implementation of the Strategy.
- R7 In conjunction with R1 and R2, consider reviewing the action plan in consultation with key partners (by the end of year 2, March 2019), with a view to updating or adapting the targets. *[As part of any review, consider how the achievement of any new or adapted targets will align with the requirements to report on progress in terms of i) the increase in the number of Welsh speakers and ii) the increase in the use of Welsh and what is the quantitative and qualitative evidence required.]*
- R8 When conducting a review of the action plan, consider identifying any key strategic areas that aren't sufficiently covered in the current action plan so that a record or 'wish list' is kept should any co-funding or co-production opportunities arise. Also, any risks arising from lack of resources or change in circumstances that would impact on the successful achievement of any strategic priorities should be recorded.

APPENDIX 3:

Public Complaints 2017-18

Received	Complaint Details	Service Area
Feb-18	Complaint regarding the Welsh functionality of the Council Tax portal on the Council's website	Council Tax
Feb-18	Complaint regarding English only street art outside Cathays Library (<i>Artwork not commissioned or authorised by the Council</i>).	N/A
Jan-18	Complaint regarding the Cardiff & Vale Music Service website. Pages and registration form were not fully bilingual.	Education
Dec-17	Complaint regarding a temporary road sign at Oxford Street.	Highways – City Operations
Nov-17	Complaint regarding an English only pest control letter sent to a resident.	Pest Control
Nov-17	Complaint regarding the lack of Welsh telephone service at St David's Hall	St David's Hall
Page 123 Sep-17	Complaint regarding a probate letter sent in English only.	Council Tax
Aug-17	Complaint regarding (1) incorrect / incomplete Welsh on the parking permit online form (2) form and accompanying letter was sent in English	City Operations
Aug-17	Complaint regarding lack of bilingual advertising at Pride Cymru 2017.	External
Aug-17	Incorrect Welsh language text on a temporary road sign near Waterloo Gardens.	Highways – City Operations
Aug-17	Incorrect Welsh text on signs at Lamby Way and that that the Welsh text (colour) is less legible than the English text.	Waste Management
Aug-17	Complaint regarding the lack of Welsh services by a third party company in relation to boat hire at Roath Park	Parks
Jul-17	Complaint regarding (1) English address used on an Electoral service letter (2) Incorrect Welsh on the online form www.householdresponse.com/cardiff (3) English only acknowledgement email following submission	Electoral Services
Jul-17	Complaint regarding incorrect Welsh relating to road closure signage rear Waterloo Road.	Highways – City Operations
Jul-17	Complaint regarding contractor signs near Ysgol Treganna	External
Jun-17	Complaint regarding the school admissions online application form and guide.	School Organisational Planning - Education

Welsh Language Commissioner Investigations 2017-18

NEW INVESTIGATIONS RECEIVED IN 2017-18				
REF	DESCRIPTION	DIRECTORATES	STATUS	DATE RECEIVED
CSG239	English only adverts on a Self Service machine at Canton Library	Communities, Housing & Customer Services (Libraries)	Investigation Discontinued	02/08/17
CSG272	Committee & Agendas not available in Welsh	Governance & Legal Services (Member Services)	Ongoing	28/09/17
CSG277	Errors on the (Welsh) School Admissions online form	Education & Lifelong Learning (School Organisational Planning)	Ongoing	13/11/17

FINAL DECISIONS RECEIVED IN 2017-18				
REF	DESCRIPTION	DIRECTORATES	DECISION	FINAL DECISION DATE
CSG97	Failure to provide agendas and minutes for Council committees in Welsh	Governance & Legal Services (Member Services)	Standard(s) Breached	01/06/17
CSG121	Swimming Lessons: Failure to comply with standard 84/86	City Operations (Leisure & Play)	Standard(s) Breached	25/07/17
CSG190	English reply sent in response to a Welsh email	Pensions	Standard(s) Breached	25/07/17
CSG153	Incorrect (Welsh) sign at Severn Road Car Park	City Operations (Infrastructure & Operations)	Standard(s) Breached	26/07/17
CSG51	Self Service Machines in Car Parks and Central Library with the English set as the default language	City Operations & Communities, Housing & Customer Services	Standard(s) Breached	03/10/17
CSG186	Planning Applications portal (Council website) not available in Welsh	City Operations (Planning)	Standard(s) Breached	17/10/17
CSG197	English response sent to a Welsh FOI request	Resources (Information Governance)	Standard(s) Breached	17/10/17
CSG239	English only adverts on a Self Service machine at Canton Library	Communities, Housing & Customer Services (Libraries)	Investigation Discontinued	21/11/17
CSG161	Rent Smart Wales: Registration facility not available in Welsh	Communities, Housing & Customer Services (Rent Smart Wales)	Investigation Discontinued	11/10/17

AWAITING FINAL DECISIONS (as of 31 March 2018)

REF	DESCRIPTION	DIRECTORATES	DECISION	FINAL DECISION DATE
CSG192	Complaint regarding the use of English addresses on bilingual Council Tax bills and letters	Communities, Housing & Customer Services (Council Tax)	Standard Breached (Provisional Decision)	29/03/17
CSG272	Certain committee minutes & Agendas not available in Welsh	Governance & Legal Services (Member Services)	Ongoing	28/09/17
CSG277	Errors on the (Welsh) School Admissions online form	Education & Lifelong Learning (School Organisational Planning)	Ongoing	13/11/17



APPENDIX 4:

2017-18 Welsh Essential Posts

Directorate	Post Number	Post Designation	Additional Posts
Communities, Housing and Customer Services	CS50229531	Housing Trainee	0
City Operations	ST50246100	Building Control Surveyor (Welsh Essential)	0
Communities, Housing and Customer Services	CS50215427	Hub Officer (Welsh Essential)	0
Communities, Housing and Customer Services	CS50229531	Housing Trainee	0
Communities, Housing and Customer Services	CS50246799	Rent Smart Wales - Marketing Officer	0
Communities, Housing and Customer Services	CS50246799	Rent Smart Wales - Marketing Officer	0
Education & Lifelong Learning	ED50049550	Specialist Teacher (Welsh Essential)	1
Education & Lifelong Learning	ED50186317	Teacher (Welsh Essential)	1
City Operations	ST50009948	Registrar (Welsh Essential)	0
Education & Lifelong Learning	ED50051126	Teacher (Hearing Impairment)	0
Economic Development	ET50219575	Front of House Supervisor	0
Communities, Housing and Customer Services	CS50215427	Hub Officer (Welsh Essential)	0
Communities, Housing and Customer Services	CS50229532	Housing Trainee	0
Communities, Housing and Customer Services	CS50243475	Enforcement Officer Welsh Essential (RSW)	0
Communities, Housing & Customer Services	CS50008336	Senior Library Assistant (Welsh Essential)	0
Communities, Housing & Customer Services	CS50008446	Senior Library Assistant (Welsh Essential)	
Communities, Housing & Customer Services	CS50120463	Benefit Trainee (Welsh Essential)	0
Communities, Housing & Customer Services	CS50229884	Neighbourhood Development Librarian	
Adult Social Services	HS50003946	Social Work Assistant (Welsh Essential)	0
Communities, Housing & Customer Services	CS50241096	Hub Officer - Welsh Essential	0
Communities, Housing & Customer Services	CS50243475	Enforcement Officers (Rent Smart Wales) (Welsh Essential)	0

Directorate	Post Number	Post Designation	Additional Posts
Education & Lifelong Learning	ED50118604	Senior Teaching Assistant (Welsh Essential)	0
Governance & Legal Services	LS50249582	Cyfieithydd	1
Communities, Housing & Customer Services	CS50006204	Benefit Trainee - Welsh Essential	
Communities, Housing & Customer Services	CS50024023	Customer Services Representative (Welsh Essential)	0
Communities, Housing & Customer Services	CS50186177	Hub Officer - Welsh Essential	0
Communities, Housing & Customer Services	CS50234302	Hub Officer (Welsh Essential)	0
Communities, Housing & Customer Services	CS50235857	Control Centre Operator - Telecare (Welsh Essential)	0
Communities, Housing & Customer Services	CS50241096	Hub Officer (Welsh Essential)	0
Communities, Housing & Customer Services	CS50242523	Locality Warden (Welsh Essential)	0
Governance & Legal Services	LS50232999	Corporate Apprentice	0
Communities, Housing & Customer Services	CS50008449	Senior Library Assistant (Welsh Essential)	0
Communities, Housing & Customer Services	CS50024023	Customer Services Representative (Welsh Essential)	0
Communities, Housing & Customer Services	CS50223752	Admin Assistant - Welsh Essential	0
Communities, Housing & Customer Services	CS50229884	Neighbourhood Development Librarian	0
Communities, Housing & Customer Services	CS50242523	Locality Warden (Welsh Essential)	0
Communities, Housing & Customer Services	CS50243475	Enforcement Officer (RSW) (Welsh Essential)	0
Economic Development	EC50227183	Receptionist - Welsh Essential	0
City Operations	ST50158702	Energy Awareness Officer (Schools) Welsh Essential	0
Communities, Housing & Customer Services	CS50223752	Admin Assistant - Welsh Essential	0

APPENDIX 5:

2017-18 Directorate Welsh Language Standards Objectives

City Operations
Objective
Welsh language documentation - conduct an audit to ensure that relevant documents are bilingual within the Directorate (see IACT 39948 for full details)
Welsh language awareness - ensure that all staff with access to a PC complete the Welsh language awareness e-training on Cardiff Learning Pool site (see IACT 39874 for full details)
Welsh language grants - ensure that all grantees are aware of the requirement to comply with the Welsh language standards in so far as they relate to the provision of the service(s) and record how the information has been circulated. (see IACT 39873 for full details)
Welsh language courses - assess the need for all education courses offered by the Directorate to be delivered in Welsh and publish this information on the Council's website (see IACT 39872 for full details)
Welsh Language reception services - identify all reception services linked to the Directorate and ensure that they are delivering bilingual services (or are aware of the process in no Welsh speaker is available) by conducting a mystery shopper exercise (see IACT 39871 for full details)
Welsh language signs, notices and display material - conduct an audit to ensure that all existing signs linked to the Directorate are bilingual (see IACT 39870 for full details)
Welsh language websites, online services and social media - conduct an audit to ensure that all websites linked to the Directorate are bilingual and put measures in place to address any instances of non-compliance (see IACT 39869 for full details)
Welsh language public events - ensure that all public events organised or funded by us are bilingual by creating a checklist for each event (see IACT 39868 for full details)
Welsh language meetings - ensure that all staff within the Directorate are made aware of the Guidance for Holding Meetings (see IACT 39867 for full details)
Welsh language telephone calls - ensure that all staff within the Directorate have received and are aware of the process for dealing with Welsh language calls (see IACT 39866 for full details)
Welsh language correspondence - create a data-base of an individual's language choice (Welsh/English) and /or ensure that you have a process in place for recording language choice e.g. SAP CRM (see IACT 39865 for full details)

Communities Housing & Customer Services

Objective

Forms & Documents: Conduct an audit to ensure that the following are bilingual:

- Agendas and minutes for meetings, conferences and seminars that are open to the public.
- Licences
- Certificates
- Brochures
- Leaflets, pamphlets or cards
- Policies, strategies, annual reports and plans
- Guidelines, Codes of Practice and Rules
- Press Statements, record your findings and prepare an Improvement Plan (or IACTs) to address any areas of noncompliance

Welsh Language Awareness: Ensure that all staff with access to a PC complete the Welsh language awareness e-training on Cardiff Learning Pool site

Awarding Grants: Ensure that all grantees are aware of the requirement to comply with the Welsh language standards in so far as they relate to the provision of the service(s) and record how the information has been circulated. Conduct an internal audit to ensure that grantees are aware of how the standards relate to their service and record the results including any additional improvement measures.

Education Courses: Assess the need for all education courses to be delivered in Welsh and publish this information on the Council's website. Ensure that all staff responsible for arranging education courses are aware of the requirement to assess the need for the courses to be delivered in Welsh and evidence how this has been achieved.

Reception Services: Identify all reception services and ensure that they are delivering bilingual services (or are aware of the process if no Welsh speaker is available) by conducting a mystery shopper exercise. Put measures in place to address any instances of non-compliance. Ensure that all staff are made aware of the Bilingual Reception Service Guidance.

Signs, Notices & Display Material: Conduct an audit to ensure that all existing signs are bilingual and create new Improvement Actions to address any instances of non-compliance. Ensure that all staff are aware of the requirement to have bilingual signs and notices with the Welsh text positioned first (all signs after 30th March 2016) and evidence how this has been achieved.

Websites, Online Services & Social Media: Conduct an audit to ensure that all websites are bilingual and put measures in place to address any instances of non-compliance. Ensure that all staff are aware of the requirement that all social media accounts must be bilingual and operate bilingually and record how this information has been circulated

Public Events: Ensure that all public events organised or funded by us are bilingual by creating a checklist of the following bilingual requirements for each event: Publicity material, signage, audio announcements and services offered to persons attending the event and ensuring that accurate and up to date records are kept that each element is bilingual for each event.

Meetings: Ensure that all staff are made aware of the Guidance for Holding Meetings and record how the information has been circulated. Conduct an internal audit to ensure that staff are aware of the guidance including offering language choice and arranging a simultaneous translator as required. Record the results of the audit including additional improvement measures for any non-compliance found.

Telephone Calls: Ensure that all staff have received and are aware of the process for dealing with Welsh language calls and record how the information has been circulated. Conduct an internal audit to ensure that staff are following the agreed process as specified in the guidance including answering the phone bilingually and transferring correctly. Record the results of the audit including additional improvement measures for any non-compliance found.

Correspondence: Create a data-base of an individual's language choice (Welsh/English) and /or ensure that you have a process in place for recording language choice e.g SAP CRM. Please record the database or process you have in place. Conduct an audit to ensure that all standard letters and emails are sent bilingually and include a statement regarding language choice. Record the results of the audit including additional improvement measures for any noncompliant letters and/or emails.

Economic Development

Objective

Documents: Bilingual Agendas and minutes for meetings • conferences and seminars that are open to the public. • Licences • Certificates • Brochures • Leaflets, pamphlets or cards • Policies, strategies, annual reports and plans • Guidelines, Codes of Practice and Rules • Press Statements

All staff with access to a PC must complete the **Welsh language awareness** e-training on Cardiff Learning Pool site (<http://cardiff.learningpool.com/course/view.php?id=540#section-2>).

RECEPTION SERVICES - All reception services in the Directorate must deliver bilingual services (or are aware of the process if no Welsh speaker is available). All staff should be aware of the Bilingual Reception Service Guidance (<http://vmweb22.cardiff.gov.uk/cis/viewdocument.php?id=74654>).

SIGNS, NOTICES & DISPLAY MATERIAL - All signs must be bilingual and any new signs produced must have the Welsh text positioned first (all signs after 30th March 2016).

WEBSITES, ONLINE SERVICES & SOCIAL MEDIA - All websites linked to the Directorate must be bilingual. Also all social media accounts must be bilingual and operate bilingually.

PUBLIC EVENTS - Ensure that all public events organised or funded by us are bilingual – Please see attached checklist to be used for ALL EVENTS.

MEETINGS: All staff should be aware of the Guidance for Holding Meetings (<http://vmweb22.cardiff.gov.uk/cis/viewdocument.php?id=74656>) . This includes offering language choice and arranging a simultaneous translator as required.

TELEPHONE CALLS: All staff within your Directorate should be aware of the process for dealing with Welsh language calls (<http://vmweb22.cardiff.gov.uk/cis/viewdocument.php?id=74658>). The agreed process includes answering the phone bilingually and transferring correctly.

CORRESPONDENCE: Keep a record or create a database of an individual's language choice (Welsh/English) and /or ensure that you have a process in place for recording language choice e.g. SAP CRM.

Education

Objective

The Directorate will be undertaking a compliance audit against the new Welsh language standards by the end of the Autumn term 2017/18. This will inform an improvement plan to deliver the required changes in order of priority.

Governance & Legal Services

Objective

Develop an Implementation Plan to deliver the Welsh Language Standards within the Directorate

Social Services

Objective

Implement the Welsh Language Standards action plan to deliver the improvements to be made within HRPS and Communications to meet the requirements of the Welsh Language Standard

Objective - Increase opportunities for people to receive Health & Social Care in Welsh by:

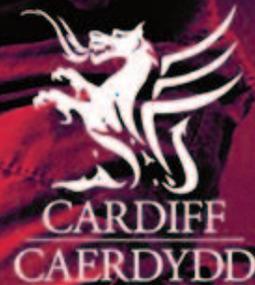
Ensuring that an Active Offer of Welsh language services is communicated to all Social Services staff and within commissioned services

Including Welsh language service provision within third sector and independent contract specifications, service level agreements and grant funding processes

Developing plans to maximise ability to provide services in Welsh with current Welsh-speaking staff; where gaps in workforce capacity to deliver services in Welsh are identified these should be reflected in the organisation's Bilingual Skills Strategy

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**CARDIFF COUNCIL
CYNGOR CAERDYDD**



CABINET MEETING: 14 JUNE 2018

**A BILINGUAL CARDIFF – A BILINGUAL COUNCIL: PROMOTING
& USING WELSH WITHIN THE COUNCIL**

LEADER (COUNCILLOR HUW THOMAS)

AGENDA ITEM: 4

Reason for this Report

1. To agree and approve the content of the 'A Bilingual Cardiff – A Bilingual Council' policy prior to publication in accordance with the Welsh Language Standards (No.1) Regulations 2015 under the Welsh Language (Wales) Measure 2011.

Background

2. Local authorities in Wales have a statutory duty to comply with the Welsh Language Standards regulation that explains how they as organisations should use the Welsh language in different situations. The Welsh Language (Wales) Measure 2011 established a legal framework to impose duties on certain organisations to comply with standards in relation to the Welsh language by way of sub-legislation (Welsh Language Regulation (No.1) Standards 2015). The standards issued to Cardiff Council are listed in 'The Cardiff Council Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011'. A copy of the standards is available from www.cardiff.gov.uk/bilinguallcardiff
3. Standard 98 of the Welsh Language Standards (No.1) Regulations 2015 requires the Council to develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language. A draft guidance for staff based on existing actions only was available on the Council intranet from March 2016 in order to comply with the statutory deadline.

Welsh Language Standard 98 states:

You must develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language and you must publish that policy on your intranet.

4. The Council is committed to promoting and facilitating the use of Welsh within its internal administration, and as Wales's capital city, Cardiff Council believes in a bilingual workplace environment where using Welsh

language skills in work is both valued and actively encouraged.

The aims of this policy are to:

- Develop the formal and social use of Welsh amongst our workforce through regular learning and social opportunities, and greater participation in a variety of formal and informal language networks and events.
- Increase the opportunities for staff to develop their Welsh language skills, increase their confidence, and improve the bilingual services we provide
- Promote and project a bilingual workplace ethos externally with a view to attracting more bilingual staff.

Staff Perception Survey

5. A staff perception survey aimed at Welsh speakers and Welsh learners was sent to all staff on the 25 January in connection with St Dwynwen Day. A total of 214 responses were received, collated and analysed by Cardiff Research Centre. The survey found

- A third (**34.4%**) of respondents reported to be fluent Welsh speakers whilst almost half (**47.8%**) were Welsh learners.
- Three quarters (**74.0%**) of respondents were interested in attending a course to develop their Welsh skills.
- Three quarters (**75.2%**) of respondents would be happy to join Cardiff Council's new network of Welsh speakers/Learners.
- A quarter (**25.4%**) 'strongly agreed' and a further third 'agreed' that their department/service is very supportive of the Welsh language and offer many opportunities to support Welsh speakers. In contrast, **13.2%** disagreed with the statement.

When asked "***What would you like to see happen with regards to the use of Welsh internally within your department/within Cardiff Council***", of the 143 respondents

- **42%** would like to see the Welsh language encouraged within their department, and increased awareness throughout the whole Council.
- Just over a quarter (**25.9%**) of respondents wanted the opportunity for more training courses to be available for people who want to learn the language.

When asked, '***What actions do you think the Council could take to contribute to the vision of a 'Bilingual' Council?***' Of the 118 comments,

- **37%** said provisions are needed such as giving more people the opportunity to learn Welsh as well as promoting it positively.
- Just over a quarter (**25.4%**) thought there should be better internal coordination throughout the council.

- With just under a quarter (**19.5%**) of respondents commenting the need to make the Welsh language a more normal part of day to day proceedings.
6. The policy sets out the Council's vision to create a bilingual organisation that promotes the Welsh language and sets an example to other employers in the city. We will provide opportunities to see hear and use the language when conducting our business and delivering our services, remove any barriers to bilingualism and promote the benefits of the Welsh language amongst staff. Cardiff Council's mission statement – 'A Bilingual Cardiff – A Bilingual Council' mission statement is included in appendix A1.
 7. Cardiff Council has made tremendous strides in recent years on the road to creating a bilingual city. With the Bilingual Cardiff Strategy 2017-2022, we are firmly on the journey to becoming a truly bilingual Capital City. As a major employer in the city, the Council also needs to reflect this ambition within its workforce. As an organisation, we want to lead by example and encourage the use of Welsh internally, and to increase opportunities to see, hear and use the language when conducting our business.
 8. This policy brings together existing practices, policies and resources relating to Welsh training, the Welsh language standards and our corporate approach to using Welsh in the workplace. Through this policy, we will work towards becoming an increasingly bilingual organisation where both languages are valued and used naturally, both formally and informally. Not only will this improve our capacity to provide high quality bilingual public services, but it will also help us realise our vision of a truly bilingual capital city, as well as ensuring that we play our part in achieving the Welsh Government's vision of a million Welsh speakers by 2050.
 9. Welsh speakers are currently under-represented in the workforce compared with the general population of Cardiff. As of 31st March 2018, of the non-school based employees who have indicated their skills, 9.8% have stated they have a level of Welsh language skills, against a general population in Cardiff of 16.2% (2011 Census). By normalising bilingualism within the organisation and supporting staff to use their Welsh language skills, we will also improve the bilingual services that we provide to the public. Our aim is for staff to feel confident to use Welsh within the workplace; to support and value the use of Welsh internally, and to increase the visibility of the language within the Council through effective promotion and support. This in turn will help us to project a bilingual workplace ethos that values and attracts more bilingual staff.
 10. The [Bilingual Cardiff Strategy 2017-2022](#) was approved by the Cabinet on the 23rd of March 2017. One of the priorities of the strategy is to:

Increase the number/percentage of Welsh speakers within the City of Cardiff Council and enable and support fluent staff as well as staff who are learning to use the Welsh language in the workplace

and encourage Bilingual Cardiff partner organisations to adopt the same approach.

The strategy also includes an action to increase the number of Cardiff Council staff with Welsh language skills by 50% from 2017 to 2022.

Consultation

11. The draft policy has been considered by SMT, the Bilingual Cardiff Members Group, Welsh Language Coordinators & Champions network, HR, Trade Unions, and employee networks, prior to Cabinet consideration.

Reason for Recommendations

12. Standard 98 of the Welsh Language Standards (No.1) Regulations 2015 requires the Council to develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language.

Financial Implications

13. This Policy sets out the practices and resources in order for the objectives to be delivered. Whilst it is anticipated that most of the Policy can be contained within existing resources it remains essential that funding is identified before the respective works are commissioned.

Legal Implications

14. Standard 98 of the Welsh Language Standards (1) requires the Council to 'develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language, the policy is required to be published on the Council's intranet.

HR Implications

15. The promotion and use of the Welsh Language within the Council will require the continued development of Welsh Language skills across the workforce in line with the Council's proposed Workforce Strategy.

RECOMMENDATIONS

The Cabinet is recommended approve the policy on promoting and using Welsh within the Council (attached as **Appendix A**) in accordance with the Welsh Language Standards (Welsh Language (Wales) Measure 2011).

SENIOR RESPONSIBLE OFFICER	CHRISTINE SALTER CORPORATE DIRECTOR RESOURCES
	7 June 2018

The following appendices are attached:

Appendix A: A Bilingual Cardiff – A Bilingual Council Draft Policy

Appendix A1 Mission Statement: A Bilingual Cardiff - A Bilingual Council

Appendix A2: Welsh Language Training – Staff Guidance

Appendix A3: Equality Impact Assessment

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A BILINGUAL CARDIFF A BILINGUAL COUNCIL

PROMOTING & USING WELSH WITHIN THE COUNCIL



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OUR VISION

Our vision is to become a bilingual organisation. An organisation that values and supports the use of Welsh among its staff; projecting a bilingual ethos where both languages are used, and staff feel supported to use their Welsh language skills. As a city, through our Bilingual Cardiff Strategy 2017-2022, we are on a journey to becoming a truly bilingual capital city. As an organisation, we want to lead by example and encourage the use of Welsh internally, and to increase opportunities to see, hear and use the language when conducting our business.

A BILINGUAL COUNCIL

In March 2017, the Council launched the city-wide Bilingual Cardiff Strategy 2017 – 2022 to deliver the ambitious ‘Bilingual Cardiff’ vision along with our partners. One of the strategy’s priorities is to support, encourage, and enable staff who speak Welsh or are learning Welsh to use the language in the workplace.

The Council is committed to promoting and facilitating the use of Welsh within its internal administration, and as Wales’s capital authority, Cardiff Council believes in a bilingual workplace environment where using your Welsh language skills in work is both valued and actively encouraged.

The aims of this policy is to:

- Develop the formal and social use of Welsh amongst our workforce through regular learning and social opportunities, and greater participation in a variety of formal and informal language networks and events.
- Increase the opportunities for staff to develop their Welsh language skills, increase their confidence, and to improve the bilingual services we provide
- Promote and project a bilingual workplace ethos externally with a view to attracting more bilingual staff.

This policy brings together existing practices, policies and resources relating to Welsh training, the Welsh language standards and our corporate approach to using Welsh in the workplace. Through this policy, we will work towards becoming an increasingly bilingual organisation where both languages are valued and used naturally, both formally and informally.

Not only will this improve our capacity to provide high quality bilingual public services, but it will also help us realise our vision of a truly bilingual capital city, as well as ensuring that we play our part in achieving the Welsh Government’s vision of a million Welsh speakers by 2050.

Cardiff Council’s mission statement ‘A Bilingual Cardiff – A Bilingual Council’ is included as **Appendix 1**.

INTRODUCTION

The Welsh Language (Wales) Measure 2011 gives the Welsh language official status in Wales, which means that Welsh should be treated no less favourably than the English language. Furthermore, the measure created the Welsh language Commissioner who has the power to impose 'standards' on certain organisations which explain how they are expected to use the Welsh language. The Commissioner can also make provision under the measure to investigate breaches of standards or any interference with the freedom to use the Welsh language.

Local Authorities in Wales and a number of Public bodies have a statutory duty to comply with Welsh language standards issued by the Welsh language commissioner

This policy has been created in accordance with the statutory requirement set out in standard 98 of the Welsh language standards issued to Cardiff Council.

Welsh speakers are currently under-represented in the workforce compared with the general population of Cardiff. As of 31st March 2018, of the non-school based employees who have indicated their skills, **9.8%** have stated they have a level of Welsh language skills, against a general population in Cardiff of **16.2%**. This is something we want to address, so that we are increasingly viewed as a bilingual organisation that values the Welsh language. This in turn will help us deliver improved bilingual services to our citizens.

We encourage all staff to use their Welsh language skills, and aim to provide support and opportunities for Welsh speakers and learners to use the language at work.

As part of this, a series of supplementary guidelines will be published on the intranet to assist staff in increasing their awareness, knowledge and understanding of Welsh language training opportunities and their everyday responsibilities.

CORPORATE WELSH LANGUAGE SKILLS STRATEGY

In order to ensure that the Council can meet its statutory duty to provide a complete bilingual service it has a Corporate Welsh Language Skills Strategy (WLSS). This revised strategy was approved by Cabinet in March 2014 and brings together our staffing, training and recruitment procedures in order to ensure that the people of Cardiff have equal access to our services whether they choose to deal with us in English or Welsh.

All team managers are responsible for ensuring that their teams are able to guarantee an equal service to both Welsh and English-speaking customers. The WLSS includes a linguistic assessment tool which managers should complete when recruiting to determine whether posts should have Welsh language skills as an essential criteria ('Welsh essential') when advertised.

This WLSS linguistic assessment tool is now integrated into the DigiGOV recruitment process to comply with standard 136, which requires the Council to assess whether Welsh language skills are required before advertising any vacant post. This allows the Council to accurately report and monitor how many posts are designated Welsh essential or desirable.

In order to guarantee a bilingual service at first point of contact at all times (for teams with regular public contact) this would require:

- a minimum of 10% of staff in larger teams (over 20 members of staff) with the necessary Welsh skills, or
- a minimum of 2 members of staff in smaller teams, in accordance with the WLSS.

If a team which deals regularly with the public cannot guarantee a bilingual service (as defined above), posts will be designated Welsh essential (level 1 [entry] to 5 [proficient]) based on the duties of the posts. All Welsh essential reception posts must be designed at a minimum of level 3 'intermediate'.

For further information on how to complete the Welsh language requirement assessment in DigiGOV, please see A-Z HR People Services intranet page.

Staff are encouraged to undertake Welsh language training, and to discuss their training need with their managers. This will improve their team's capacity to provide bilingual services, and will assist the Council in fulfilling its legal requirements under the Welsh language standards (see Welsh Language Training page 6).

WELSH LANGUAGE COORDINATORS & CHAMPIONS

The Council has a network of Welsh language coordinators and champions across our various Directorates and Service Areas, who support the work of the Bilingual Cardiff team in implementing the Welsh Language Standards and promoting the use of the Welsh language internally. The role of the coordinators network includes:

- Assisting their service area or directorates to comply with the Council's Welsh language policies and legal obligations.
- Providing feedback on issues relating to the Welsh language from the service area to the group, and vice versa if necessary.
- Providing feedback on any complaints or issues regarding the Welsh language from services users to the group.
- Distributing relevant documentation and information within service areas.
- Coordinating their service area's response for the Annual Report on the implementation of the Welsh Language Standards.

Coordinators and Champions do not need to speak Welsh, but each directorate is responsible for nominating at least one Coordinator, and one Champion, at Operational Manager level or above, to represent their directorate.

The Champion acts as a point of contact at a senior management level concerning directorate specific Welsh language issues. They also monitor senior management group agendas for items with Welsh Language Standards implications and support their service area's Welsh Language Coordinator with their work on facilitating the implementation of the Welsh language standards within their directorates.

Coordinator meetings are held monthly in County Hall, and a list of Coordinators and Champions is available on the Bilingual Cardiff Intranet Page.

As part of the policy, the Welsh Language Coordinators and Champions will work with Bilingual Cardiff to establish a network of Welsh-speaking staff (fluent speakers and learners). This network will be used to share best practice, events, conferences, socials and training opportunities for Welsh-speaking staff, and will contribute to the Council's bilingual ethos. It will also give staff an opportunity to share their views and suggestions, as well as communicating good practice across service areas and directorates.

ASSESSING WELSH LANGUAGE SKILLS

All staff with any Welsh language skills must record this on DigiGOV (see 'DigiGOV' section on page 12) in accordance with the requirements of the Welsh language standards (standard 127).

Welsh language skill levels are split into five levels, based on the Welsh for Adults Qualifications Framework and the Association of Language Testers in Europe (ALTE) framework. A description of these levels are available on the Bilingual Cardiff intranet page and CIS. The National Centre for Learning Welsh are currently piloting a new diagnostic online tool, which will assess speaking, writing, listening, and reading skills. The tool is expected to be available to public sector organisations from March 2019. Further updates on the assessment tool will be communicated to staff in 2018-19.

Employees attending Welsh language training should set a realistic skills target prior to enrolling on a course which should be recorded in their PPDR review.

The targets should reflect the level and intensity of the training. Staff arranging or undertaking courses should discuss the target with the tutor or facilitator to set appropriate targets and ensure that the course includes relevant content.

APPLYING WELSH LANGUAGE SKILLS

Managers should encourage and facilitate staff who possess Welsh language skills to use those skills in order to comply with the standards, and meet customer expectations. Therefore, fluent and confident Welsh speakers should be on hand to answer calls and deal with the public in Welsh when required.

Staff with some Welsh skills should be assisted and encouraged to undertake duties bilingually where possible, particularly when there are insufficient numbers of Welsh speaking staff to meet service needs. Examples of duties at various levels are listed below, however it should be remembered that a member of staff's level might vary according to skill (Listening, Speaking, Reading, Writing).

Duties for staff at level one (Entry) according to the Welsh for Adults Qualifications Framework may include:

- Responding in Welsh when initial contact is made through the medium of Welsh (e.g. simple phrases such as 'bore da' good morning, 'dim problem' *no problem*, 'un foment, os gwelwch yn dda' *one moment, please*)
- Reading bilingual announcements.
- Use of simple phrases casually (e.g. in the office) and formally (e.g. meetings).
- Taking details such as name, number and address.
- Informing that someone else will deal with the enquiry.

Duties at level two (Foundation) may include:

- Responding to common enquiries relevant to the service area (opening times for a library, directions to the toilets for reception staff, etc).
- Giving general or standard information, especially where phrases can be learned in advance, e.g. *dyw'r argraffydd ddim yn gweithio the printer isn't working.*

Duties at level three (Intermediate) may include:

- Responding to varied requests, maintaining the conversation in Welsh and referring where necessary.
- Maintaining the conversation in Welsh when discussing common topics relevant to the service e.g. arranging a collection, explaining what can be recycled at one of the Recycling Centres.
- Informal correspondence with other Welsh-speaking staff in the Council/schools over e-mail/phone calls.
- Managing cases or contact with service users wishing to be dealt with through the medium of Welsh wholly or mostly, especially when other Welsh speakers are not available.

Duties at level four (Advanced) may include:

- Drafting correspondence and social media messages in Welsh, ensuring this is proofread where possible
- Chairing meetings bilingually
- Interviewing staff bilingually or through the medium of Welsh
- Dealing with service users in Welsh if that is their language of choice.

Level five (proficient) indicates that staff can communicate in Welsh to a high standard and therefore can be reasonably expected to undertake a broad range of duties bilingually, including public speaking, drafting documents, and use of technical language. However, **staff at all levels may require support**, particularly where duties require knowledge of technical and specialist language, including the provision of, where possible, Welsh courses (see Welsh Language Training), specialist resources and dictionaries, Welsh-medium field-specific materials, provision of Welsh-medium training, and use of the Mentoring Scheme. Managers and staff should liaise with Bilingual Cardiff where necessary to identify how staff can be best supported. Staff should also be made aware of opportunities to practise their Welsh, e.g. Welsh practice sessions '*Paned a Chlonc*', how to arrange to be paired with a mentor (see Mentoring Scheme), and details of who in the department can provide support (see Welsh Co-ordinators and Champions).

Managers and staff should identify and agree how they can best utilise their skills in the work place to gain confidence and meet service needs.

WELSH LANGUAGE TRAINING

The Council actively encourages and supports members of staff to learn Welsh or to improve their skills in Welsh and offers a flexible and corporately funded package of training opportunities which enables staff and managers to choose the best option for their particular service area.

The supplementary guidance document **Welsh Language Training - A Guide for Staff (appendix 2)** gives full details to managers and staff about the wide range of development opportunities available to Council staff members at any and every level. In summary, the document contains the following information:

- 10-hour online Welsh Greeting training - a basic introduction
- Welsh Language Training Courses - courses at every level for learning the language
- Welsh Practice Sessions - informal sessions to help learners practice using the language with colleagues and other learners
- Welsh Language Awareness Training - the history, context and legal background
- Training Opportunities in Welsh - council courses on a range of professional development topics, delivered in Welsh for fluent Welsh speakers and advanced learners

It also has information on how to request badges and lanyards to show that staff are learning Welsh, and information on recording language skills on DigiGOV as they progress.

Welsh Training Agreement

The agreement is the principle that three parties share responsibility and duties when a member of staff undertakes Welsh language training. These are as follows:

- **Managers'** responsibilities include allocating sufficient time and resources to staff on courses, setting appropriate targets for application of Welsh skills in the workplace
- **The Council's** responsibilities include providing training and advising on training through Bilingual Cardiff and Cardiff Academy, providing opportunities to practise skills through events (e.g. coffee mornings) and the Mentoring Scheme
- **Staff** responsibilities include working towards targets, and applying skills learned in the workplace.

WELSH MENTORING SCHEME

Managers should support staff who wish to partake in the new Corporate Welsh mentoring scheme, including allowing time during working hours where possible to undertake mentoring/training.

Managers should inform Welsh-speaking staff and Welsh learners that they can be paired with a Welsh mentor if they wish, and new staff must be asked whether they are interested in becoming a mentor or being paired with a mentor. Upon receiving details of new staff who wish to be involved in the Mentoring Scheme, either as learners or mentors, a request form will be circulated. Bilingual Cardiff will assist with pairing mentors with staff where possible, including offering ongoing support and resources where requested.

Work Welsh Mentors are responsible for communicating to staff how they can work bilingually, Welsh language events, and training and support available to them. **Learner Mentors** are responsible for contacting staff they are paired with to arrange informal times to meet, to use Welsh and to discuss anything related to learning or using Welsh. Both are voluntary roles however mentors would be expected to undertake the role for a minimum period of 6 months initially. Mentors should inform Bilingual Cardiff and anyone they are mentoring if they no longer wish to partake in the role.

WELSH LANGUAGE STANDARDS: STAFF GUIDELINES

The Welsh language standards are issued to organisations by the Welsh language Commissioner, and explain how the Welsh language should be used in different situations. Cardiff Council has been issued with 171 standards – a full list is available on the Bilingual Cardiff intranet page / CIS.

In order to promote and facilitate the implementation of the standards, the Council has created and updated guidelines for staff. These include:

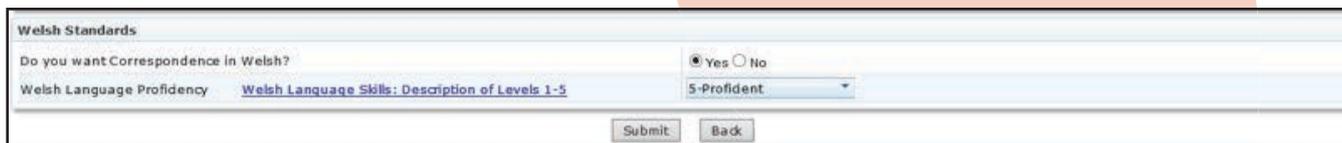
- A summary of the 'Service Delivery Standards'
- Communicating Bilingually
- Bilingual Reception Service
- Holding Meetings Bilingually
- Welsh Language Calls
- Guidance Note: Bilingual Signage & Official Notices
- Translation Guidelines.
- Welsh Language Standards: Guide for Third Parties

All guidelines are available on the Bilingual Cardiff intranet page and on CIS.

WELSH LANGUAGE STANDARDS – YOUR RIGHTS AS STAFF

All Council staff have the right to receive correspondence relating to their employment, and which is addressed to him or her personally, in Welsh. Staff can choose to receive correspondence in Welsh by updating their DigiGOV employee details.

“Council Core Processes” → “Manage” → “Employee Details” → “Manage Personal Details”
(Welsh Language Standards: *Do you wish to receive correspondence in Welsh? Y/N*)



Employees also have a statutory right to receive the following correspondence in Welsh from the Council:

- Personal Performance & Development Review documentation (including training needs)
- Attendance & Wellbeing Correspondence
- Annual Leave Form/Card (if not on DigiGOV)
- Flexi Leave Form (if not on DigiGOV)
- Special Leave Forms (if not on DigiGOV)
- Flexible Working Forms

BILINGUAL CARDIFF

The remit of ‘Bilingual Cardiff’ is to take a lead role in developing a truly bilingual Cardiff where citizens and staff of the City of Cardiff Council can access services and support in either language equally through improved partnership working.

The Bilingual Cardiff team assist the Council in complying with its statutory duty to provide services in both Welsh and English, and includes a comprehensive translation service. As part of the ‘co-operative council’ approach, Bilingual Cardiff will encourage partner organisations to actively promote the Welsh language across the city through collaborative working arrangements.

This innovative new approach is about bringing down the barriers between the Welsh and English languages, promoting bilingualism as something completely natural and being equally proud of both official languages here in Cardiff in order to ensure that our vision of an increasingly bilingual Cardiff is realised.

BILINGUAL CARDIFF: 5-YEAR WELSH LANGUAGE STRATEGY 2017-22

Our vision is to develop a truly bilingual Cardiff. A Cardiff where our citizens can live, work and play, as well as access services and support in Welsh or English equally. A capital city where bilingualism is promoted as something completely natural, and where the Welsh language is protected and nurtured for future generations to use and enjoy.

One of the statutory requirements of the new Welsh language standards is to create and publish a five year strategy which sets out how we will promote and facilitate the use of Welsh. Public consultation on the strategy was carried out in the autumn 2016, and approved by Council in March 2017. The Strategy includes a target to increase the number and percentage of Welsh speakers and learners in Cardiff to ensure that Cardiff plays its part in supporting the Welsh Government's vision of a million Welsh speakers by 2050.

This is a strategy for the city as a whole, not for any one organisation and delivering the strategy will therefore rely on partnership working, between the public, private and education sectors and, most importantly of all, with the people of Cardiff.

The strategy includes a target to increase the number of Cardiff Council staff with Welsh language skills by 50% from 2017 to 2022, and also to create a Welsh tutor post within Cardiff Academy to provide Welsh training and Welsh medium training for internal and external staff.

In 2018 a Service Delivery Lead (Welsh) post will be created to deliver Welsh language and Welsh medium training for Council staff. Not only will this allow us as an organisation to improve the skills of staff in key services, but also those who wish to gain confidence to use the language in delivering services. We expect this to be a more effective way to provide training for staff as well as to contribute to the wider income generation work of the Academy.

BILINGUAL CARDIFF: MARKETING THE COUNCIL

As part of the Bilingual Cardiff Strategy, Bilingual Cardiff will give regular presentations to schools in Cardiff and attend employment events along with other departments to promote the Council as an employer that values Welsh language skills.

The Council will regularly communicate the availability of Welsh language public services via social media channels, and will actively encourage Welsh speakers to apply for external job opportunities within the organisation. Furthermore, Bilingual Cardiff will work with Cardiff Works and the corporate Communications team to attract Welsh speaking prospective jobs applicants to register with Cardiff Works or apply for permanent positions.

BILINGUAL CARDIFF: WELSH TRANSLATION SERVICES

Bilingual Cardiff provides a full Welsh - English and English - Welsh translation, simultaneous translation and proofreading service to all directorates of the Council. The team are always available to offer guidance and advice to all Council staff, along with organisations, companies and individuals who provide services on behalf of the Council, on issues regarding the Welsh language, translation and the Council's commitment under the statutory Welsh Language Standards.

An online Translation Request Form on the Bilingual Cardiff Intranet Page. Welsh Translation Guidelines is available on the Bilingual Cardiff page as well as information on what needs to be bilingual. It is essential that all directorates plan their translations and submit documents as early as possible (even if these are in draft form) in order for meet deadlines.

Directorates should allow 1 day per 500 words per request (e.g. 5,000 word document = 10 days).

We encourage staff to use Welsh in the workplace, and when corresponding with service users. Bilingual Cardiff are happy to proof read Welsh documents or correspondence, and provide feedback to staff should they wish.

EMAIL SIGNATURES & LOGOS

All staff email signatures need to be bilingual and in a consistent format. The following corporate format will be used on all Cardiff Council staff email signatures.

Name

Job Title WELSH

Job Title ENGLISH

Cyngor Caerdydd / Cardiff Council

E-bost/Email: xxxxx@caerdydd.gov.uk / xxxx@cardiff.gov.uk

Ffôn/Tel: 02920 XXXX

Ystafelll XXX, Neuadd y Sir, Glanfa'r Iwerydd CAERDYDD CF10 4UW

Room XXX, County Hall, Atlantic Wharf CARDIFF CF10 4UW

The following logos are available on the Bilingual Cardiff intranet page and CIS, and should be include by staff in their email signatures to indicate whether they speak Welsh fluently or whether they are learning the language (Standard 134). The logos can be re-sized in Microsoft Word before copying into email signatures.

If you are a Welsh learner please use the first logo '*Dwi'n Dysgu Cymraeg*'.

If you are a Welsh speaker please use the '*Cymraeg*' logo.



PHONE DIRECTORY

Welsh speaking staff should indicate that they speak Welsh on the 'Council phone book'. Staff details can be updated through the 'Update Details' tab. <http://vmweb4.cardiff.gov.uk/corpdir/index.php>

To find Welsh speaking staff within specific teams, service areas or directorates, tick 'Welsh Speaker' within the 'Advanced Search' tab to view. <http://vmweb4.cardiff.gov.uk/corpdir/index.php?mode=adv-s>

OUT OF OFFICE MESSAGES

All out of office and automated email messages must be bilingual, for example

I am currently out of the office. I will be back on 01-01-2015
Please contact TEAM NAME / CONTACT NAME
EMAIL_ADDRESS@cardiff.gov.uk

Rwyf allan o'r swyddfa ar hyn o bryd. Byddaf yn ôl ar 01-01-2015
Cysylltwch â TEAM NAME / CONTACT NAME
EMAIL_ADDRESS@caerdydd.gov.uk

Short translation requests under 30 words can be emailed to Bilingual Cardiff directly
BilingualCardiff@cardiff.gov.uk.

ANSWER PHONE MESSAGES

There are 10 specific Welsh language standards relating to telephone services to the public. Advice on how to provide a Welsh telephone service is available via the Bilingual Cardiff Intranet page / CIS (see Staff guidelines: Welsh language calls)

All Council automated telephone voicemail messages must be bilingual and ensure that the Welsh language is not treated less favourably. If the message is long for example, the message should alternate between Welsh and English e.g. Croeso i Cysylltu â Chaerdydd / Welcome to C2C / [Welsh message] / [English message]

MAIL TIPS

In 2018/19, Welsh speakers and learners who have confirmed their skills on DigiGOV will have a MailTip added to their email letting other internal staff know they are happy to communicate with colleagues in Welsh. MailTip is the message displayed at the top of a new email advising that the recipient is either out of the office or an external recipient.

We are aware that Welsh speakers of all abilities often email each other in English as they don't know that the email recipient can also speak Welsh. MailTips will be a quick and convenient way to flag this up and promote the use of Welsh in the workplace. **MailTips will only be visible for Cardiff Council staff.**

Staff who have identified themselves with good/very good skills or Level 4 / Level 5 on DigiGOV will have **“Rydw i'n siarad Cymraeg”** added to their Outlook account.

Staff who have identified themselves with “fair” / Level 3 Welsh skills speaking will have **“Rydw i'n siarad rhywfaint o Gymraeg”** added to their Outlook account.

Welsh speaking staff can opt out of having the above MailTip added to their accounts

GLOSSARIES

A series of simple English/Welsh glossaries are available on the Bilingual Cardiff intranet page in order to provide some basic bilingual information such as days and dates etc.

IAITH GWAITH ‘WORKING WELSH’ BADGES & LANYARDS

Welsh speaker and Welsh learner badges and lanyards are available to staff, to let the public know that they speak or are learning Welsh. Standard 68 requires staff at receptions who are able to provide a Welsh language reception service must wear a badge to convey that.

These are available from Room 400 County Hall or by contacting Bilingual Cardiff

BilingualCardiff@cardiff.gov.uk

Welsh speaker and learner lanyards will be offered any staff requesting a new or replacement Staff ID card.

‘WELSH MATTERS’ BRIEF

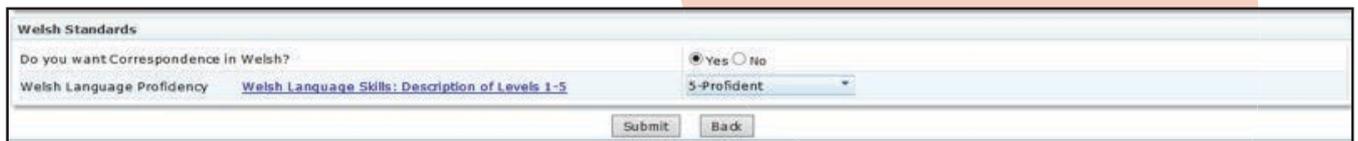
A bi-monthly brief ‘*Welsh Matters*’ is sent to all staff via their Welsh language coordinator. The brief updates staff on various Welsh language requirements, as well as guidelines and useful information. Staff members who haven't received the brief should contact their Welsh language coordinator or the Bilingual Cardiff team.

If staff wish to include information within the brief, they should contact **Bilingualcardiff@cardiff.gov.uk**

DIGIGOV

It is important that all bilingual staff with access to DigiGOV update their Welsh language proficiency skills. This will allow the council to report accurately on the numbers of Welsh speakers employed and will help to plan our services.

“Council Core Processes” → “Manage” → “Employee Details” → “Manage Personal Details”
(Welsh Language Standards: *Do you wish to receive correspondence in Welsh? Y/N*)



The screenshot shows a web form titled "Welsh Standards". It contains the following elements:

- A question: "Do you want Correspondence in Welsh?" with radio buttons for "Yes" (selected) and "No".
- A dropdown menu for "Welsh Language Proficiency" with the value "5-Profident" selected.
- A link: "Welsh Language Skills: Description of Levels 1-5".
- Buttons for "Submit" and "Back".

INTRANET, STAFF APP & STAFF INFORMATION

Corporate ‘Staff Information’ emails will be bilingual and formatted in two columns. Individual directorates are encouraged to correspond bilingually when sending emails to all staff.

All staff information articles on the intranet and staff app are bilingual, and work is ongoing on developing a bilingual staff intranet.

When corresponding bilingually, best practice is to format the email within two columns to avoid staff having to scroll down to read their chosen language. To create columns within Microsoft Outlook and Word, insert a two-column table, then remove the boarder before sending.

CYSGLIAD (WELSH DICTIONARY & SPELL CHECK)

Cysgair (dictionary software) and Cysill (Welsh spell check software) are available to all Council staff who have PC’s as their desktop interface. To request these programs please log an ICT acquisition call for ‘Cysgliad’ or contact the ICT Service desk who will be able to assist.

TÔ BACH (THE CIRCUMFLEX)

'To Bach' is a free integrated programme that can be installed on PCs in order to use circumflexes when writing in Welsh. Simply use the key sequences shown below.

Alt Gr	+ A	gives	â
Alt Gr	+ E	gives	ê
Alt Gr	+ I	gives	î
Alt Gr	+ O	gives	ô
Alt Gr	+ U	gives	û
Alt Gr	+ W	gives	ŵ
Alt Gr	+ Y	gives	ŷ

'To bach' is compatible with most programs. To install 'To Bach' on your PC please log a request with the ICT Service desk.

If you are using an Apple Ipad / Iphone, hold down a letter to choose the circumflex.

AP GEIRIADURON / THE DICTIONARY APP

"Ap Geiriaduron" is a useful English-Welsh / Welsh-English dictionary app available on IOs which gives you offline access to thousands of words from multiple dictionary sources. The app has an English and Welsh user interface with the ability to change the language in Settings. It also has a 'drill down' feature to find detailed information on specific words.

CARING THROUGH WELSH APP

The 'Caring Through Welsh' app developed by Swansea University and Coleg Cymraeg Cenedlaethol is available to download for free.

The app lists common phrases, terms and expressions as well as recordings of how to pronounce the terms.

This is a useful app for Welsh learners working in the social care sector specifically, or for Welsh speakers who want to refresh sector specific terms.

The app can be downloaded from iTunes or the Google Play Store now.

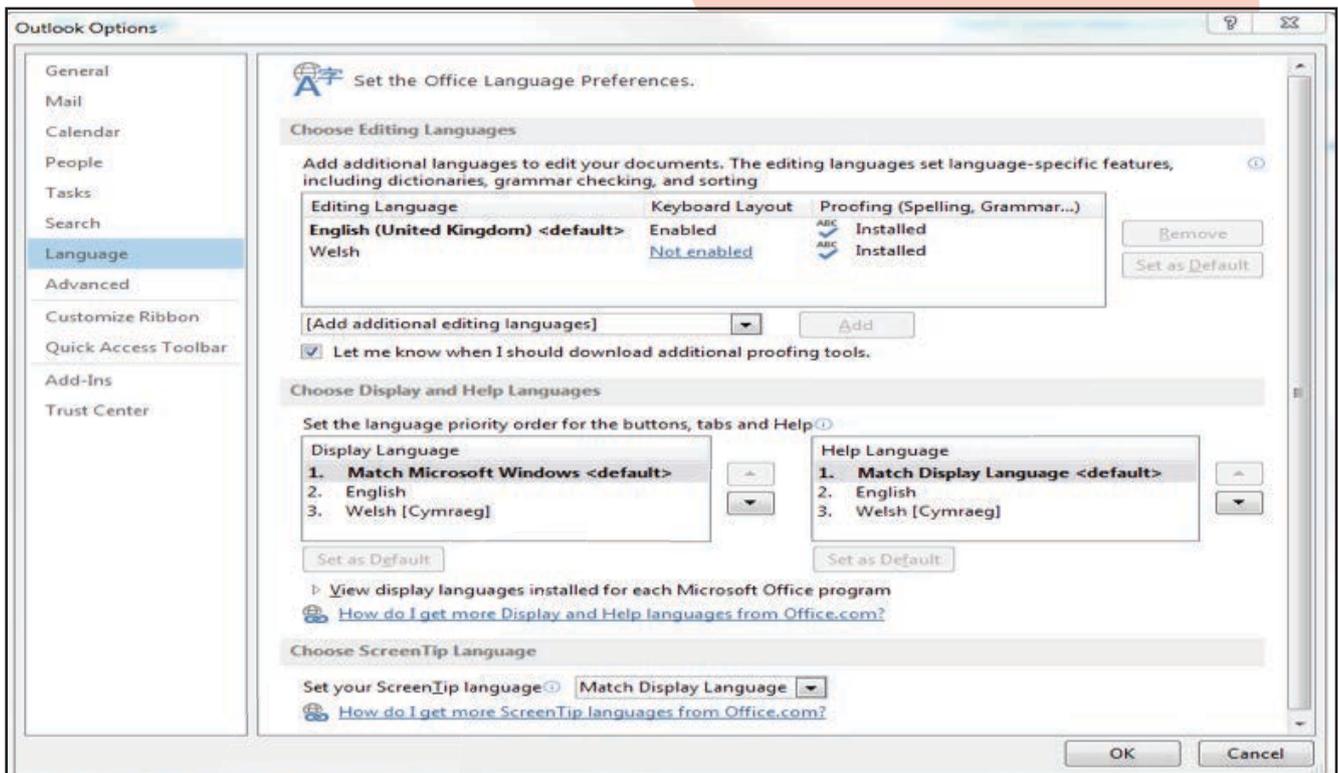
<https://itunes.apple.com/gb/app/gofalu-trwyr-gymraeg/id668425270?mt=8>

https://play.google.com/store/apps/details?id=air.gofalutrwyr-gymraeg&hl=en_GB

LANGUAGE SETTINGS (MICROSOFT OFFICE)

Converting Microsoft Office to Welsh is simply a matter of going to Options in the File tab. Go into the Language tab and select Welsh for both the editing and display languages, click OK and you should be prompted to restart any Office apps you have open.

This should effect a full conversion of all Microsoft Office apps to Welsh. Occasionally, Welsh won't be in the list in which case a call will need to be raised with ICT to add the language pack. This would only be the case with older builds of Windows 7 and should be rare.



CONTACT

For information on Welsh language policy, please contact Bilingual Cardiff at Bilingualcardiff@cardiff.gov.uk or on **02920 872527**.

APPENDIX 1

Caerdydd
Ddwyieithog



A Bilingual Cardiff – A Bilingual Council

Vision Statement

Towards the Million

The Welsh Government has set out ambitious plans to promote and facilitate the growth of the Welsh Language through 'Cymraeg 2050: A million Welsh speakers'. Cardiff Council fully supports the aims of the strategy and will continue to play its part in increasing the number of people who are able to learn and speak the Welsh language.

As a major employer in the City, the Council also needs to reflect this ambition within its workforce.

OUR VISION is to become a bilingual organisation. An organisation that values and supports the use of Welsh among its staff; projecting a bilingual ethos where both languages are used, and staff feel supported to use their Welsh language skills. As a city, through our Bilingual Cardiff Strategy 2017-2022, we are on a journey to becoming a truly bilingual capital city. As an organisation, we want to lead by example and encourage the use of Welsh internally, and to increase opportunities to see, hear and use the language when conducting our business.

CARDIFF COUNCIL AIMS to mainstream the use of the Welsh language and become a recognised bilingual employer because the benefits of bilingualism are promoted, the opportunity to learn Welsh is encouraged and services can be delivered bilingually.

WE WILL fulfil our Bilingual Capital City ambition by promoting greater learning opportunities for staff, adopting best practice and ensuring that anybody using Council Services can be confident of receiving them through the medium of English or Welsh.



WELSH LANGUAGE TRAINING GUIDANCE



INTRODUCTION - A BILINGUAL COUNCIL

Our vision is to develop a truly bilingual Cardiff. A Cardiff where our citizens can live, work and play, as well as access services and support in Welsh or English equally. A capital city where bilingualism is promoted as something completely natural, and where the Welsh language is protected and nurtured for future generations to use and enjoy.

The Welsh Language (Wales) Measure 2011 gives the Welsh language official status in Wales, which means that Welsh should be treated no less favourably than the English language in Wales. In practice, this means that for example, team managers are responsible for ensuring that their teams are able to guarantee an equal service to both Welsh and English-speaking customers.

One way of achieving this is to encourage current staff to undertake Welsh language training in order to fulfil legal requirements and to improve Welsh language provision.

The Council actively encourages and supports members of staff to learn Welsh or to improve their skills in Welsh and offers a flexible and corporately funded package of training opportunities which enables staff and managers to choose the best option for their particular service area.

To help in this regard, this guidance document has been developed to include as many options as possible in order to provide managers and staff with a variety of ways they can not only learn the language, but also learn about its history and heritage.

The guidance covers the following areas:

- 10-hour online Welsh Greeting training - a basic introduction
- Welsh Language Training Courses - courses at every level for learning the language
- Welsh Practice Sessions - informal sessions to help learners practice using the language with colleagues and other learners
- Welsh Language Awareness Training - the history, context and legal background
- Training Opportunities in Welsh - council courses on a range of professional development topics, delivered in Welsh for fluent Welsh speakers and advanced learners

It also has information on how to get badges and lanyards to show that you are learning, and also information on recording your skills on DigiGOV as you progress.

10-HOUR ONLINE WELSH GREETING TRAINING

Developed by the National Centre for Learning Welsh, this course is free, and can be followed at a time that is convenient to staff and their teams. It can be accessed from electronic devices at work or at home. Each unit can be undertaken at any time, and there is no specific time limit for completing the units, however all units must be completed in order to receive a completion certificate. Staff wishing to complete the course during worktime should agree times and/or frequency of access with their line managers.

The course can be accessed by following this link: <https://learnwelsh.cymru/work-welsh/work-welsh-welcome/>

Instructions:

- To register on the course, you will need to click on the 'start learning' tab.
- After completing the registration process and selecting 'Cardiff Council' as the organisation, you will be able to start the course immediately.

If you have any queries or problems with registration, please contact Cymraeggwaith@dysgucymraeg.cymru.

Unit 1: The Essentials (45min)	The very first basics of understanding the alphabet and numbers.
Unit 2: Meet and Greet (60min)	Learn the different ways to say hello and to introduce yourself at different times of the day.
Unit 3: Numbers, Days, Months & Times (75min)	Getting to grips with telling the time and understanding the Welsh calendar.
Unit 4: Meeting People in Person (55min)	Learn how to address people in person depending on the time and situation.
Unit 5: A Warm Welsh Welcome (75min).	How to introduce someone and making them feel welcome
Unit 6: Conversing on the Phone (55min).	Understanding the basics of making and taking a phone call.
Unit 7: More Phone Talk (45min)	More detailed phrases and terms to use when on the telephone.
Unit 8: Hosting and Arranging a Meeting (65min)	Learning how to organise and communicate meeting arrangements.
Unit 9: Hosting a Bilingual Meeting (65min)	How to communicate in a meeting which is to be held bilingually.
Unit 10: Summary and Extension (60min)	<p>A recap quiz on what you have learnt so far and suggestions for next steps.</p> <p>All managers responsible for teams who regularly deal with the public should actively encourage non-Welsh speaking staff to undertake the online training, and allow sufficient allocation of time during working hours to complete the course.</p>

WELSH LANGUAGE TRAINING COURSES

Staff can choose from over 100 approved courses in Cardiff University or in the community, varying from entry level to refresher courses at a time and location that best suits them. The Council also supports staff who live outside the county to learn in their own communities or in universities closer to their homes if that particular arrangement works better for them.

All courses can be viewed via the National Centre for Learning Welsh website <https://learnwelsh.cymru>.

To book on a Welsh training course, staff need to register for a course via <https://learnwelsh.cymru> and then contact CardiffAcademy@cardiff.gov.uk with a completed nomination form signed by their line manager [link to CIS]. The Academy is responsible for administering the booking and payment of Welsh training courses on behalf of the Council.

Welsh language courses will be corporately funded for Cardiff Council staff, and staff will get their hours credited for time attending the training courses. Managers are expected to approve Welsh training requests unless there is a genuine service delivery reason not to do so. However, service areas will be charged if staff withdraw from a course with insufficient reason. Staff will be expected to attend at least 80% of the training course; otherwise, Cardiff Academy reserves the right to charge the relevant service area.

The Council supports and funds Welsh training requests at all levels (from entry level to refresher courses), and particularly encourages frontline staff as well as staff with Welsh skills at levels intermediate and above to attend training to enable them to use Welsh as part of their roles.

Staff wishing to attend basic or 'entry' level Welsh training courses would be expected to complete the 10-hour online Welsh greeting course prior to attending any corporate funded courses (see further information on page 3). Furthermore, staff are expected to assess their current Welsh language skills levels prior to enrolling on a course (see further information below).

Once staff have completed their course, they should update their Welsh language proficiency levels on DigiGOV.

Applications > Manage > Employee Details > Manage Personal Details (Welsh Language Standards)

Welsh Standards	
Do you want Correspondence in Welsh?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Welsh Language Proficiency	Welsh Language Skills: Description of Levels 1-5 5-Proficient
<input type="button" value="Submit"/> <input type="button" value="Back"/>	

WELSH PRACTICE SESSIONS

We encourage all Welsh learners to practice their skills, and informal sessions are held in both County and City Hall regularly.

Practice Sessions '*Paned a Chlonc*' will be promoted regularly via internal communication channels and all Welsh learners and speakers will be invited to attend.

Furthermore, Bilingual Cardiff and Communications will advertise other external events aimed at Welsh learners.

WELSH LANGUAGE AWARENESS TRAINING

In order to understand the context of the Welsh language and why as a public body we are providing services bilingually, the Council has an online Welsh language awareness training module. The Welsh Language Awareness training, aims to make staff aware of:

- The importance of the Welsh language in the delivery of Council services within Wales.
- The role and responsibility of staff in delivering Welsh language and bilingual services.
- The history and cultural context of the Welsh language.
- Simple words and useful phrases when dealing with Welsh speaking service users.

The training module is available on the Cardiff Learning Pool Site
<http://cardiff.learningpool.com/enrol/index.php?id=540>

As well as an online module, face to face Welsh Language Awareness training sessions are available for different staff groups, including directors, managers, and officers. Qualified staff members will deliver these sessions.

The aim of these sessions will be to actively engage with staff, explore attitudes regarding the language, address any issues or queries staff might have, and to outline the Council's Welsh language policies, and our legal obligations.

ASSESSING WELSH LANGUAGE SKILLS

All staff with any Welsh language skills must record this on DigiGOV (see 'DigiGOV' section on page 8) in accordance with the requirements of the Welsh language standards (standard 127).

Welsh language skill levels are split into five levels, based on the Welsh for Adults Qualifications Framework and the Association of Language Testers in Europe (ALTE) framework. A description of these levels are available on the Bilingual Cardiff intranet page and CIS. The National Centre for Learning Welsh are currently piloting a new diagnostic online tool, which will assess speaking, writing, listening, and reading skills. The tool is expected to be available to public sector organisations from March 2019. Further updates on the assessment tool will be communicated to staff in 2018-19.

Employees attend Welsh language training should set a realistic skills target prior to enrolling on a course which should be recorded in their PPDR review.

The targets should reflect the level and intensity of the training. Staff arranging or undertaking courses should discuss the target with the tutor or facilitator to set appropriate targets and ensure that the course includes relevant content.

TRAINING OPPORTUNITIES IN WELSH

In accordance with the Welsh language standards, Council staff have the right to receive the following training in Welsh (if the training in question is provided in English):

- Recruitment and interviewing;
- performance management;
- complaints and disciplinary procedures;
- induction;
- dealing with the public; and
- health and safety.

Employees will be able to indicate whether they wish to undertake the training in Welsh on the training request form within DigiGOV within 'Special Requirements' (see below).

The Welsh medium training will be subject to the same required minimum attendees as English medium courses. If there are insufficient numbers to run the course on a particular date then it will be rescheduled in future when there are sufficient number, and those staff will be contacted directly by Cardiff Academy.

The screenshot shows a web form titled "Register for Training". It contains several sections:

- Course Description:** For details on receiving this course in Welsh please read the supporting information. The programme is suitable for all new employees during the first six months of their employment. Nominations
- Course Created By:** Robert Owens
- Schedule Detail:**

Training Type	Internal	Training Mode	Classroom
Nomination Approval Required?	Yes	Approx. Course Fee (excluding VAT)	0.0 GBP
Minimum No. of Candidates Required	5	Seats Available/Total Seats	0/16
Nomination Last Date	19-Jan-2018	On Waiting List	0
From Date	26-Jan-2018 09:30	To Date	26-Jan-2018 16:30
Venue	Ystafell 126, Canol y Ddinas / Room 126, City Hall CF10 3ND	Pending Approval	1
- Requirements, Benefits and Outcome of Training:**
 - Any Special Requirements:** This field is highlighted with a red box and contains a text input area with a scroll bar.
 - Training Benefits to Candidate's Current/Future Role:** This field contains a text input area with a scroll bar.
 - Expected outcome from Training:** This field contains a text input area with a scroll bar.

IAITH GWAITH 'WORKING WELSH' BADGES & LANYARDS

If you are a Welsh learner we have badges and lanyards available for you, to let the public know that you are learning Welsh. Cymraeg / Dysgwyr lanyards will also be offered any staff requesting a new Staff ID card.

These are available from Room 400 County Hall or please contact Bilingual Cardiff BilingualCardiff@cardiff.gov.uk to arrange postage.

DIGIGOV

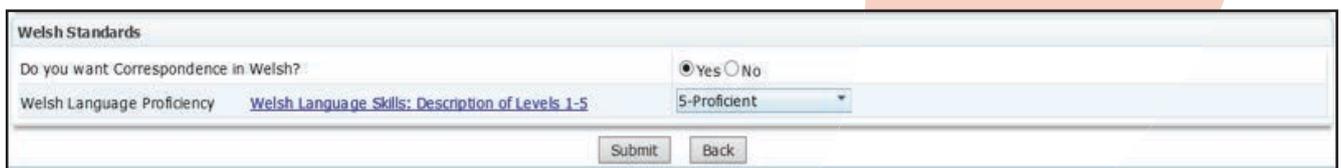
It is important that all bilingual staff with access to DigiGOV update their Welsh language proficiency skills as they progress through learning the language.

This will allow the council to report accurately on the numbers of Welsh speakers employed and will help to plan our services.

Like all equalities information on DigiGOV this information will be treated confidentially unless staff give their permission for these details to be shared with Bilingual Cardiff.

Please follow these simple steps:

Applications > Manage > Employee Details > Manage Personal Details (Welsh Language Standards)



The screenshot shows a web form titled "Welsh Standards". It contains the following fields and options:

- Do you want Correspondence in Welsh? Yes No
- Welsh Language Proficiency: [Welsh Language Skills: Description of Levels 1-5](#) (5-Proficient)
- Buttons: Submit, Back

CONTACT

For information on Welsh language policies, please contact Bilingual Cardiff at Bilingualcardiff@cardiff.gov.uk or on **02920 872527**.



Policy Title: A Bilingual Cardiff, A Bilingual Council: Promoting and Using Welsh Within the Council
New/Existing/Updating/Amending: New

Who is responsible for developing and implementing the Policy/Strategy/Project/Procedure/Service/Function?	
Name: Ffion Gruffudd	Job Title: Head of Bilingual Cardiff
Service Team: Bilingual Cardiff	Service Area: Policy, Partnerships and Community Engagement
Assessment Date: 04.05.18	

1. What are the objectives of the Policy/Strategy/Project/ Procedure/ Service/Function?

<p>The aims of this policy are to:</p> <ul style="list-style-type: none"> • Develop the formal and social use of Welsh amongst Cardiff Council's workforce through regular learning and social opportunities, and greater participation in a variety of formal and informal language networks and events. • Increase the opportunities for Cardiff Council staff to develop their Welsh language skills, increase their confidence, and to improve the bilingual services we provide • Promote and project a bilingual workplace ethos externally with a view to attracting more bilingual staff.
--

CARDIFF COUNCIL

Equality Impact Assessment
Corporate Assessment

2. Please provide background information on the Policy/Strategy/Project/ Procedure/Service/Function and any research done [e.g. service users data against demographic statistics, similar EIAs done etc.]

The Welsh Language (Wales) Measure 2011 gives the Welsh language official status in Wales, which means that Welsh should be treated no less favourably than the English language. This policy has been created in accordance with the statutory requirement set out in standard 98 of the Welsh language standards issued to Cardiff Council.

Welsh speakers are currently under-represented in the workforce compared with the general population of Cardiff. As of 31st March 2018, of the non-school based employees who have indicated their skills, **9.8%** have stated they have a level of Welsh language skills, against a general population in Cardiff of **16.2%**. This is something the Council wishes to address, so that it is increasingly viewed as a bilingual organisation that values the Welsh language, which in turn will help it deliver improved bilingual services to its citizens.

Though the aim is to increase the number of Welsh speaking staff in order to meet needs of a bilingual city and to comply with legislation, no staff member is forced to learn Welsh and no staff member is disadvantaged by choosing not to learn Welsh. The policy encourages, not enforces, staff to learn and use their language skills.

3 Assess Impact on the Protected Characteristics

3.1 Age

Will this Policy/Strategy/Project/Procedure/Service/Function have a differential impact [positive/negative/] on younger/older people?

	Yes	No	N/A
Up to 18 years			✓
18 - 65 years	✓		
Over 65 years			✓

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

The policy is aimed at all Cardiff Council staff members, regardless of age.

By encouraging staff to learn Welsh or to improve their skills, the policy provides staff members, regardless of their age, with professional development opportunities in terms of the Welsh Language, in order for them to provide

CARDIFF COUNCIL

Equality Impact Assessment
Corporate Assessment

bilingual services on behalf of the Council.

CARDIFF COUNCIL

Equality Impact Assessment
Corporate Assessment

What action(s) can you take to address the differential impact?
None required

3.2 Disability

Will this Policy/Strategy/Project/Procedure/Service/Function have a differential impact [positive/negative] on disabled people?

	Yes	No	N/A
Hearing Impairment	✓		
Physical Impairment	✓		
Visual Impairment	✓		
Learning Disability	✓		
Long-Standing Illness or Health Condition			✓
Mental Health	✓		
Substance Misuse			✓
Other			✓

Please give details/consequences of the differential impact, and provide supporting evidence, if any.
<p>The policy is aimed at all Cardiff Council staff members, regardless of whether they have a disability or long-term illness. The basis for noting a Yes above in terms of positive impacts for some categories is as follows:</p> <p>Hearing Impairment: Though language training is by and large based on learning by speaking/listening, there are options of specialist courses and online visual learning tools that could be provided, as a reasonable adjustment, should any Deaf or Hearing-Impaired staff member wish to learn to read Welsh for example.</p> <p>Physical Impairment: Training locations must be physically accessible to everyone including any staff member who has a disability or limited mobility. In addition, there are on-line course options available meaning that staff can learn from their work desks or from home if necessary.</p> <p>Visual Impairment: Online and downloadable audio-based courses are available as a learning option, which are potentially ideal for staff members with any form of visual impairment.</p>

CARDIFF COUNCIL

Equality Impact Assessment
Corporate Assessment

Learning Disability: There are options of Easy Read visual learning tools that could be provided, as a reasonable adjustment, should any staff member with Learning Disabilities wish to learn.

Mental Health: No staff member will be forced to learn, and any who begin a course and find that it is not for them will not be put under any pressure to remain in the class. It is also possible that by being in a class with different colleagues from across the Council and in a new learning environment, some mental health issues could actually improve.

The basis for noting a **N/A** above in terms of impacts for some categories is as follows:

Long Standing Illness or Health Condition: This is more Unknown rather than Not Applicable, as it is difficult to assess whether there will be a positive or negative effect on staff members who have long standing illnesses or health conditions; the courses will be available to them as with all other staff in terms of professional development, however their individual circumstances and choice will determine their ability to undertake Welsh language training classes.

Substance Misuse: Again, and for the same reasons, this is more Unknown rather than Not Applicable as individual circumstances will determine staff members' ability to undertake Welsh language training classes

What action(s) can you take to address the differential impact?

As noted above, given the wide variety of course formats already available, with more being developed annually, reasonable adjustments can be made for groups of staff or individuals based on their particular circumstances in order to make Welsh language training opportunities available to all Cardiff Council staff members.

CARDIFF COUNCIL

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3.3 Gender Reassignment

Will this Policy/Strategy/Project/Procedure/Service/Function have a differential impact [positive/negative] on transgender people?

	Yes	No	N/A
Transgender People (People who are proposing to undergo, are undergoing, or have undergone a process [or part of a process] to reassign their sex by changing physiological or other attributes of sex)	✓		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

By encouraging staff to learn Welsh or to improve their skills, the policy provides staff members, regardless of their past, current or future gender status, with professional development opportunities in terms of the Welsh Language, in order for them to provide bilingual services on behalf of the Council.

What action(s) can you take to address the differential impact?

None directly required:

Though outside the scope of this policy, there may be a wider requirement for Transgender Awareness work within the Council (possibly within HR in terms of policy/practice and in general in terms of equal treatment of staff), but it needs to be noted here in terms of how classroom dynamics may affect a transgendered person's ability to undertake Welsh language training courses.

3.4. Marriage and Civil Partnership

Will this Policy/Strategy/Project/Procedure/Service/Function have a differential impact [positive/negative] on marriage and civil partnership?

	Yes	No	N/A
Marriage			✓
Civil Partnership			✓

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

By encouraging staff to learn Welsh or to improve their skills, the policy provides staff members, regardless of their marital or civil partnership status, with professional development opportunities in terms of the Welsh Language, in order for them to provide bilingual services on behalf of the Council.

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What action(s) can you take to address the differential impact?
None required

3.5 Pregnancy and Maternity

Will this Policy/Strategy/Project/Procedure/Service/Function have a differential impact [positive/negative] on pregnancy and maternity?

	Yes	No	N/A
Pregnancy	✓		
Maternity	✓		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.
By encouraging staff to learn Welsh or to improve their skills, the policy provides staff members, regardless of whether they are pregnant or on maternity leave, with professional development opportunities in terms of the Welsh Language, in order for them to provide bilingual services on behalf of the Council.
What action(s) can you take to address the differential impact?
<p>Pregnant members of staff will be able to continue with their training until they reach the date where their maternity leave begins.</p> <p>For staff members on maternity leave, it may be possible for them to continue with classes and/or sit exams, however this will depend on individual circumstances, the dates involved and what reasonable adjustments can be made.</p> <p>Re-starting courses (even if this requires beginning a specific course year again) is an option that will be offered to all staff who are returning from maternity leave and were on courses prior to leaving.</p>

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3.6 Race

Will this Policy/Strategy/Project//Procedure/Service/Function have a differential impact [positive/negative] on the following groups?

	Yes	No	N/A
White	✓		
Mixed / Multiple Ethnic Groups	✓		
Asian / Asian British	✓		
Black / African / Caribbean / Black British	✓		
Other Ethnic Groups	✓		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

Providing Welsh language training opportunities to staff members from every ethnic background and culture also supports the work within the following Council policies and statutory duties:

- Cardiff Council's Strategic Equality Objective 7 (Build strong and cohesive communities where people feel safe, and able to celebrate Cardiff's diversity)
- Well-being of Future Generations (Wales) Act 2015's Aim of a Wales of Cohesive Communities.

Classes of staff from multiple ethnic backgrounds show that anyone can learn Welsh regardless of race or nationality.

What action(s) can you take to address the differential impact?

None required

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3.7 Religion, Belief or Non-Belief

Will this Policy/Strategy/Project/Procedure/Service/Function have a differential impact [positive/negative] on people with different religions, beliefs or non-beliefs?

	Yes	No	N/A
Buddhist	✓		
Christian	✓		
Hindu	✓		
Humanist	✓		
Jewish	✓		
Muslim	✓		
Sikh	✓		
Other	✓		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

As with Race above, providing Welsh language training opportunities to staff members from different faith and belief backgrounds also supports Cardiff Council's Strategic Equality Objective 7 and the Well-being of Future Generations (Wales) Act 2015's Aim of a Wales of Cohesive Communities.

What action(s) can you take to address the differential impact?

None required

3.8 Sex

Will this Policy/Strategy/Project/Procedure/Service/Function have a differential impact [positive/negative] on men and/or women?

	Yes	No	N/A
Men			✓
Women			✓

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

By encouraging staff to learn Welsh or to improve their skills, the policy provides staff members, regardless of their sex, with professional development opportunities in terms of the Welsh Language, in order for them to provide bilingual services on behalf of the Council.

What action(s) can you take to address the differential impact?

None required

Equality Impact Assessment
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3.9 Sexual Orientation

Will this Policy/Strategy/Project/Procedure/Service/Function have a differential impact [positive/negative] on the following groups?

	Yes	No	N/A
Bisexual			✓
Gay Men			✓
Gay Women/Lesbians			✓
Heterosexual/Straight			✓

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

By encouraging staff to learn Welsh or to improve their skills, the policy provides staff members, regardless of their sexual orientation, with professional development opportunities in terms of the Welsh Language, in order for them to provide bilingual services on behalf of the Council.

What action(s) can you take to address the differential impact?

None required

3.10 Welsh Language

Will this Policy/Strategy/Project/Procedure/Service/Function have a differential impact [positive/negative] on Welsh Language?

	Yes	No	N/A
Welsh Language	✓		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

By its very nature, this policy will have a positive impact on the Welsh language.

What action(s) can you take to address the differential impact?

None required

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Equality Impact Assessment
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4. Consultation and Engagement

What arrangements have been made to consult/engage with the various Equalities Groups?

- Cardiff Council Welsh Language Coordinators and Champions Network.
- Employee Networks
- HR People Services
- Trade Unions

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5. Summary of Actions [Listed in the Sections above]

Groups	Actions
Age	None required
Disability	As detailed in the main Disability section, given the wide variety of course formats already available, with more being developed annually, reasonable adjustments can be made for groups of staff or individuals based on their particular circumstances in order to make Welsh language training opportunities available to all Cardiff Council staff members.
Gender Reassignment	None directly required: Though outside the scope of this policy, there may be a wider requirement for Transgender Awareness work within the Council (possibly within HR in terms of policy/practice and in general in terms of equal treatment of staff), but it needs to be noted here in terms of how classroom dynamics may affect a transgendered person's ability to undertake Welsh language training courses.
Marriage & Civil Partnership	None required
Pregnancy & Maternity	For staff members on maternity leave, it may be possible for them to continue with classes and/or sit exams, however this will depend on individual circumstances, the dates involved and what reasonable adjustments can be made. Re-starting courses (even if this requires beginning a specific course year again) is an option that will be offered to all staff who are returning from maternity leave and were on courses prior to leaving.
Race	None required
Religion/Belief	None required
Sex	None required
Sexual Orientation	None required
Welsh Language	None required
Generic Over-Arching [applicable to all the above groups]	None required

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6. Further Action

Any recommendations for action that you plan to take as a result of this Equality Impact Assessment (listed in Summary of Actions) should be included as part of your Service Area's Business Plan to be monitored on a regular basis.

7. Authorisation

The Template should be completed by the Lead Officer of the identified Policy/Strategy/Project/Function and approved by the appropriate Manager in each Service Area.

Completed By: David Thomas	Date:
Designation: Welsh Translator	04.05.2018
Approved By: Ffion Gruffudd	
Designation: Head of Bilingual Cardiff	04.05.2018
Service Area: Bilingual Cardiff	

7.1 On completion of this Assessment, please ensure that the Form is posted on your Directorate's Page on CIS - *Council Wide/Management Systems/Equality Impact Assessments* - so that there is a record of all assessments undertaken in the Council.

For further information or assistance, please contact the Citizen Focus Team on 029 2087 3059 or email citizenfocus@cardiff.gov.uk

**CARDIFF COUNCIL
CYNGOR CAERDYDD**



CABINET MEETING: 14 JUNE 2018

LAMBY WAY SOLAR FARM

**CLEAN STREETS, RECYCLING & ENVIRONMENT
(COUNCILLOR MICHAEL MICHAEL)**

AGENDA ITEM: 5

The Appendices of this report are exempt from publication because they contain information of the kind described in paragraphs 14 and 21 of parts 4 and 5 of Schedule 12A of the Local Government Act 1972

Reason for this Report

1. To present a detailed business case for the delivery of a Solar Farm at the Lamby Way capped landfill site and to seek approval to proceed with the scheme as described in the report.

Background

2. The capped landfill site at Lamby Way has for some time been considered to be a suitable location for a large scale solar farm which could:
 - provide a substantial amount of clean, renewable energy to supply the local electricity grid and connected Council buildings,
 - make a positive contribution to national and local renewable energy generation and carbon reduction targets,
 - provide a localised economic activity and long-term productive use for a site that would be otherwise difficult to develop, and
 - contribute to the new WG directive for the Council and all public sector organisations in Wales to be “carbon neutral” by 2030.
3. The Council’s recently approved Capital Programme includes provision for the development of the Lamby Way Solar Farm using Invest to Save funds. This provision is subject to the approval of a detailed business case for the scheme which is the subject of this report. The Council has accessed industry experts to help develop this detailed business case, with support from Welsh Government through its Green Growth Wales agenda.

4. As well as delivering on the Council's ambitions and obligations for renewable energy and carbon reduction the production of the business plan has also identified that the proposal will:
 - based on the Business Case projections, provide an acceptable and attractive return on the Council's Invest to Save commitment;
 - make full use of Council funds already expended on Grid connection in the area;
 - provide clean renewable energy to a major neighbouring utility site; and
 - open opportunities for further innovation, carbon reduction and air quality management by, for example, providing a potential new and renewable energy source for the Council's Low Emission Transport plans.
5. The Economic Green Paper launched in November 2017 identified the East of the city as the focal point for industry, lower density economic uses that provide options for a different range and choice of both employment and business opportunities. The different options and choices that can be established by providing lower density employment opportunities will help those whose skills or experience may not match those found in a service focussed city-centre, including proposals such as Lamby Way Solar Farm.

Issues

Site History

6. In July 2014 Cabinet approved a proposal to publicly offer a land lease opportunity for the development of a Solar Farm at the site. This was to be funded and delivered by a third party developer, with the Council collecting a small ground rent on the long-term lease. To facilitate the arrangement, and to secure the longer term opportunity, the Council also funded a grid connection to the site at this time.
7. Despite significant negotiation with four separate developers, none of the proposals received by the Council reached a satisfactory position from which proceed.
8. In summary, the reasons for this were:
 - The removal of the Government Incentives for Solar Farms shortly after the Cabinet decision,
 - The consequential reduction in institutional investment funders' appetite for risk on solar farms nationally, and
 - The inability of scheme developers to reach a satisfactory pricing level on the sale of energy on the open market to cover the lost government support element.

9. This outcome was not unique to Cardiff and many proposed schemes in the UK stalled at this time. This led Welsh Government to focus attention on the issue, seeking to understand the current barriers to, and solutions for the delivery of Welsh public sector led renewables schemes in the post-Government Incentives landscape.

Welsh Government Support and Policy Changes for Renewables

10. As part of its Green Growth Wales agenda Welsh Government undertook an audit of all of the stalled, public sector led renewables schemes in Wales and identified the Lamby Way solar farm as one with the highest potential to deliver. This was because of the ready availability of the site, its good solar radiation characteristics on an incline facing south, and the pre-existing grid connection on site.
11. During this period Welsh Government also strengthened its own policy context around renewables, most notably publicising targets for:
 - 100% green energy consumption in Welsh Public Sector from 2017;
 - 70% of all energy consumed in Wales to be generated by Welsh based renewable sources by 2030;
 - at least 1 Giga Watt of this generation to be locally owned; and
 - for all public sector organisations in Wales to be “Carbon Neutral” by 2030
12. Together, these policy changes have provided a significant drive for both the Council and WG to pursue the Solar Farm and other local renewable energy schemes.
13. On this basis WG offered the Council free access to consultancy expertise to help develop an options appraisal and detailed business case to examine the viability of the scheme. This assistance has been in place since summer 2017 and has been provided by a solar expert who has helped to develop the business case. Their output, in turn, has been peer reviewed by energy staff at Local Partnerships who have been contracted by WG to support the Green Growth Wales Agenda.

Other Changes in the Market

14. Along with the policy changes mentioned above three key changes have happened which have affected the overall viability of the Solar Farm proposal at Lamby Way.
15. **Firstly**, the cost of required hardware for the scheme has continued to reduce over the period. Prices for installed ground mounted solar PV are reported to have fallen by around 75% between 2010 and 2016 and global prices for solar components continue to reduce as efficiencies and economies of scale increase.
16. **Secondly**, the Council has had extensive dialogue with an organisation based near to the site with regard to a private wire connection between

the proposed Solar Farm and their operation. This dialogue, conducted under the terms of a signed non-disclosure agreement, has been very positive and has settled on an outline deal for the organisation to take 4.5MW of generation capacity at the Solar Farm over a 20 year period.

17. The energy sale rate negotiated is significantly higher than rates otherwise available to the scheme through the usual sale-to-grid route. This is made possible because the purchaser of the energy avoids the “non-commodity” costs associated with buying energy from the grid (including various charges for grid maintenance and balancing, and other taxation elements). Private wire purchasers can therefore pay a higher rate for the “wholesale” energy and still achieve a saving on the final unit cost compared to direct purchase from the grid. This new rate for the sale of energy has been modelled for the first 20 years of the scheme’s operation and has significantly increased its income generation capacity.
18. An MoU has been signed between the Council and the organisation to capture the key commercial features of this negotiation. This settles on an energy sale price index linked to RPI for a supply period of 20 years. The deal is considered to be a low risk, high gain option given the partner organisation’s published aim to secure 100% renewable energy supplies for their operations and the significant overall saving they will achieve on electricity bills as a result. In turn, it also enhances the Council’s ability to increase the income generation capacity of the scheme by securing a higher unit selling price through a large term off-take arrangement with a partner organisation with a very strong financial covenant.
19. **Thirdly**, and as a direct result of the private wire arrangement discussed above, there is now an opportunity to develop a slightly larger solar farm than was originally envisaged. The maximum capacity of the installed grid connection at the site is 5MW and previous iterations of the scheme were based around this constraint. With 4.5MW of the farm’s generating capacity now proposed to be diverted away from the grid via the private wire, the size constraints for the solar farm are altered. We have therefore examined a scenario that looks at the relative costs and benefits of a 7.5MW scheme. The site could easily accommodate this increased coverage.
20. This increased capacity also has the potential to open up further strategic opportunities for the Council. For example, there is a particular opportunity to explore on-site use of energy to link directly to our strategy for Low Emission Transport Fuels. Energy storage options may also exist, which could contribute to grid balancing in the area and further boost the scheme’s business case. We are exploring these opportunities but none are included in the business case presented here which assumes that all energy surplus to the private wire requirement will go to grid.

Business Case Summary

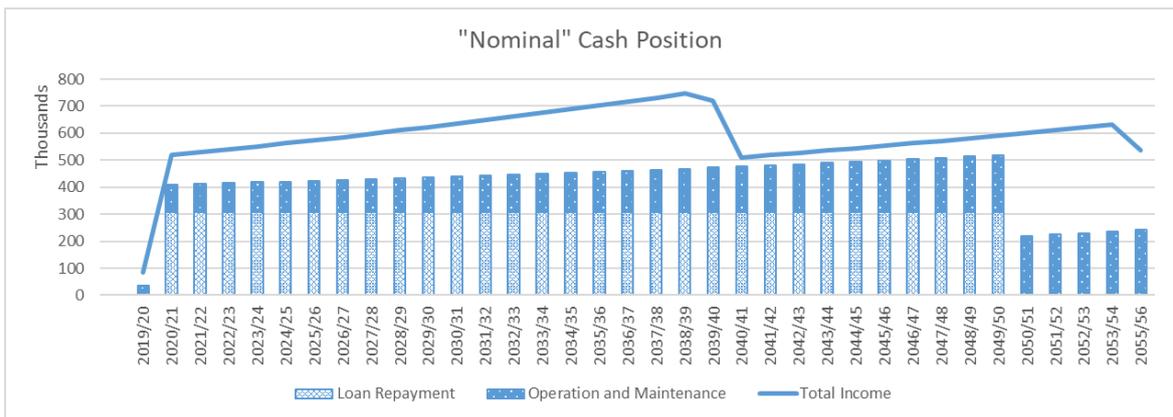
21. The appendix to this report contains the detailed business case for the Lamby Way Solar Farm. The proposal is based on a solar farm of 7.5MW capacity.

22. For information, the clean, renewable energy generated by a solar farm of this size would offset the equivalent electricity needed to power 2,300 typical homes, or about 15% of the Council's total electricity consumption across all its buildings and street-lighting.
23. The proposal depends on 4.5MW of the generating capacity being supplied through a private wire to a single customer near to the site, and the residual 3MW supplied to the national grid through the connection at the site.
24. The business case looks at the total development costs and total income capacity of the scheme across a 35 year lifespan. This is a reasonable economic life-time assumption for solar schemes provided that routine maintenance and component upgrade occurs across this period. The period for the "Invest to Save" capital financing loan would be 30 years.
25. The model is based on a range of prudent cost assumptions derived from recent market research undertaken by the solar expert advising this project and described in the appendix. This appendix is exempt from publication as noted above. Total costs include some already spent, notably on establishing the grid connection at site. The cost assumptions also include the projected costs of ongoing project management, production of a planning application, ecological management, detailed procurement specification, operation and maintenance contracts for the full life of the scheme, legal fees and the facilitation of the private wire arrangement described above. The business case has been subject to a series of reviews by relevant officers at the Council's Investment Review Board.
26. The table below gives headline costs and benefits.

Business Case Summary	£,000
Total Costs (Including initial development costs, Operation and Maintenance, and Loan interest)	£14,9m
Total Income (Private wire (20 years) + Direct grid sale (residual for 20 years, 100% for remaining life))	£21,2m
Internal Rate of Return	6.63%

27. The construction costs have been derived with reference to recent known solar farm development costs across the UK but with a significant uplift included in the model. This is a prudent assumption made in recognition of the characteristics of the capped landfill site which will require a specific and non-standard installation method.
28. Total costs also include a generous provision for ongoing maintenance and operational costs. It is proposed that a specialist contractor would be procured to carry out the operation and maintenance function which will be funded directly from income generated.

29. Both the construction and operating cost assumptions in the model have been set at rates that exceed those observed for similar schemes in the UK. This is to ensure that the business model is prudent and robust. We would expect a competitive procurement process for these two contracts to deliver lower rates than those modelled.
30. Total income includes two separate income streams for the sale of energy, one from the private wire and one from sale-to-grid. The former rate is already subject to a signed Memorandum of Understanding with the energy customer and the latter rate is based on current known averages nationally.
31. The graph below summarises the nominal cash position (i.e. including projected inflation) over the anticipated lifetime of the project. It shows that income clearly covers the cost of loan repayment, operation and maintenance with some additional headroom. The dip in income towards the latter years of the model reflects the end of the 20 year private wire arrangement. There would clearly be scope to renegotiate and extend this at the appropriate time though this opportunity is not modelled here.



Project Programme

32. The table below sets out an indicative programme for the delivery of the scheme.

Indicative Programme	
Capital I2S sum approved by Cabinet	Jun-18
Appoint project manager/technical advisor	Jul-18
Procure planning consultants to develop planning application	Jul-18
Commission detailed ecological survey and mitigation plan	Jul-18
Submit planning application	Oct-18
Confirm energy offtake arrangements (private wire and grid)	Oct-18
Planning Consent Granted	Dec/Jan 18
Implement ecological mitigation plan	TBC
Design and Build/Operation and Maintenance tender specification	Oct-Dec 18
Commence procurement of contractors	Jan/Feb 19
Appoint contractors subject to Cabinet approval	Feb/March 19
Commencement on site	April/May 19
Completion and commissioning	Aug/Sept-19

33. The immediate next step would be to prepare a planning application for the development. There have been extensive pre-application discussion on the proposal with key stakeholders, and elements of public consultation have been carried out in respect of the previous private sector led proposals referred to earlier. However, this is a major piece of work that will need to be commissioned and completed over the summer. Costs for this have been included in the business model.

34. One of the more significant challenges for the project relates to the nature conservation value of the site. There are a range of known ecological assets that would need to be treated sensitively prior to, during and after construction. We have already commissioned a “Preliminary Ecological Appraisal” to assess the existing ecological value, identify potential ecological issues associated with the proposed development and make recommendations for general mitigation, compensation and enhancement as appropriate. This has also identified timeframes in the year where regulations prevent survey work, relocation activities and construction works in order to protect various species.

35. This has influenced the delivery timeline given above and also places some urgency to carry out elements of the survey and relocation work early in the summer to ensure that the scheme can progress as planned. The overall ecological mitigation plan for the site will form part of the planning application and its implementation will be controlled by planning condition.

Project Spend Profile

36. The above delivery programme broadly assumes that project development and procurement of a design and build contractor would be carried out during the rest of the current financial year. Construction, and therefore the major spend for the project, would then commence in early 2019/20.

Risks

37. In progressing the business case to its current stage, several of the variables in the model have developed a greater degree of certainty. In particular, the Grid Connection costs are expended and final. Our energy generation performance assumptions are also based on very reliable National sources of solar irradiance data that can predict the performance of the solar panels with some degree of accuracy.
38. The private wire arrangements are also well developed and considered to be a relatively low risk given the internal policy and cost drivers of the partner organisation.
39. Key risks still exist however as outlined below:
- Much of the hardware required for the development of the solar farm will be likely to be supplied from European or American sources. This therefore exposes final costs to fluctuations in international exchange rates. These will be reviewed over the course of the project development and procurement, and the model will be formally reviewed if any major fluctuations occur.
 - The modelled lifetime of the project is fairly long at 35 years. Although there is confidence and market evidence that the equipment, with proper maintenance and routine component replacement, will function adequately through this period there may be external changes that could affect overall viability. This could include step changes in costs and technologies for renewable energy or other unknown future regulations being imposed on production. These sorts of risks are more difficult to quantify but it is considered that the private wire arrangement and other potential innovative options for the Council to use the energy on site will provide significant protection for the asset in the longer term.
 - The proposal will require a planning consent and there is therefore a risk that this will not be granted. This is considered to be a relatively low risk and one that has already been managed as far as possible through pre-application consultations with major stakeholders.
 - The costs for constructing the private wire are based on the best local and market information available to us at the time. However any excavation of this nature comes with risks of encountering other utilities or obstacles beneath ground that may increase costs. We have therefore allowed for a very generous sum in the model for this element. We are also exploring potential synergies with other infrastructure projects in the area that may help to control costs.

Conclusion and Recommendations

40. The modelling exercise described in this report is based on prudent assumptions with known costs included wherever possible. The model has been developed with advice from a solar expert and peer reviewed by Local Partnerships. On this basis the model shows that the proposal is financially viable if final costs are within the general parameters set out, and with the benefit of a formal contractual arrangement for the private wire sale of energy.
41. Strategically, the project meets a series of Council targets and ambitions in generating secure, clean, renewable energy at a site that would be otherwise difficult to develop.
42. It is recommended that Cabinet support the business case outlined in this report and approve the progression of the project to its next phase which will be:
 - to prepare and submit a planning application;
 - to finalise negotiations on the private wire offtake;
 - to commence procurement of a design and build contractor, and operation and maintenance contractor for the scheme.
 - to formalise the additional sum required of the 19/20 Capital Programme to facilitate the extended 7.5MW scheme now proposed.
43. It is also recommended final costings, based on the outcome of the formal procurement process, are brought back to Cabinet for final approval to proceed once known.

Local Member consultation

44. Local members were briefed on the scheme at a meeting on 29th May. They were generally supportive but highlighted the need to consider the local impacts and opportunities arising from the proposal as it progressed through the Planning process. In particular they were keen to maximise the potential for protecting and enhancing local biodiversity and amenity value in the area.

Reason for Recommendations

45. To provide confirmation to progress with the scheme as outlined in the approved Capital Programme and detailed in this report.

Financial Implications

46. The report summarises a business case for a long term Council investment in the construction and operation of a solar farm. The

financial analysis in the business case, based on projected cost and income streams, indicates that the solar farm would be a viable invest to save project. There are however a number of key assumptions that will determine the success of this project in terms of its financial viability. Proceeding with the project will allow these assumptions to be confirmed, and the financial projections updated, before a final decision to commence the construction of the project is undertaken.

47. Although the business case projections are considered prudent, building the solar farm on a capped landfill site at Lamby Way will present some challenges. Until the project has been market tested, by undertaking a procurement, the risk remains that the final construction costs will exceed the projected costs included in the business case. In addition a significant element of the equipment will be supplied from outside the UK so until contracts are signed the project will be exposed to the volatility of Foreign Exchange market fluctuations. A similar position exists with movements in interest rates which again will not be fixed until the construction contract is confirmed. To test the implications of changes in Project costs by amending these key variables a number of sensitivities have been run to assess the impact on the projected Project finances. The results of this sensitivity analysis confirms that the project continues to generate a positive return both in cash terms and for Net Present Value. The results of the sensitivity analysis are included in the Appendix.
48. At this stage the proposed solar farm has not received planning approval. Given the pre-application work done previously and the proposed size of the facility the Directorate consider that the refusal of planning approval is a low risk. If planning approval was not achieved then the council would be in a position where the cost associated with taking the scheme to planning would be abortive and would need to be written off.
49. The report emphasises the considerable benefits of the private wire arrangement in terms of the price received for the electricity, the stability the 20 year term of the arrangement provides and the financial strength of the partner organisation. Negotiations are continuing with this organisation and have reached the Memorandum of Understanding stage. If however, this arrangement was not concluded the affordability of the solar farm would be detrimentally impacted and the financial projections, including the size of the facility, would need to be reassessed.
50. Following the introduction of the private wire a larger facility is now proposed to maintain the export of electricity to the grid. This is the scenario presented in the business case as although additional upside would be expected from, for example, cost avoidance from electric vehicle charging these proposals are at an early stage of development and are not yet robust enough to include in the business case.
51. The larger facility will require additional capital expenditure. The construction of the facility is programmed for 2019/20 and a bid for additional resources in the 2019/20 Capital Programme as part of the budget setting for 2019/20 will be required. This will remain as an Invest To Save scheme.

Legal Implications

52. The procurement process will need to be in accordance with the Council's Contract Standing Orders and Procurement Rules. The Council has power to sell electricity under section 11 of the Local Government (Miscellaneous Provisions) Act 1976(as amended) provided that the electricity is generated from heat and renewables. The power is subject to the requirements of the Electricity Act 1989 in regard to a distribution or supply licence, which in turn are subject to exceptions under the Electricity (Class Exemptions from the requirement for a Licence) Order 2001

RECOMMENDATIONS

Cabinet is recommended to approve the Business Case and Invest to Save allocation for the scheme and to commence the delivery plan for implementation.

SENIOR RESPONSIBLE OFFICER	ANDREW GREGORY Director Planning, Transport & Environment
	7 June 2018

The following appendices are attached:

Appendix 1 – Detailed Business Case (confidential)

The following background papers have been taken into account

Green Book 5 Case Business Case Analysis (Confidential)

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By virtue of paragraph(s) 14, 21 of Part(s) 4 and 5 of Schedule 12A of the Local Government Act 1972.

Mynediad Cyfyngedig i'r Ddogfen

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FLYTIPPING UPDATE**REPORT OF CABINET MEMBER FOR CLEAN STREETS,
RECYCLING AND ENVIRONMENT****AGENDA ITEM: 6**

Reasons for this Report

1. To consider new legislative powers through the Amendment of the Environmental Protection Act 1990 and The Unauthorised Deposit of Waste (Fixed Penalties) (Wales) Regulations 2017 and endorsing the setting of the level of the fixed penalty for small-scale fly-tipping of £400 with no early payment option.
2. To consider the range of measures to improve the approach to address fly-tipping. The report outlines the opportunities of dealing with issues associated with fly-tipping through adopting new technologies and legislative powers.

Background

3. Tackling fly-tipping is a corporate priority in Capital Ambition. The Planning, Transport and Environment Directorate is committed to the aims and objectives to join up Council services and to keep our communities, parks and streets free from fly-tipping.
4. Natural Resources Wales is responsible for dealing with large scale illegal dumping, including incidents involving organised crime and certain hazardous wastes and contamination of water courses. However, Natural Resources Wales will only clear up such waste where there is an immediate risk to the environment or human health.
5. Natural Resources Wales is a Welsh Government sponsored body which became operational from 1 April 2013. It was formed from a merger of the Countryside Council for Wales, the Environment Agency Wales and the Forestry Commission Wales.
6. Local Authorities and Natural Resources Wales have powers under the environmental Protection Act 1990 to investigate fly-tipping incidents and to prosecute those who are found to have broken the law.

7. Investigation of fly-tipping is not a statutory duty and this means that neither body are legally required to investigate incidents of fly-tipping. Local Authorities deal with the majority of incidents such as construction waste, fridges, sofas, commercial and household waste.
8. Local Authorities are responsible for clearing fly-tipping from public land.
9. Local Authorities may also investigate incidents on private land and issue a notice to remove the accumulation, but they have no obligation to clear fly-tipped waste from private land.
10. Fly-tipping is the term used to describe waste illegally deposited on land. The offence of fly-tipping and the additional offences of 'knowingly causing' or 'knowingly permitting' fly-tipping are set out in Section 33(1)(a) of the Environmental Protection Act 1990.
11. The waste can be solid or liquid and can vary in scale from the size of a bin bag of rubbish to large scale dumping of construction and demolition waste. Each case is investigated on an individual basis and consideration as to the location of land is key to defining if the waste is fly-tipped or incorrect presentation of waste.
12. Fly-tipping may be found anywhere, including on roadsides, in lay-bys or on private land. Fly-tipping differs from littering and incorrect waste presentation in that it involves the removal of waste from premises where it was produced with the deliberate aim of disposing of it unlawfully.
13. By its nature, fly-tipping is a difficult crime to detect. Fly-tippers often operate under the cover of darkness and often leave little traceable evidence behind at the crime scene. Those who regularly fly-tip waste are increasingly aware not to leave traceable evidence within the fly-tipped waste, moreover, the nature of some fly tipped waste, such as rubble, means that there is unlikely to be traceable evidence found.
14. Cardiff Council recognises that residents of Cardiff often believe they are disposing of their waste correctly by giving it to a "man in the van" however in some cases this may end up fly-tipped. A key campaign is being developed and implemented to support our residents in the checks they need to make when disposing of their waste outside of normal waste collection services provided by Cardiff Council.
15. There has historically been no fixed penalty for fly-tipping. A person who commits a fly-tipping offence is subject to a summary conviction to imprisonment for a term not exceeding 12 months, or a fine not exceeding £50,000, or both. There must be appropriate and sufficient evidence, to a criminal standard of proof, to support the prosecution of the offence in the magistrates' court.
16. In some cases, Cardiff Council have been able to work with offenders, residents and businesses who breached their duty of care to recover costs as an alternative to prosecution.

17. The new legislative powers allow Local Authorities to set the amount of the fly-tipping FPN between £150-£400 with a default penalty of £200 if no amount is specified. An option for early payment of an amount no less than £120 can be made available.
18. FPN's provide an opportunity for first time non-habitual offenders to avoid court and a possible criminal record. They offer a more efficient and proportionate response to tackling small-scale fly-tipping incidents and help ease the burden on the court system.
19. Fly-tipping figures have varied over the last 7 years. However, due to changes in resource levels, reporting of fly-tipping and waste restriction in Cardiff it is difficult to provide any direct correlation to any particular change.

Year	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Fly-tipping incidents reported	11,185	10,957	4,621	3,905	6,241	7,993	5,928

20. Cardiff Council recorded 5,928 fly-tipping incidents in 2017/18. 4,794 were investigated and no waste was found on arrival at 1,134 of these reported incidents. Where waste was found and evidence was obtained the FPN could have been issued to tackle this type of behaviour. Instead where evidence has been obtained either we have prosecuted or recovered the cost.
21. There is a national Key Performance Indicator (KPI) for fly-tipping; 90% of reported fly-tipping incidents must be cleared within 5 working days. Cardiff Council have exceeded this target in recent years, achieving 98% in 2016/17 and 99% in 2017/18. Again officers are fully trained on how to lead fly-tipping offences versus waste and litter offences.
22. All Street Scene Enforcement Officers are able to deal with small-scale fly-tipping. The team will continue to undertake other duties, such as enforcing against littering offences, waste presentation offences, dog fouling, waste licenses and highway licenses.
23. CCTV assists in the prevention and detection of fly-tipping. By capturing vehicle registration Officers are able to obtain evidence to issue an FPN to the registered keeper or secure a prosecution.
24. There are three teams dedicated to searching and removing large-scale fly-tipping waste. These teams work alongside one Street Scene Enforcement Officer who is responsible for fly-tipping enforcement.
25. There have been three cases which have met the criteria of a criminal standard of proof to proceed to prosecution in court in the past 12 months.
26. The Street Scene Enforcement Team in 2017/18 had a gross budget expenditure of £1,321,000. Funding from the Single Revenue Grant

supports £415,000; £260,000 is funded through fines and £45,000 through enforcement service contracts. Therefore, there is a net budget of £601,000 to support the teams operations.

27. The Enforcement Team generated additional income of £137,466 from fines in 2017/18, however actual expenditure amounted to an additional £191,847, the additional expenditure mainly due to non-recurring staff costs and additional disposal costs.

Issues

28. The number of fly-tipping incidents is not reducing significantly across Cardiff and Local Members and citizens want more action to ensure the environment remains clean and free of fly-tipping.
29. The cost of managing small-scale fly-tipping significantly outweighs the income or cost recovery from fines. Therefore, the management of fly-tipping is not sustainable through the current prosecution offence or works in default and recovery of costs. The FPN will help support the service to tackle fly-tipping, supporting staff and CCTV to tackle the problem and improve street scene.
30. The number of fly-tipping incidents where no waste is found on arrival is high. The figure in 2017/18 was 1,134 or 19% of the total 5,928 fly-tipping incidents reported. This figure needs to decrease to improve service effectiveness and efficiency.
31. The process for dealing with the end-to-end management of fly-tipping is not digitalised. This means the capture and interrogation of data is time consuming, including a lack of detail on where offences take place. This creates issues with providing good information to the Cabinet Member, Local Members and citizens; whilst reducing the effectiveness of the management team to make informed decisions.
32. The number of large-scale fly-tipping in rural lanes and other hotspots across the city remain high. The three prosecutions in 2017/18 indicate the difficulty of providing evidence to build a case to take an offender to Court. Cctv again will support the gathering of evidence to secure a successful prosecution.
33. Fly-tipping in communal waste collection areas is a growing concern for Local Members and citizens. Due to difficulties in enforcement, the cost of cleansing communal waste collection areas are borne by the Council with limited improvement in tenant behaviours.

Opportunities

34. There are a number of opportunities to help tackle the issues relating to fly-tipping more effectively

Fly-tipping Fixed Penalty Notices (FPN's)

35. On 25th October 2017 an amendment of the Environmental Protection Act 1990 was introduced enabling an authorised officer of a Welsh waste collection authority to issue a Fixed Penalty for fly-tipping in contravention with The Unauthorised Deposit of Waste (Fixed Penalties) (Wales) Regulations 2017.
36. By setting the fine level for small-scale fly-tipping to £400 with no early discount there will be a clear message that Cardiff Council does not tolerate small-scale fly-tipping. The fine level will deter this illegal activity, whilst providing income from fines to support Street Scene Services to make the service more sustainable and not a burden to the law-abiding council taxpayer.
37. FPN's provide an opportunity for first time non-habitual offenders to avoid court and a possible criminal record and offer a more efficient and proportionate response to tackling small-scale fly-tipping incidents.
38. Cardiff Council would not issue an FPN of £400 to a resident or business where it has been given to a "man in the van" and they have subsequently undertaken the illegal fly-tipping. The FPN of £400 solely relates to the offender who committed the offence of fly-tipping. However, the resident or business may be prosecuted under household waste duty of care and charged the cost incurred by the Council to clear the waste.
39. The introduction of FPN's for fly-tipping will enable Local Authorities to issue FPN's to the registered keeper of the vehicle, thereby increasing the number of actions taken against fly-tipping. The use of CCTV will provide the evidence needed for this in hot spot locations.
40. Littering and waste presentation offences under section 87 and 46 of the EPA are treated differently to that of fly-tipping and will continue to be progressed in the same manner alongside small scale fly-tipping offences. Waste presentation and littering offences are not fly-tipping offences.
41. The FPN's can be used on both publicly and privately owned land providing evidence is gathered for the offending fly-tipper.
42. The list below provides guidance on what constitutes small scale and will help Local Authorities achieve a consistent approach to issuing small-scale fly-tipping FPN's in Wales to the offender who committed the fly-tipping incident.
 - First time non-habitual offenders only
 - Non-hazardous waste only
 - Up to a car boot load
 - Up to 8 black bags
 - One or two bulky items (e.g. furniture, white goods)

43. Consideration of individual circumstances will need to take place on occasion but the list should be followed where possible.
44. FPN's would not be issued to repeat offenders. Where an offender is taken to court, the fact they have been issued with previous FPN's may influence the court's assessment of the offender's suitability for a particular sentence.

Report-It App and Digital Systems

45. Cardiff Council are developing the Report It app to support citizens reporting concerns to the Council. Phase 1 includes the reporting of fly-tipping to the Council.
46. The data fields, including photographs and use of maps, means the information received should reduce the number of incidents where no waste is found.
47. The StarTraQ system will be the system which Street Scene enforcement use to undertake fly-tipping enforcement. The system is designed to support end-to-end processes and improved reporting. This will support improving informed decision making and providing good data to inform Local Members and Citizens via Ward Action Plans.
48. StarTraQ will support reporting all fly-tipping incidents to the Memex Intelligence system used by Natural Resources Wales, as part of National intelligence on fly-tipping and Fly mapper for hot spot heat maps. It will also feed into waste data flow as part of the current KPI to remove within 5 working days.
49. When officers are at the stage in their investigation where they are considering what enforcement action to take, they will search the Memex Intelligence system to check any potential offending history.

CCTV Initiatives

50. Unless the cameras are overt or there is clear signage indicating that the Local Authority is utilising surveillance techniques there are legal obligations which must be fulfilled under the Regulatory and Investigative Powers Act (RIPA) before covert surveillance can be undertaken.
51. To get permission under RIPA to install covert surveillance there must be sufficient evidence the Local Authority has undertaken steps to remove the concern by implementing other adequate measures.
52. Street Scene Enforcement are currently piloting the use of CCTV cameras to help prevent and detect fly-tipping offences and are working with 2 different service providers to identify improved surveillance opportunities.
53. Street Scene Enforcement are working with Vodafone to trial their new CCTV system with the trial of two cameras. The benefits of this technology

include that it can be used in overt or covert situations and it is easier to locate and relocate than previous systems. In addition, the cameras use infrared technology, meaning they work in the dark and are more adept at capturing registration details.

54. Street Scene Enforcement are also working internally with the ARC and WCCTV to trial two wireless cameras. These cameras are covert only cameras.
55. We currently have overt camera's installed in 2 locations, and will be introducing cameras to 2 further locations next month.
56. The introduction of FPN's for small-scale fly-tipping will enable Local Authorities to issue FPN's to the registered keeper of the vehicle, thereby increasing the number of actions taken against fly-tipping. The use of CCTV will provide the evidence needed for this in high frequency fly-tipping locations.

Education initiatives and VOSA days

57. Street Scene Enforcement Officers will be collaborating with Fly-Tipping Action Wales on their 'Catch a Fly-Tipper' education campaign. Officers will run a local campaign to educate residents of Cardiff on how to dispose of waste and the key checks to make when transferring waste to a third party. This should lead to a reduction of fly-tipping through safe transfers of waste and the prosecution of offenders that continue to fly tip.

Key messages include:

Responsibilities

- All of us have a duty of care to ensure waste from our property is disposed of correctly.
- When waste originating from your property is found fly-tipped after you have given it to a third party you could receive a fine for not making the correct checks.
- Even when you do not pay for removal and it is taken with your consent; including scrap metal, you are still responsible to make these checks.

Checks

- Ask the carrier to show proof that they are a registered waste carrier.
- Take the details of the carrier's name including the company name and contact details.
- Make a note of the vehicle used including colour, make and registration.
- Ask for a receipt in the form of a waste transfer note which details a description of the waste, the amount paid for waste removal, the date removed, and the company/carriers name and contact details.
- Ask where your waste is going.

58. Street Scene Enforcement are working with waste collections to identify areas to undertake blitz education. This could relate to issues of contamination of waste or areas where recycling need to improve. By undertaking this focused education and monitoring the outcomes Street Scene Services want to determine the impact of a concentrated education and enforcement approach.
59. Street Scene Officers continue to enforce businesses who are not managing their waste or appropriately controlling disposal. In 2017/18 a total of 367 fines were issued for not having appropriate waste transfer notes.
60. VOSA partnership days are where the police stop vehicles to check insurance, MOT and other details. Street Scene Enforcement Officers work in partnership with South Wales Police to request waste transfer notes and waste carrier licences for those vehicles carrying waste. If these details are not provided within 14 days, then a fixed penalty is issued for £300 for each offence.

Financial Implications

61. The cost of acquiring the CCTV equipment is projected to be c£25,000 and will be funded from a drawdown from Earmarked Reserves. The on-going operational costs are to be funded through the Fixed Penalty Notice (FPN) income. The Directorate will need to ensure that monitoring arrangements are in place to identify any shortfall in FPN income to ensure that mitigations can be actioned by the Directorate to ensure that these measures to reduce fly tipping are fully funded.
62. If there is a significant increase in the number of prosecutions undertaken by the Council Further discussions with other Service Areas, in particular Legal Services, may be required to consider the implications arising from this additional activity.

Legal Implications

- 58 The Director/Chief Officer of Planning, Transport and Environment can directly delegate the power to issue fixed penalties already granted under the constitution under Part 3 Section 4f “to exercise all functional responsibilities delegated under planning committee”.
- 59 The Unauthorised Deposit of Waste (Fixed Penalties) (Wales) Regulations 2017 insert a new section 33ZB into Part II (Waste on Land) of the Environmental Protection Act 1990 (c.43) (“the Act”) to enable an authorised officer of a Welsh waste collection authority to issue a fixed penalty notice for contravention of section 33(1)(a) of the Act in the area of the authority.
- 60 Section 33(1)(a), subject to certain exemptions, prohibits the deposit of controlled waste or extractive waste in or on any land other than in accordance with an environmental permit. Contravention of that section is an offence.

- 61 Section 33ZB allows a Welsh waste collection authority to specify a fixed penalty of not less than £150 and not more than £400. If no amount is specified by the waste collection authority, the amount of the fixed penalty is to be £200. A Welsh waste collection authority may also make provision for a discount for early payment of a fixed penalty.
- 62 A regulatory impact assessment in relation to Wales has been prepared on the likely costs and benefits of complying with these Regulations. A copy can be obtained from the Welsh Government, Cathays Park, Cardiff, CF10 3NQ and is published on www.gov.wales.
- 63 The contents and procedures specified in this report comply with the legal requirements stated in the legislation.
- 64 Future legal input would be required in connection with securing RIPA licences for the installation of covert CCTV.
- 65 There is no EqIA required as the recommendation relates to a criminal offence.

RECOMMENDATIONS

The Cabinet is recommended to:

1. endorse the expansion of the Council's powers to support the Amendment of the Environmental Protection Act 1990 and The Unauthorised Deposit of Waste (Fixed Penalties) (Wales) Regulations 2017.
2. endorse the decision to set the amount of the small-scale fly-tipping FPN at £400 with no early payment scheme.

SENIOR RESPONSIBLE OFFICER	ANDREW GREGORY Director Planning, Transport & Environment
	7 June 2018

The following appendices are attached:

Appendix 1: Amendments to Fly-tipping Legislation

Appendix 2: Feedback from Local Authorities in Wales regarding small-scale fly-tipping FPN amount.

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Appendix 1: Amendments to Fly-tipping legislation

The Unauthorised Deposit of Waste (Fixed Penalties) (Wales) Regulations 2017

<http://www.legislation.gov.uk/wsi/2017/1024/contents/made>

These Regulations insert a new section 33ZB into Part II (Waste on Land) of the Environmental Protection Act 1990 (c.43) (“the Act”) to enable an authorised officer of a Welsh waste collection authority to issue a fixed penalty notice for contravention of section 33(1)(a) of the Act in the area of the authority.

Section 33(1) (a), subject to certain exemptions, prohibits the deposit of controlled waste or extractive waste in or on any land other than in accordance with an environmental permit. Contravention of that section is an offence.

Section 33ZB allows a Welsh waste collection authority to specify a fixed penalty of not less than £150 and not more than £400. If no amount is specified by the waste collection authority, the amount of the fixed penalty is to be £200. A Welsh waste collection authority may also make provision for a discount for early payment of a fixed penalty.

A regulatory impact assessment in relation to Wales has been prepared on the likely costs and benefits of complying with these Regulations. A copy can be obtained from the Welsh Government, Cathays Park, Cardiff, CF10 3NQ and is published on www.gov.wales.

Amendment of the Environmental Protection Act 1990

<http://www.legislation.gov.uk/wsi/2017/1024/regulation/2/made>

2.—(1) Part II of the Environmental Protection Act 1990 (Waste on Land)(1) is amended as follows.

(2) After section 33ZA (fixed penalty notices for contravention of section 33(1)(a): England) insert—

“33ZB Fixed penalty notices for contravention of section 33(1)(a): Wales

- (1) Where an authorised officer of a Welsh waste collection authority has reason to believe that a person has committed a waste deposit offence in the area of the authority, the officer may give the person a notice under this section in respect of the offence.
- (2) In subsection (1), “waste deposit offence” means an offence under section 33 in respect of a contravention of subsection (1)(a) of that section.
- (3) A notice under this section is a notice offering the opportunity of discharging any liability to conviction for the offence to which it relates by payment of a fixed penalty.

- (4) Where a person is given a notice under this section in respect of an offence—
 - (a) no proceedings may be instituted for the offence before the end of the period of 14 days following the date of the notice, and
 - (b) the person may not be convicted of the offence if the person pays the fixed penalty before the end of that period.
- (5) A notice under this section must give such particulars of the circumstances alleged to constitute the offence as are necessary for giving reasonable information about the offence and must state—
 - (a) the period during which, by virtue of subsection (4)(a), proceedings will not be taken for the offence,
 - (b) the amount of the fixed penalty, and
 - (c) the person to whom and the address at which the fixed penalty may be paid.
- (6) If an authorised officer proposes to give a person a notice under this section, the officer may require the person to give the person's name and address.
- (7) It is an offence to—
 - (a) fail to give a name or address when required to do so under subsection 6 or
 - (b) give a false or inaccurate name or address in response to a requirement under that subsection.
- (8) A person guilty of an offence under subsection (7) is liable on summary conviction to a fine not exceeding level 3 on the standard scale.
- (9) The fixed penalty payable in pursuance of a notice under this section—
 - (a) is an amount not less than £150 and not more than £400, as specified by the Welsh waste collection authority whose authorised officer gave the notice, or
 - (b) if no amount is specified by that authority, is £200.
- (10) A Welsh waste collection authority to whom a fixed penalty is payable pursuant to a notice under this section may make provision for treating the fixed penalty as having been paid if a lesser amount of not less than £120 is paid before the end of the period of 10 days following the date of the notice.
- (11) In any proceedings, a certificate which—
 - (a) purports to be signed by or on behalf of the chief finance officer of a Welsh waste collection authority to whom a fixed penalty is payable pursuant to a notice under this section, and
 - (b) states that the payment of a fixed penalty was or was not received by a date specified in the certificate, is evidence of the facts stated.
- (12) In this section “authorised officer” in relation to a Welsh waste collection authority, means:
 - (a) an employee of the authority who is authorised in writing by the authority for the purposes of giving notices under this section;
 - (b) a person who, in pursuance of arrangements made with the authority, has the function of giving such notices and is authorised in writing by the authority to perform that function;
 - (c) an employee of such a person who is authorised in writing by the authority for the purpose of giving such notices;“chief finance officer”, in relation to a Welsh waste collection authority, means the person having responsibility for the financial affairs of the authority;

“Welsh waste collection authority” means a waste collection authority whose area is in Wales.”

- (13) In section 73A (use of fixed penalty receipts)(2), in subsection (2) after “33ZA,” insert “33ZB,”.

Appendix 2:

Feedback from Local Authorities in Wales regarding small-scale fly-tipping FPN amount

Local Authority	Amount	Early discount
Cardiff	£400	None
Caerphilly	£400	None
Wrexham	£400	None
Gwynedd	£200	£150
Newport	£400	Unsure?
Carmarthenshire	£350	£180
Ceredigion	£250 being considered	Unsure?
Powys	£400	£200
Torfaen and Blaenau Gwent	£400	£300
Conwy	£400	None

**CARDIFF COUNCIL
CYNGOR CAERDYDD****CABINET MEETING: 14 JUNE 2018**

**RE-PROCUREMENT OF THE SOUTH EAST WALES, SCHOOLS
AND PUBLIC BUILDINGS (SEWSCAP3) COLLABORATIVE
CONSTRUCTION FRAMEWORK****FINANCE, MODERNISATION AND PERFORMANCE
(COUNCILLOR CHRIS WEAVER)****AGENDA ITEM: 7**

Reason for this Report

1. The Cardiff Council's Schools Organisational Planning (SOP) team has been successfully utilising the South East Wales, Schools and Public Buildings (SEWSCAP2) Construction Framework as the procurement vehicle in support of Welsh Government's 21st Century Schools programme (Band A).
2. Cardiff Council is looking to re-procure the existing collaborative framework arrangement, previously let by RCT, which ends on the 31 March 2019 in order to have a compliant procurement vehicle for Welsh Government's 21st Century Schools Programme (Band B) commencing from April 2019.
3. This report requests delegated authority be granted to the Corporate Director of Resources in consultation with the Cabinet Member for Finance Modernisation and Performance to deal with all aspects of the procurement relating to the re-procurement of the SEWSCAP3 framework, including setting the tender evaluation criteria, the award of suppliers to the framework and subsequent operation of the Framework.

Background

4. Rhondda Cynon Taf Borough Council (RCT) procured the current South East Wales, Schools and Public Buildings Collaborative Framework (SEWSCAP2) in May 2015, following the success of the first iteration of the framework which ran from May 2011. The second iteration extended to Mid Wales and provides pre-qualified and suitably experienced contractors to deliver Welsh Government's 21st Century Schools programme, and other public buildings relating to both new build and refurbishment projects over £1.5 million.
5. Sixteen Local Authorities are named as participating authorities in the framework but it is open to all public sector organisations in Wales. The

hosting of the SEWSCAP2 framework moved to Cardiff Council's Commissioning and Procurement team in April 2017.

6. The SEWSCAP2 framework offered a swift route to market that is compliant with EU Procurement directives and the Wales Procurement Policy Statement including delivering on many of the requirements within The Wellbeing of Future Generations Act. The framework has been supported by Welsh Government organisations including Value Wales and Construction Excellence in Wales (CEW) with SEWSCAP2 winning CEW's client of the year award in 2016.
7. Key to the success of the framework is the option for a flexible approach for clients, encouraging early contractor involvement, focusing on long term client/contractor relationships that improve value for money through reduced time to market and duplication of processes, while supporting the development of common standards and sharing of best practise that seeks to drive innovation.
8. Cardiff Council is the second largest user by spend in terms of value on the current SEWSCAP2 Framework. In November 2017 the council indicatively secured £284 million under Band B of the Welsh Government's 21st Century Schools, programme (2019-2024) in order to address sufficiency of demand and address the condition and maintenance backlog. This will be the largest 21st Century Schools programme in Wales and the single biggest capital investment to date in Education Infrastructure. Therefore having a collaborative procurement vehicle in place is of prime importance to avoid any delays to the successful delivery of the Band B programme.

Authority (SEWSCAP2)	Indicative Spend
RCT Council	£ 95,428,465
Cardiff Council	£ 70,472,236
Torfaen Council	£ 52,037,653
Powys Council	£ 45,753,878
University of Wales Trinity Saint David	£ 40,449,714
Newport Council	£ 37,590,732
Swansea University	£ 25,780,795
Cardiff University	£ 24,500,000
Bridgend Council	£ 16,804,261
Monmouthshire Council	£ 16,102,983
Coleg y Cymoedd	£ 15,775,579
Swansea Council	£ 13,689,909
Pembrokeshire Council	£ 10,631,312
University of South Wales	£ 10,151,181
Caerphilly Council	£ 10,126,693
Blaenau Gwent Council	£ 6,500,000
Ceredigion Council	£ 3,807,495
Neath College	£ 3,265,019
Total	£ 498,867,902

Issues

Governance

9. The SEWSCAP2 Collaborative Framework has a steering board made up of representatives from the 10 core local authorities. The board has been in operation for many years providing leadership for the operation of the framework and is now managed by Cardiff's Commissioning and Procurement team as part of the framework transfer in April 2017. The board ensures both participating authorities and contractors work within the principles of the framework:
 - Work together and with the potential clients and their advisors in good faith and in a spirit of mutual trust and co-operation.
 - Act in a co-operative and collaborative manner so as to achieve and advance the relevant construction project and provision
 - Share information honestly and openly: and
 - Highlight any difficulties at the earliest possible opportunity
10. These principles promote good working practices with all stakeholders across the regions to support the delivery of value for money, improve sustainability and to deliver benefit through active community benefits. The purpose of the Board is to:
 - Provide strategic direction and support to the Framework Management team
 - Ensure that the SEWSCAP framework is an effective vehicle to deliver construction projects that provide value for money to the participating authorities and wider public body users

Funding

11. The SEWSCAP2 framework operates through a Levy recovery model, where each call-off project generates a Levy as a percentage of its value. The levy, once collected by the hosting authority is paid back to the membership after costs. The net effect should be cost neutral for Cardiff Council acting as contracting authority, whilst providing the relevant resources to administer develop and promote the use of the framework going forward.
12. The SEWSCAP framework Levy recovery process works in the following way;
 - The result of all call-off contracts and direct awards are notified to the Framework team by the Framework users
 - The contractor is invoiced the levy cost (see table below) upon contract award who then pays the authority within 30 days based on the call off contract value
 - The above process and levy percentages set out below form part of the Framework agreement for the current SEWSCAP2 framework

and will not materially change as agreed with the SEWSCAP Board which should allow the framework to remain competitive over the next 4 years.

- Table 1: Framework Levy SEWSCAP2 by lot:

Lot Description	Levy Percentage
LOT 1: £1.5M - £5M Mid Wales	0.50%
LOT 2: £1.5M - £3M	0.50%
LOT 3: £3M - £5M	0.375%
LOT 4: £5M - £10M	0.250%
LOT 5: £10M - £25M	0.175%
LOT 6: £25M - £100M	0.125%

13. The current framework (2015-2018) has generated total income:-

Project/Spend per year based on date awarded			
Year	Projects	Tender	Fee
2015/16	6	£ 72,293,657	£ 156,066
2016/17	22	£ 264,820,086	£ 503,567
2017/18	15	£ 161,754,159	£ 224,441
2018/19	0	£ -	£ -
Total	43	£ 498,867,902	£ 884,074

Community Benefits

14. To date the SEWSCAP2 framework which has its own CITB Contractor funded skills academy has attained an overall framework achievement of 96% against the KPI's targeting the following areas:-

NSAfc Update: Year 3 Results

KPI	No. Planned	No. Achieved	%
1. Work Experience Placements (In Education)	132	135	102%
2. Work Experience Placements (Not in Education)	53	45	85%
3a. Jobs Created (Apprentices)	60	83	138%
3b. New Entrants	51	100	196%
3c. Graduates	14	11	79%
4. CCIAG Events	56	77	138%
5a. Waged Training Weeks (Apprentices)	1624	2791	172%
5b. Waged Training Weeks (Existing Workforce)	480	576	120%

NSAfC Update: Year 3 Results

KPI	No. Planned	No. Achieved	%
6a. Qualifications (Main Contractor)	35	46	131%
6b. Qualifications (Sub Contractor)	31	69	223%
6c. Short Course (Main Contractor)	39	148	379%
6d. Short Course (Sub Contractor)	28	92	329%
7. Training Plans	46	37	80%
8. Case Studies Approved	42	45	107%

15. As part of the Capital Ambition, and the Council's new Socially Responsible Procurement Policy, SEWSCAP3 will seek to incorporate a number of the deliverables that look to go beyond the current positive recruitment and training targets that seek to address the skills shortage in Construction but will also look to focus contractor activity across the following priority areas:-

- **Local Training and Employment:** Create employment and training opportunities for local people in order to reduce unemployment and raise the skills level of the local workforce, especially in target groups such as long term unemployed
- **Think Cardiff City Region First:** Take account of the social and economic impacts of buying locally when commissioning and contracting, and expect suppliers and contractors to do the same
- **Partners in Communities:** Play an active role in the local community and community support organisations, especially in those areas and communities with the greatest need
- **Green and Sustainable:** Protect the environment, minimise waste, reduce energy consumption and use other resources efficiently.
- **Ethical Employment:** Employ the highest ethical standards in operations and within the supply chain.
- **Promoting Wellbeing of Young People and Vulnerable Adults** Safeguard and promote the welfare of children, young people and vulnerable adults together with the support of the entire community including local businesses

16. Additionally the Cardiff Capital City Region Deal will through its Joint Working Agreement represent a fundamental shift in the way in which local government in the city region collaborates in future across areas of economic development, skills and training, regeneration, strategic planning, housing and transport. The availability of a collaborative construction framework for use by public bodies across the Cardiff City

Region boundary provides a compliant procurement route for future City Region funded construction infrastructure projects.

17. Early contractor involvement (ECI) will be promoted through the new framework. This often results in a more complete approach to design, with the experience of both the designer and the contractor taken into account early in the design process. In addition the approach tends to result in lower project costs and safer working practices on larger full design schemes.
18. Prior to instigating the Call off Process, the framework user will organise workshops to provide a forum where early contractor involvement (ECI) can be introduced to the design process without unfair bias being given to one or more Framework Suppliers.
19. As part of preparation for re-procurement, a lessons learnt exercise has been conducted with recommendations from contactors and local authority users in order to make improvements to the new framework across the following areas:-
 - i. Reflect local authority boundaries in line with the Cardiff City Region
 - ii. Provision of lower value lots to provide greater scope for renovation works
 - iii. Renovation lots starting at £250,000 will provide greater SME access
 - iv. Prime Contractors may appear across numerous lots reducing potential for competition and so consideration to be given to restricting the number of lots contractors can be appointed against in order to promote SMEs for lower value lots
 - v. Introduce relevant community benefits targets that seek to develop beyond targeted recruitment and training and promote use of social enterprises and locally sourced materials across geographic boundaries within supply chains
 - vi. Introduce specialist lots to cover modern methods of construction including off-site manufacture and promotion of sustainable classroom design
 - vii. Currently the recommended Cost / Quality evaluation weighting is 50/50 when appointing contractors from the framework at further mini competition. At this stage there is a need to enable further focus on quality leading to a suggestion of 70/30 in order to promote sustainability via whole life costing, use of UK produced steel in line with WG PAN (Procurement Advice Notice) and enhanced community benefits
 - viii. Improve standardisation and call-off documents and procedures including use of templates
 - ix. Set a sustainable minimum cap on overheads and profit which will develop greater levels of trust and partnership working, removing the need for contractors to negotiate margins causing delays pre-construction.

20. Consequently the member authorities have proposed that the following high level outcomes need to be delivered as part of the re-procurement of SEWSCAP3 :

- Compliance with EU Procurement and Wales Procurement Policy Statement
- Aggregation of demand across framework users to improve value for money for users
- Delivery of sustainable benefits for now and future generations
- Securing an ongoing relationship with suitably competent contractors in the market. Providing benefits of being a preferred client, with rationalisation of process and design, reductions on set up costs and continuous improvement opportunities.
- Providing an ongoing relationship and contractual basis to help facilitate the establishment of long-term framework and performance improvement for school renovations and new builds and wider public building construction.
- Provide opportunities for early contractor involvement and provide better intelligence on client forward pipelines in order to provide the contracting market with the ability to invest within their organisations for the benefit of the client groups.
- Develop robust community benefits delivery, including targeted recruitment and training and supply chain initiatives leading to further enhanced delivery of this Council's new Socially Responsible Procurement Policy
- Improved performance management
- Opportunities for shared learning for clients and contractors

21. The proposed lotting structure will consist of the following geographic lots split by forecast value while the SEWSCAP key users forum has specified a minimum of five contractors be appointed per lot. It is intended that the evaluation weighting based on the positive experience and performance of the current framework will remain at 60% Cost and 40% quality at framework award.

PROPOSED STRUCTURE OF FRAMEWORK	
Lot 1	£250k - £1.5m – Mid Wales (Powys)
Lot 2	£250k - £1.5m – Torfaen; Blaenau Gwent; Monmouthshire
Lot 3	£250k - £1.5m – RCT; Merthyr; Caerphilly
Lot 4	£250k - £1.5m – Bridgend; VoG; Newport
Lot 5	£1.5m - £5m – Mid Wales (Powys)
Lot 6	£1.5m - £3m - All
Lot 7	£3m - £5m - All
Lot 8	£5m - £10m - All
Lot 9	£10m - £25m - All
Lot 10	£25m - £100m - All
Lot 11 – Off-site Con	£250k - £100m - All

22. Whilst matters are subject to consideration, and subject also to legal requirements, it is intended that the call off procedure will require all clients to run further mini competitions for lots valued in excess of £1.5

million, within a flexible price / quality ratio as listed in the table below. With respect to the new lower value lots for renovations and in order to accelerate the award process, a direct award provision will also be made available to clients who decide a single contractor can meet their requirements based against pricing submitted at framework award.

FURTHER COMPETITION EVALUATION CRITERIA
• 100% Price
• 90% Price and 10% Quality/Technical
• 80% Price and 20% Quality/Technical
• 70% Price and 30% Quality/Technical
• 60% Price and 40% Quality/Technical
• 50% Price and 50% Quality/Technical
• 40% Price and 60% Quality/Technical
• 30% Price and 70% Quality/Technical
• 20% Price and 80% Quality/Technical

23. A flexible approach for contracting bodies will continue through the use and promotion of either NEC (New Engineering Construction Contract) or JCT (Joint Contracts, Tribunal) forms of contract. This approach will provide users with the ability to use a menu of contracting forms to enable them to construct fit for purpose commercial arrangements that suit the nature of the contract e.g. risk allocation and options chosen. Greater clarity and simplicity is achieved from clear roles and responsibilities together with definitions for compensation events. Greater stimulus for good project management is promoted with contracting parties due to the use of standardised documents with obligations clearly understood by the contracting market.
24. In order to ensure the contractors being selected for works are performing to the contracting Authority's required standards, a performance-monitoring procedure is being established. This process is designed to ensure that the quality and performance of each framework contractor is recorded and reported at the end of each project, allowing all users to access and share the information. This will ensure that lessons learnt are shared and the quality of work is always improved. This will also include recording information captured at mini competition stage to ensure any additional cost savings are realised and reported.
25. A full review of the current framework KPIs is under consideration by the SEWSCAP stakeholder board and particular attention is currently focused on contractor obligations to participate once on the framework (failure to bid in mini - competitions) and the potential for suspension if necessary. Additionally, continued use of reserve contractors is being considered to promote competition, with the potential implementation of performance deductions with an escalations process based against severity of non-performance and frequency. Legal advice will be sought on these points before determining the final position

26. In order to drive customer satisfaction and promote the SEWSCAP frameworks usage it is planned to introduce a post project review where users are asked to try to compare the initial project objectives against the final project achievements and the Contractors' contribution in achieving this. The following factors will be recorded:
- Time
 - Budget (Claims / Added value)
 - Quality
 - Client satisfaction
27. The following indicative tender timeline is proposed in order to achieve the commencement of the new framework from 1st April 2019.

Activity	Deadline
Issue PQQ	W/C Monday 25 th June 2018
Return PQQ	W/C Monday 6 th August 2018
Evaluation Period	W/C Monday 6 th August 2018 to W/C Monday 10 th September 2018
Issue ITT	W/C Monday 10 th September 2018
Return ITT	W/C Monday 22 nd October 2018
Evaluation Period	W/C Monday 22 nd October 2018 to W/C Monday 26 th November 2018
Intent to Award	W/C Monday 26 th November 2018
Standstill	W/C Monday 26 th November 2018 to W/C Wednesday 5 th December 2018
Award	W/C Wednesday 5 th December 2018
Implementation	W/C Wednesday 5 th December 2018 to Wednesday 1 st May 2019

Reason for Recommendations

To re-procure the South East Wales, Schools and Public Buildings (SEWSCAP3) Collaborative Construction Framework with effect from April 2019.

Financial Implications

28. The proposed model for hosting the SEWSCAP frameworks is self-financing by recovering the costs incurred for supporting this framework

by charging a levy to users of the framework. Paragraph 13 highlights the income earned over the last few financial years. Any income in excess of the amount required to fund the hosting of the framework is returned to the partner authorities.

29. The financial risk in respect of hosting the framework is that the partner councils may reduce or stop their use of the framework and so the levy income will not be generated. This would result in a deficit that the Council would be required to fund. Some uncertainty remains around the scale of the forthcoming Welsh Government 21st Century Schools Plan B programme and in particular the extent to which it will be funded from the Mutual Investment Model (MIM) which will not use the SEWSCAP3 framework. Mitigations to offset this risk include :-
- The use of the SEWSCAP framework also includes Further and Higher Education organisations whose Property investment programmes are not impacted by Schools Plan B programme.
 - Added Value services are being considered which will generate additional fee income.
 - New Lots have been introduced for lower value work in the £0.25million - £1.5million range which are less likely to be influenced by the Plan B programme.
 - The SEWSCAP3 framework will offer a compliant route to market prior to the finalisation of the MIM framework. .
 - Cardiff Council is also the host of the South East Wales Highways Framework with the joint hosting of the two framework allowing some costs to be shared and economies of scale to be achieved.

Legal Implications

30. The recommendations to procure framework arrangements for civil construction works, which frameworks can be relied upon by other public bodies, can be achieved within legal constraints. The main legal constraint being that the award of framework agreements by a contracting authority (which in this case would be the Council) is regulated by the Public Contracts Regulations 2015 (SI 2015/102) (PCR 2015). Accordingly, in letting the frameworks the requirements of the PCR 2015 must be complied with.
31. A framework agreement is a general phrase used for agreements with a provider or providers that set out terms and conditions under which agreements for specific purchases (known as call-off contracts) can be made throughout the term of the Agreement. It is important that the Framework Agreement is drafted such that the framework agreement will not itself commit the Council (or those other public bodies who may rely on the framework agreements) to purchase any works or services. In this case it is proposed that the frameworks agreements will be multi-provider frameworks. Accordingly, the Framework agreement must set out how providers may be selected and specific call-off contracts placed; direct award; mini-competition; or a combination of both. Detailed legal advice will be required on these proposals.

32. The Council as a contracting authority may set up framework agreements on behalf of other contracting authorities provided that the call for competition clearly identifies the other public bodies (contracting authorities) that can use the framework. It is proposed that the Council will conclude a User Agreement, with those contracting authorities that wish to place reliance on the framework arrangements. This is necessary to ensure, amongst other matters, that contracting authorities using the framework agreements will be responsible for awarding call-off agreements in a way which complies with the terms of the framework agreement and will be responsible for all costs associated with such call-offs.
33. The body of the report sets out that the framework operates on a levy recovery model and this provision will need to be captured in the Framework Agreement and User Agreement. As the levy generated will depend upon the number and value of the call-off contracts placed there is a risk that the Council will not recover all its costs in setting up and operating the framework arrangements. The body of the report sets out why the Service Area has confidence that sufficient levy will be generated to cover all such costs.
34. It should be considered if there are any employment law (in particular TUPE) issues that may arise, as it is understood the proposed frameworks will replace existing framework arrangements.
35. The report refers to the continuation of a Board comprising core member authorities who use the existing framework arrangements. It is understood that the Board acts as a forum and has no formal decision making powers. The operation of the Board will, however, serve to create an expectation that the views of the members will be taken into account.
36. The report refers to use of standard form contracts (JCT and NEC Suites.) Consideration will be required as to the additional bespoke clauses required to reflect particular requirements.
37. Legal advice will be required on the procurement process, including drafting of the procurement documentation and agreements referred to.

HR Implications

38. Based on the information within the report there are no HR implications.

RECOMMENDATIONS

Cabinet is recommended to:

1. Agree to the commencement of the re-procurement of the South East Wales Schools and Public Buildings Collaborative Construction Framework (as detailed in this report) and

2. Delegate authority to the Corporate Director Resources, in consultation with the Cabinet Member for Finance, Performance and Modernisation, to carry out all aspects of the procurement, (including setting the evaluation methodology, and award of successful contractors to the framework) and thereafter to host and deal with the operation of the framework arrangements, including any ancillary matters relating thereto.

SENIOR RESPONSIBLE OFFICER	CHRISTINE SALTER CORPORATE DIRECTOR RESOURCES
	7 June 2018

FRAUD, BRIBERY & CORRUPTION POLICY**FINANCE, MODERNISATION AND PERFORMANCE
(COUNCILLOR CHRISTOPHER WEAVER)****AGENDA ITEM: 8**

Reason for this Report

1. To seek approval from Cabinet for the updated Fraud, Bribery & Corruption Policy, attached as Appendix A.

Background

2. The Council fully recognises its responsibility for good financial management, the prevention, and if necessary, the investigation, of fraud, bribery and corruption. The Council recognises that no organisation is immune to the possibility of fraud and that there is a need to remain vigilant and ensure that prevention is a high priority responsibility. The procedures and the culture of the Council are recognised as important in ensuring high standards in public life.
3. The Fraud, Bribery & Corruption Policy was approved in 2015 and good practice dictates that it is reviewed on a regular basis in order to remain fit for purpose. The policy makes clear that the Council will not tolerate fraud, bribery or corruption and will take all necessary steps to investigate concerns, recover losses and sanction offenders.
4. An effective policy will:
 - raise awareness;
 - encourage prevention;
 - promote detection;
 - facilitate reporting;
 - identify a clear pathway for investigation;
 - act as a deterrent against future fraud, bribery or corruption.
5. The Audit Committee considered the draft of the updated Fraud, Bribery & Corruption Policy on the 27 March 2018. Contained within the Audit Committee's terms of reference is the responsibility to monitor and review the Counter Fraud Strategy and the assessment of fraud risks and potential harm to the council from fraud and corruption.

Issues

6. The Policy details how the Council will deal with its responsibilities in relation to fraud, bribery and corruption, whether it is attempted on the Council or from within it.
7. It simplifies and clarifies the process to be followed and provides officers with procedures to follow, to ensure a consistent approach is adhered to at all times.
8. The Council uses a number of methods to deter potential fraudsters from committing or attempting fraudulent or corrupt acts (including bribery) whether they are inside and/or outside of the Council, including:-
 - Having a zero tolerance approach to fraud, bribery and corruption;
 - Publicising the Council's determination to prevent and detect fraud, bribery and corruption e.g. clauses in contracts, publications etc.;
 - Acting robustly and decisively when fraud, bribery and corruption are suspected and proven e.g. the termination of contracts, dismissal, prosecution etc.;
 - Taking action to recover losses e.g. through agreement, court action, penalties, insurance etc.;
 - Having sound internal control systems, which allow for innovation, whilst limiting opportunities for fraud, bribery and corruption;
 - Optimising the publicity opportunities associated with anti-fraud and corruption activity within the Council and where appropriate, publishing the results of any action taken, including prosecutions, in the media.
9. The Council strives to have in place efficient and effective systems of control that as far as possible prevent potential fraudsters from exploiting weaknesses. The prime responsibility lies with senior management to design and operate systems and procedures that will minimise losses due to fraud, bribery, corruption. The Council's Internal Audit Team supports senior management through an independent appraisal of the integrity of all internal control systems as well as the provision of specialist training in respect to fraud prevention and detection.
10. Two key governance documents for the Council are the Corporate Risk Register (CRR) and the Senior Management Assurance Statement (SMAS). The CRR has contained within it the risk that fraud, financial impropriety or improper business practices increase as internal controls are weakened as resources are stretched. This risk is regularly monitored by tracking the activity undertaken by directorates as well as identifying future actions such as further embedding the awareness of fraud prevention. One of the nine areas covered in the SMAS is Fraud and Financial Impropriety where each directorate will consider the level of assurance it has in its controls across its span of control.
11. The Policy sets out the ways that suspicions of fraud can be reported and that there is a collective responsibility across all managers, Members and employees to prevent and help detect fraud, bribery and corruption.

These actions will be underpinned by a visible communication campaign, which will ensure that awareness of this policy reaches across the Council.

12. Suspected fraud, bribery and corruption can be notified in a number of ways, but in all cases, it is important that employees and/or the public feel confident to report their concerns and are clear of the means by which they are able to do so.
13. The main changes made to the Policy have been to clarify responsibilities and the proper procedures to follow when undertaking an investigation.

Reason for Recommendations

14. A formal Policy is required to outline how the Council will encourage prevention, detection, identify a clear pathway for investigation and act as a deterrent against future fraud or corruption.

Financial Implications

15. The existence of a Fraud, Bribery & Corruption Policy is one of the tools available to promote effective financial stewardship and the importance of ensuring that the financial resources available to the Council are optimised.

Legal Implications

16. There are no direct legal implications arising from this report.

HR Implications

17. There are no direct human resource implications.

RECOMMENDATIONS

Cabinet is recommended to agree the Fraud, Bribery & Corruption Policy.

SENIOR RESPONSIBLE OFFICER	CHRISTINE SALTER CORPORATE DIRECTOR RESOURCES
	7 June 2018

The following appendix is attached:

Appendix A: Fraud, Bribery & Corruption Policy

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Fraud, Bribery & Corruption Policy

Cardiff Council's approach to preventing and detecting fraud, bribery and corruption,

FRAUD, BRIBERY AND CORRUPTION POLICY

Introduction

1. The Council is one of the largest employers in Wales, delivering services to approximately 350,000 people, with assets, interests and annual transactions running into billions of pounds. This policy sets out the Council's position in relation to fraud, bribery and corruption, whether it is attempted on the Council or from within it.
2. The Council's reputation is underpinned by ethical behaviour, financial probity and honesty. Fraud, bribery, corruption or other dishonesty adversely affects the Council's reputation and puts its ability to achieve its policies and objectives at risk by diverting the Council's limited resources from the provision of services to the people of Cardiff.
3. In carrying out its functions and responsibilities, the Council seeks to promote a culture of openness and fairness and expects all those who work for and within the Council to adopt the highest standards of propriety and accountability.
4. Members and employees of the Council must comply with statutory codes of conduct – The Members' Code of Conduct and the Employees Code of Conduct, both documents forming part of the [Constitution](#) of the Council.
5. The Council fully recognises its responsibility for good financial management so that public money is safeguarded at all times and used appropriately, efficiently and effectively. The prevention, and if necessary, the investigation, of fraud, bribery and corruption is therefore seen as an important aspect of its duties, which it is committed to undertake. The procedures and the culture of the Council are recognised as important in ensuring high standards in public life.
6. The Council acknowledges that the vast majority of employees and those that work with it act with honesty and integrity at all times to safeguard the public resources they are responsible for. However, there are people who will not act in this way.

Definitions – For the purposes of this policy:

7. **Fraud** is an unlawful act undertaken in order to make a gain for oneself or another, cause a loss or expose another to a risk of loss; often through false representation, failure to disclose information, or abuse of a position.
8. **Bribery** is the giving, offer or promise of an advantage to another person to induce or reward improper performance of a relevant function or activity **or** requesting, agreeing to receive or accepting an advantage, with the intention to improperly perform a relevant function or activity
9. **Corruption** is the abuse of entrusted power for private gain, involving the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party.
10. **Members** include, Elected, Independent and Co-opted Members.

Who this policy applies to

11. This policy applies to everyone associated with the Council (employees, agency workers, temporary staff, Members, school governors, service users, contractors, partners and voluntary bodies). The expectation is that all will remain alert to the risk of fraud, bribery and corruption and raise any concerns. They can do this in the knowledge that such concerns will be properly investigated, without fear of victimisation, subsequent discrimination or disadvantage.
12. Members of the public may also have concerns, but not know how and when to raise them. The reporting section below, explains the process to follow.

Aims and scope of this policy

13. This policy makes clear that the Council will not tolerate fraud, bribery or corruption and will take all necessary steps to investigate concerns, recover losses and sanction offenders.
14. The Council is committed to an effective Policy designed to:
 - raise awareness;
 - encourage prevention;
 - promote detection;
 - facilitate reporting;
 - identify a clear pathway for investigation;
 - act as a deterrent against future fraud, bribery or corruption.
15. As part of the pre qualification questionnaire process for tendering / self declaration and in compliance with relevant regulations, the Council sets out grounds on which a bidding organisation must be deemed ineligible to tender for, or be awarded, a public contract. These grounds include conviction for fraud, bribery and corruption.
16. The Council has a Whistleblowing Policy which supports staff to report any serious concerns about malpractice within the Council and sets out a procedure for this. However, concerns relating to fraud, bribery and corruption will be investigated in accordance with this Fraud, Bribery and Corruption Policy. The Internal Audit, Investigation Team will liaise with the Director of Governance and Legal Services and Monitoring Officer in any cases where it appears that the Public Interest Disclosure Act 1998 (the legislation protecting 'whistleblowers') applies.

Recruitment, Training and Awareness

17. It is important that appointments are made fully in compliance with recruitment policies and procedures and as far as possible, the previous record of candidates in terms of their professional qualifications, honesty, propriety and integrity are verified and written references must be obtained before employment offers are confirmed. Where appropriate, Disclosure and Barring Service checks will also be undertaken.
18. Training will be provided, as appropriate, to employees, in order to improve awareness of, and skills to combat, fraud, bribery and corruption.
19. Additional documentation and guidance is available on the Internal Audit, Investigation Team's public SharePoint [site](#).

Prevention

20. The Council uses a number of methods to deter potential fraudsters from committing or attempting fraudulent or corrupt acts (including bribery) whether they are inside and/or outside of the Council, including:-
- Having a zero tolerance approach to fraud, bribery and corruption;
 - Publicising the Council's determination to prevent and detect fraud, bribery and corruption e.g. clauses in contracts, publications etc;
 - Acting robustly and decisively when fraud, bribery and corruption are suspected and proven e.g. the termination of contracts, dismissal, prosecution etc;
 - Taking action to recover losses e.g. through agreement, court action, penalties, insurance etc;
 - Having sound internal control systems, which allow for innovation, whilst limiting opportunities for fraud, bribery and corruption;
 - Optimising the publicity opportunities associated with anti-fraud and corruption activity within the Council and where appropriate, publishing the results of any action taken, including prosecutions, in the media.
21. There are a wide range of procedures in place to minimise the risk of fraud that constitute a major part of the Council's system of internal control, designed to ensure the Council conducts its business properly and effectively and completes its transactions fully, accurately and correctly.
22. The Council aims to have in place efficient and effective systems of control that as far as possible prevent potential fraudsters from exploiting weaknesses. The prime responsibility lies with senior management who are expected to design and operate systems and procedures that will minimise losses due to fraud, bribery, corruption. The Council's Internal Audit Team supports senior management through an independent appraisal of the integrity of all internal control systems.
23. Key documents in the prevention of fraud, bribery and corruption are the Council's [Financial Procedure Rules](#) and [Contract Standing Order & Procurement Rules](#), which must be adhered to at all, times. Employees are expected to abide by their professional Codes of Conduct and the [Employees Code of Conduct](#). Members are required to adhere to the [Member's Code of Conduct](#).
24. There is a requirement to disclose any pecuniary interests in contracts relating to the Council and not to offer, or accept, any fee or reward, other than their proper remuneration. Other Council policies and guidance must also be complied with, such as those relating to Hospitality, [Gifts and other Benefits received by officers](#) [Guidance on Hospitality, Gifts and other Benefits received by Members](#) and [Officers Personal Interests and Secondary Employment Policy](#).
25. Senior Managers have a responsibility to consider, on an annual basis, the adequacy of controls to prevent and promptly detect fraud, bribery and corruption within their Directorate and enter risks, as appropriate on their risk register.

Detection

26. It is important that there are ways of detecting fraud when it happens. Most systems will have controls to measure the throughput of transactions and provide management reports for monitoring as a means of identifying suspected fraud.

27. The work of both Internal and External Audit is primarily to ensure controls are embedded into systems as a prevention measure. Management should also have inbuilt mechanisms to support early detection of anything untoward.
28. It is the responsibility of all managers, Members and employees to prevent and help detect fraud, bribery and corruption.
29. The Council participates in the National Fraud Initiative, an exercise that matches electronic data within and between public and private sector bodies to prevent and detect fraud. The Council will also exchange information and intelligence with other public bodies or agencies to help combat fraud, bribery and corruption when appropriate and lawful.
30. Fraud, bribery and corruption is often detected because employees and the public are alert to this activity. **Any person who suspects fraud or financial impropriety has a responsibility to report this, and if in doubt, should contact Internal Audit for advice.**

Reporting

31. Suspected fraud, bribery and corruption can be notified in a number of ways, but in all cases it is important that employees and/or the public feel confident to report their concerns and are clear of the means by which they are able to do so.
32. In the first instance concerns relating to fraud, bribery or corruption, should be brought to the attention of the Audit Manager via the Internal Audit, Investigation Team. Group Auditor (Investigations), Tel: (029) 2087 2284, alternatively, contact the Audit Manager, Tel: (029) 2087 2303.
33. The [Financial Procedure Rules \(Section 4\)](#) place a responsibility on Directors to immediately notify the Audit Manager whenever any matter arises which involves, or is thought to involve, a breach of security, theft, or irregularities concerning cash, stores or other property of the Council (including data), or any suspected irregularity in the exercise of the functions of the Council.
34. Members of the public wishing to report suspicions of a breach of security, theft, or irregularities concerning cash, stores or other property of the Council, or any suspected irregularity in the exercise of the functions of the Council, should if possible refer to information available on the Council's Fraud web page: ([Your Council/Council Finance/Managing the Council's Finances/Fraud](#)), or alternatively contact the Investigation Team by:

Email: fraud@cardiff.gov.uk

Telephone: 029 2087 2284

Post: Audit Manager, Internal Audit Section, Room 348, County Hall, Atlantic Wharf, Cardiff. CF10 4UW. (All mail to Internal Audit is delivered unopened.)

35. For further information in respect of identifying fraud, bribery and corruption, refer to the [Counter fraud toolkit](#).

Investigation

36. Following notification of a potential case, the Internal Audit Investigation team will agree with the employing Directorate who will lead the investigation. In the event of a disagreement, the Director of Resources' decision shall be final.

37. The overall responsibility for investigating cases of suspected fraud, bribery, corruption or financial impropriety committed by employees rests with management of the employing Directorate; however, the Section 151 Officer has overall responsibility for financial stewardship throughout the Council and as such will seek assurance, through the Audit Manager, that a proper investigation is undertaken.
38. The [Fraud Response Plan](#) sets out how suspicions of fraud will be considered and investigated.

Collaboration with other Agencies and Bodies

39. Given the potential risk to the Council, the nature and scope of fraud, bribery and corruption and the ease with which fraudsters can utilise technology to commit fraud across boundaries, the Council will share information and intelligence with others, including (but not limited to):
- Action Fraud
 - Cabinet Office / Wales Audit Office
 - HMRC
 - Home Office
 - Local Police / National Fraud Intelligence Bureau
 - National Anti Fraud Network
 - Other Local Authorities
 - UK Border Agency

Accountability

40. The Corporate Director, Resources is responsible for the proper administration of the Council's financial affairs.
41. The Audit Committee's Terms of Reference include: reviewing the assessment of fraud risks and potential harm to the council from fraud and corruption and to monitor the Counter-fraud strategy, actions and resources.
42. A record of referrals and their outcomes will be maintained by the Internal Audit Investigation Team and reported at least annually to the Audit Committee and Section 151 Officer.
43. Failure to comply with this policy, or making an untrue allegation frivolously, maliciously or for personal gain will result in the Disciplinary Policy being invoked.
44. Responsibility for reviewing this policy, monitoring / overseeing, and reporting upon fraud, bribery, and corruption investigations to the Audit Committee and Section 151 Officer, rests with the Internal Audit, Investigation Team.

Confidentiality

45. The Council will treat all information received confidentially and disclose it only on a 'need to know' basis or as required by law. Any processing of personal data will comply with data protection laws and principles.

**CARDIFF COUNCIL
CYNGOR CAERDYDD****CABINET MEETING: 14 JUNE 2018****CARDIFF AND VALE OF GLAMORGAN VIOLENCE AGAINST
WOMEN, DOMESTIC ABUSE AND SEXUAL VIOLENCE
STRATEGY 2018-2023****SOCIAL CARE, HEALTH AND WELLBEING (COUNCILLOR
SUSAN ELSMORE)****AGENDA ITEM: 9****Reason for this Report**

1. To seek approval of the Cardiff and Vale of Glamorgan Violence against Women, Domestic Abuse and Sexual Violence Strategy 2018-2023 attached at **Appendix 1**.

Background

2. Violence against women, domestic abuse and sexual violence is a fundamental violation of human rights, and both a cause and consequence of inequality. Tackling violence against women, domestic abuse and sexual violence (VAWDASV) has far-reaching consequences for women, men, children, families, communities and society as a whole. Tackling these enduring social problems requires a distinct and proportionate approach to all victims and perpetrators in order that everyone can live fear free in safe, equal and violence-free communities.
3. The Violence against Women, Domestic Abuse and Sexual Violence Act (Wales) 2015 laid out a requirement for local authorities and health boards to jointly prepare regional strategies to tackle this issue.
4. Welsh Government has also required a move to regional working on VAWDASV in terms of a national approach towards regional funding and commissioning. Cardiff and the Vale of Glamorgan have agreed to operate as a region for this purpose due to a shared health board footprint, natural travel to work patterns, service access migrations for residents across the area, and the pre-existence of a number of regional services and policies. This includes Cardiff Council acting as the regional 'banker' for managing Welsh Government funding for specialist services.
5. Cardiff Council has recently commissioned a comprehensive specialist service for female victims and their children to deliver a One Stop Shop for all contact and referrals, a range of accommodation-based support and community-based support services. Cardiff Council is also working

with the Vale of Glamorgan and Bridgend Councils to explore a similarly specialist service for male victims.

Issues

6. The regional VAWDASV strategy recognises that anyone (women, men, children and young people) can experience and be affected by VAWDASV. It addresses violence and abuse directed towards women, men, girls and boys and violence and abuse perpetrated by men and women. It acknowledges that it can happen in any relationship regardless of sex, age, ethnicity, gender, sexuality, disability, religion or belief, income, geography or lifestyle. However it is acknowledged that women and girls are disproportionately affected by domestic abuse, rape and sexual violence, sexual exploitation (including through the sex industry), modern day slavery, forced marriage, female genital mutilation, child sexual exploitation and abuse, stalking and sexual harassment.
7. Within the Violence against Women, Domestic Abuse and Sexual Violence Act (Wales) 2015, there is a requirement for local authorities and their partners to improve the public sector response to this issue, including re-commissioning services to ensure they are fit for purpose. There is also a need to be smarter with available funding as no additional resources have been identified to support these new duties.
8. The regional strategy is required to have regard to the national Violence Against Women, Domestic Abuse and Sexual Violence Strategy 2016-2021, specifically its objectives for:
 - i. Arrangements for the prevention of violence against women, domestic abuse and sexual violence.
 - ii. Arrangements for the protection of victims of violence against women, domestic abuse and sexual violence.
 - iii. Support for people affected by violence against women, domestic abuse and sexual violence.
9. In recognising the national strategic direction, this regional strategy sets out an overarching vision and high level aims as follows:

Vision

10. People who live, work and visit Cardiff and the Vale of Glamorgan have the opportunity to live positive, independent lives without being affected by violence and abuse.

Aims

Aim 1 - PREPARE

11. Improve strategic planning and commissioning of VAWDASV services through a more coordinated partnership approach across the region.

Aim 2 – PURSUE

12. Address perpetrators of VAWDASV by improving intelligence sharing across services and the use of legal powers to disrupt and convict.

Aim 3 – PREVENT

13. Pro-actively address negative attitudes and behaviours that have the potential to result in VAWDASV, recognising this as everyone's business.

Aim 4 – PROTECT

14. Improve the multi-agency response and support to all victims and their children regardless of risk level and needs.

Aim 5 – SUPPORT

15. Ensure that innovative, flexible and evidence-based services are available to meet the needs of victims experiencing any form of VAWDASV.

“We Will” Commitments

16. To support these aims a large number of actions have been identified as “We Will” commitments. A detailed action plan is being developed with partners to take forward all the commitments set out in the Strategy.
17. A communications plan is also under development to ensure that key messages to the public and professionals are timely and consistent across the region. All partners are committed to disseminating messages and targeted awareness raising campaigns via a variety of means to establish the greatest reach and awareness.
18. As a result of the new regional approach to this issue, the governance arrangements are being amended to reflect both the distinct local issues but also the wider responsibility for joint working where this is feasible. The issue of VAWDASV will continue to report into the Public Service Board via the Community Safety Partnership reporting arrangements that are also currently being revised.

Consultation & Equality Impact Assessment

19. A number of key partners took part in the development of the strategy; a Regional Strategy Development Group was established, comprising senior officers from both Cardiff and Vale of Glamorgan Councils, Health, each of South Wales Police's Basic Command Units, Officers representing the South Wales Police and Crime Commissioner and both the Cardiff and Vale Domestic and Sexual Abuse Coordinators. The Group was responsible for developing the vision and aims and detailing the scope and structure of the document. The chapter on Pursue was felt to be an important factor in acknowledging that there would not be

any victims without perpetrators, and tackling this issue was just as important as protecting and supporting victims.

20. The Regional Strategy Development Group was fortunate to have two representatives from the Welsh Women's Aid's SEEdS project (Survivors Empowering and Educating Services) join them. Input from survivors in this way has been extremely beneficial and influential in shaping the direction of the strategy document and in helping to sharpen its contents.
21. The strategy was circulated widely for consultation on 19th March for 8 weeks. A 'strategy on a page' version was circulated alongside the full document so that staff within partner organisations could get a sense of what was being addressed. A further version of the 'strategy on a page' was produced for the public and circulated via Facebook and Twitter.
22. The strategy was presented for pre-scrutiny to the Council's Community and Adult Services Scrutiny Committee on 6th June, along with a list of consultees and comments received.
23. An Equality Impact Assessment has been undertaken; a copy of the EIA can be found at **Appendix 2**.

Reason for Recommendations

24. To comply with the Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 regions are required to develop their strategies and arrange for them to be published by the end of May 2018.
25. The Cardiff and Vale of Glamorgan Violence against Women, Domestic Abuse and Sexual Violence Strategy 2018-2023 will ensure that the Council works collaboratively with other relevant partners and stakeholders to address VAWDASV.

Financial Implications

26. The regional strategy sets out a number of targets and actions which will need to be met from existing Council revenue and capital budgets as well as any approved grant allocations.

Legal Implications

27. The Welsh Government must prepare a national strategy for the purposes of the Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015. Local authorities and health boards must in turn jointly prepare local strategies.
28. A local strategy must—
 - (a) specify objectives which the local authority and the Local Health Board consider will, if achieved, contribute to the pursuit of the purpose of this Act;

- (b) specify the periods of time within which the local authority and the Local Health Board propose to achieve the specified objectives;
 - (c) identify the actions the local authority and the Local Health Board propose to take to achieve the specified objectives.
29. Further detail about the requirements of the Act appears in the text of this Report.
30. The Strategy is intended to cover the years May 2018 – May 2023 and must be reviewed no later than May 2023.
31. The Council has to satisfy its public sector duties under the Equalities Act 2010 (including specific Welsh public sector duties). Pursuant to these legal duties Councils must, in making decisions, have due regard to the need to (1) eliminate unlawful discrimination, (2) advance equality of opportunity and (3) foster good relations on the basis of protected characteristics.
32. Protected characteristics are:
- i. Age
 - ii. Gender reassignment
 - iii. Sex
 - iv. Race – including ethnic or national origin, colour or nationality
 - v. Disability
 - vi. Pregnancy and maternity
 - vii. Marriage and civil partnership
 - viii. Sexual orientation
 - ix. Religion or belief – including lack of belief
33. The decision on whether to adopt the Strategy in accordance with the recommendation in this report has to be made in the context of the Council’s Equality Act public sector duties. An Equality Impact Assessment has been undertaken to ensure that the Council has properly understood and assessed the potential impacts of the proposal in terms of equality so that it can ensure that it is making proportionate and rational decisions having due regard to its public sector equality duty.

RECOMMENDATION

Cabinet is recommended to approve the Cardiff and Vale of Glamorgan Violence against Women, Domestic Abuse and Sexual Violence Strategy 2018-2023 as set out at Appendix 1.

SENIOR RESPONSIBLE OFFICER	SARAH MCGILL Corporate Director People & Communities
	7 June 2018

The following appendices are attached:

Appendix 1: The Cardiff and Vale of Glamorgan Violence against Women, Domestic Abuse and Sexual Violence Strategy 2018-2023

Appendix 2: Equality Impact Assessment

Statutory Partners



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Caerdydd a'r Fro
Cardiff and Vale
University Health Board



Cwmni Adsefydlu Cymunedol
**Cymru
Wales**
Community Rehabilitation Company



Gwasgthraedlr gan / Operated by Working Links

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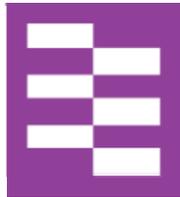
De Cymru
Comislynydd yr Heddlu a Throseddau
Police and Crime Commissioner
South Wales

South Wales
Fire and Rescue Service



Gwasanaeth Tân ac Achub
De Cymru

**National
Probation
Service**



BRITISH
TRANSPORT
POLICE



GIG
CYMRU
NHS
WALES

Iechyd Cyhoeddus
Cymru
Public Health
Wales



GIG
CYMRU
NHS
WALES

Ymddiriedolaeth GIG
Gwasanaethau Ambiwllans Cymru
Welsh Ambulance Services
NHS Trust



GIG
CYMRU
NHS
WALES

Ymddiriedolaeth
GIG Felindre
Velindre NHS Trust

Third Sector Partners



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Introduction

Violence against women is a violation of human rights and both a cause and consequence of inequality between women and men. It happens to women of all classes, cultures and backgrounds. It happens to women because they are women and they are disproportionately impacted by all forms of violence. Tackling violence against women, domestic abuse and sexual violence (VAWDASV) has far-reaching consequences for families, children, communities and society as a whole and requires a distinct and proportionate approach by public bodies in Wales.

This strategy does not disregard violence and abuse directed towards men and boys, or violence and abuse perpetrated by women. This strategy recognises that whilst anyone (women, men, children and young people) can experience and be affected, it is women and girls who are disproportionately affected by domestic abuse, rape and sexual violence, sexual exploitation (including through the sex industry), modern day slavery, forced marriage, female genital mutilation, child sexual exploitation and abuse, stalking and sexual harassment. This can happen in any relationship regardless of sex, age, ethnicity, gender, sexuality, disability, religion or belief, income, geography or lifestyle.

Definition

The United Nations Declaration on the Elimination of **Violence against Women** defines this as:



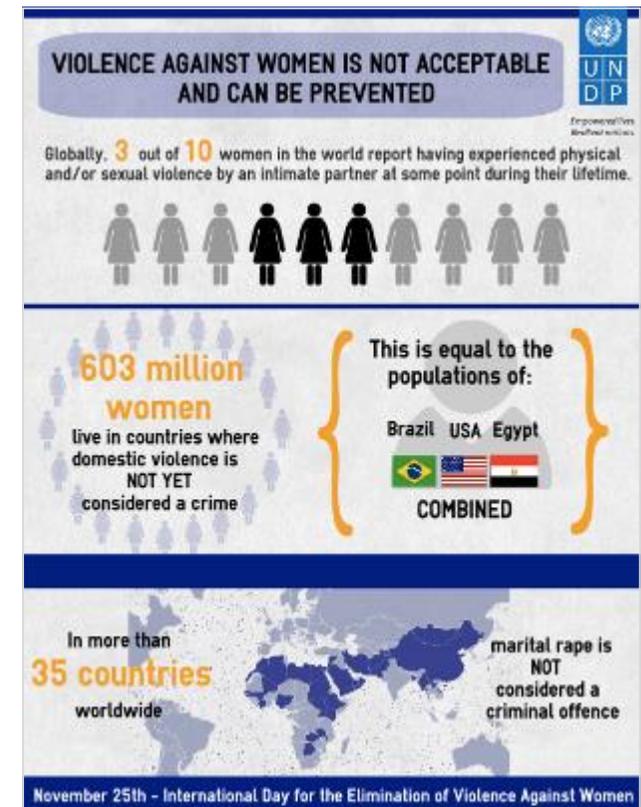
“all acts of gender-based violence that result in, or are likely to result in, physical, sexual, psychological or economic harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life.”

This encompasses, but is not limited to:

- ⇒ Physical, sexual and psychological violence occurring in the family, including battering, sexual abuse of female children in the household, dowry-related violence, marital rape, female genital mutilation and other traditional practices harmful to women, non-spousal violence and violence related to exploitation;
- ⇒ Physical, sexual and psychological violence occurring within the general community, including rape, sexual abuse, sexual harassment and intimidation at work, in educational institutions and elsewhere, trafficking in women and forced prostitution;
- ⇒ Physical, sexual and psychological violence perpetrated or condoned by the State, wherever it occurs.

The multi-agency statutory partners (outlined on p.2) responsible for this strategy have agreed to adopt the widest definition, acknowledging that not all abuse is perpetrated within intimate partner or familial relationships, but can also be committed by strangers (e.g. stalking).

It is also acknowledged that some forms of abuse disproportionately affect those with protected characteristics. Issues of gender identity (including transgender), race, religion, culture, disability and sexuality can exacerbate vulnerability and can also shape attitudes and behaviours within relationships from both the victim's and the perpetrator's perspectives.



WHAT ABOUT MEN?

This is a question that is always asked at public engagement events and in training sessions. All partners in the region know that men can also be victims of domestic abuse, sexual assault, forced marriage, trafficking and honour based violence and have acknowledged this throughout the strategy and continue to highlight this at all public events and staff training. The VAWDASV Act addresses domestic abuse and sexual violence perpetrated against all people in Wales, while recognising that women and girls are disproportionately impacted by much of the violence and abuse covered by the Act. This strategy aligns itself with the Act by recognising that, for this reason, a gender-responsive approach is required.

Partners working across Cardiff and the Vale recognise that more work is needed to support male victims of domestic and sexual violence, both in terms of recognising abuse when it occurs and in accessing appropriate services for support. Work is required to ensure that our communities recognise that violence and abuse perpetrated by anyone is unacceptable and does not have a place in our society. With our specialist partners, we will continue to address any gaps whilst continuing to support services that are already in place, targeting additional resources where there is greatest need. The views of victims will be integral to this. Finally, this strategy champions the Welsh Government Live Fear Free Helpline which provides information and advice for everyone affected by violence against women, domestic abuse and sexual violence and anticipate an increase in the number of male victims contacting this service for information, advice and support.

Sebastian's Story (taken from ManKind Initiative:)

Problems began in Sebastian's relationship with his partner once they started living together and she became pregnant. He is 6ft and his partner is 5ft 3 inches. After suffering months of violent abuse, he decided he could take no more and decided he should leave but his partner threatened that if he left he would never see his son again. His partner's abuse has been increasing and over the last four years, he has been assaulted ten times, receiving black eyes, being constantly spat at and recently he had a chair thrown at him with such force that it shattered on him. He is not allowed to go to bed before his partner – if he does she comes in and turns all the lights on and begins shouting at him to prevent him from getting to sleep. He in the end had to leave; he has kept a diary, taken photographs and told friends. He is now in touch with his solicitors regarding custody of his son.

Victim or Survivor?

The words 'victim' and 'survivor' have very different connotations. Being a 'victim' can imply helplessness and pity, being trapped and having something done to you that you are not in control of, which might not adequately describe some people's experiences of VAWDASV. However, the term 'survivor' recognises that people are able to take control of their own lives; it implies progression over stagnancy, and many choose it because it serves as a term of empowerment. Some people exclusively use the term 'survivor' over 'victim', and vice versa. People are not either 'survivors' or 'victims' because it's equally possible to be both, depending on the context of the experience.

However, for simplicity and clarity to a wide-ranging audience, this strategy has used the term 'victim' to refer to those that have recently, or are currently experiencing VAWDASV and for those who are not aware or accepting that what they are experiencing is abuse.

'Survivor' is used to refer to those that have overcome their abusive situations, whether as a result of their own actions and/or following engagement with statutory or other support services.

Survivor Psalm

I have been victimized.
I was in a fight that was
not a fair fight.
I did not ask for the fight.
I lost.

There is no shame in losing
such fights.

I have reached the stage of
survivor and am no longer a
slave of victim status.

I look back with sadness
rather than hate.

I look forward with hope
rather than despair.

I may never forget, but I need
not constantly remember.

I was a victim.
I am a survivor.

I think both words have their place in the journey. But for me having broken free it was important I was classed as a survivor. I believe people shouldn't be looked down upon if they identify themselves as a victim rather than survivor. SW Survivor

Framework

This regional Strategy sets out how all partners will shape and deliver responses to all forms of violence against women, domestic abuse and sexual violence across the region.

It sets out a number of ambitious activities to be undertaken over the next 5 years. These are listed as 'We Will' commitments throughout the document and are summarised in the accompanying action plan. These actions will be continually monitored with partners to inform a report of progress to be published each year. This will ensure that the Strategy remains focused and relevant. A number of abbreviation and acronyms have been used throughout—please refer to the glossary of terms.

Vision and Aims

Vision:

People who live, work, study in and visit Cardiff and the Vale of Glamorgan have the opportunity to live positive, independent lives without being affected by violence and abuse.

The Strategy has been developed in a time of challenges: new legislative duties on statutory bodies, continuing austerity leading to unprecedented budget cuts and an increasing demand for services. Recognising these challenges, 5 key aims have been identified:

Aim 1 - PREPARE

Improve strategic planning and commissioning of VAWDASV services through a more coordinated partnership approach across the region.

Aim 2 - PURSUE

Address perpetrators of VAWDASV by improving intelligence sharing across services and the use of legal powers to disrupt and convict.

Aim 3 - PREVENT

Pro-actively address negative attitudes and behaviours that have the potential to result in VAWDASV, recognising this as everyone's business.

Aim 4 - PROTECT

Improve the multi-agency response and support to all victims and their children regardless of risk level and needs.

Aim 5 - SUPPORT

Ensure that innovative, flexible and evidence-based services are available to meet the needs of victims experiencing any form of VAWDASV.

These aims reflect the requirements of the Welsh Government national strategy (see next page) to address the prevention, protection and support of victims and also the efforts required to pursue those responsible. Each of these aims will be addressed in a separate chapter, although it is acknowledged that many issues cut across a number of strands.

Regional Partners

This strategy has been developed with the cooperation and collaboration of the following statutory partners across the region :

- ⇒ Cardiff Council
- ⇒ Vale of Glamorgan Council
- ⇒ Cardiff and Vale University Health Board
- ⇒ South Wales Police
- ⇒ South Wales Police and Crime Commissioner
- ⇒ National Probation Service
- ⇒ Community Rehabilitation Company
- ⇒ Welsh Ambulance Services NHS Trust
- ⇒ South Wales Fire and Rescue Service
- ⇒ Velindre NHS Trust

Third sector partners throughout the region have been involved in the development of this strategy as key stakeholders in the delivery of the frontline response to victims and are listed on p.4.

Most importantly, this strategy has been developed with the input and insights of survivors of VAWDASV, predominantly through the Welsh Women's Aid SEEdS (Survivors Empowering and Educating Services) project, and their contribution is gratefully acknowledged.



"When women thrive, all of society benefits, and succeeding generations are given a better start in life." Kofi Annan

Legislative and Strategic Context

World:

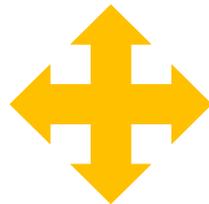
This issue has been acknowledged by the Council of Europe, in the form of the Council of Europe Convention on preventing and combating violence against women and domestic violence. The Convention was adopted by the Council of Europe on 7 April 2011 and came into force on 1 August 2014. The UK Government signed the Convention on 8 June 2012 but has yet to ratify it, however there is overwhelming support to do so soon. Also there is recognition from the United Nations, in the form of their Declaration on the Elimination of Violence against Women, and most recently in the UN Sustainable Development Goals 2030.

Wales:

The purpose of the Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 is to improve prevention, protection and support for people affected. The resulting national strategy provides the leadership and direction which will promote consistency and best practice in the way in which violence against women, domestic abuse and sexual violence is prioritised and tackled across Wales, with the aim of “creating a Wales that we all want to live in, now and in the future, a Wales where everybody is able to live fear-free in safe, equal, violence free relationships and communities.”

UK:

The UK Government ‘Ending Violence Against Women and Girls Strategy 2016-2020’ builds on a number of initiatives including: the introduction of a new offence of controlling or coercive behaviour, the Modern Slavery Act, Domestic Violence Protection Orders (DVPOs) under the Crime and Security Act 2010, the Domestic Violence Disclosure Scheme (DVDS), FGM Protection Orders under the Female Genital Mutilation Act 2003 and an FGM mandatory reporting duty inserted into the 2003 Act by the Serious Crime Act 2015, and strengthening measures to manage people who commit sexual offences or those who pose a risk of sexual harm.



Cardiff and Vale of Glamorgan Region:

The Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 placed a number of duties on local authorities and statutory organisations to develop regional strategies, comply with the National Training Framework, including a duty to Ask and Act, and to ensure that this agenda is referenced across Education services. This regional Strategy therefore identifies how these duties are being be tackled in the region and how it will support the national strategy to prevent, protect and support those affected by VAWDASV.

TIMELINE OF RECENT KEY DOCUMENTS

VAWDASV Wales Strategy 2016

Ending Violence Against Women and Girls Strategy 2016-2020

Wellbeing of Future Generations (Wales) Act 2015

VAWDASV (Wales) Act 2015

Serious Crime Act 2015

Modern Slavery Act 2015

Social Services and Wellbeing (Wales) Act 2014

Istanbul Convention (Convention on preventing and combating violence against women and domestic violence) 2014

NICE Public Health Guidance ‘Domestic violence and abuse; how services can respond effectively’ (PH50) 2014

In addition to the Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015, there is other Welsh Government (and wider UK) legislation and policy that informs gender specific services in the region. These are:

⇒ The Renting Homes (Wales) Act 2016 aims to make it simpler and easier to rent a home, replacing various and complex pieces of existing legislation with one clear legal framework. This includes a new approach to joint 'occupation contracts' which replaces tenancies and licenses with two contracts and will help victims by enabling perpetrators to be targeted for eviction.

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 ⇒ The Well-Being of Future Generations (Wales) Act 2015 sets out 7 well-being goals that public sector bodies must take action to achieve. These are all relevant to the prevention of VAWDASV and the support of victims, including an equal Wales, a resilient Wales and a healthy Wales.



⇒ The Housing (Wales) Act 2014 enshrines in legislation, amongst other matters, a reform of homelessness law and strengthens duties on local authorities to prevent and alleviate homelessness.

⇒ The Social Services and Well-being (Wales) Act 2014 provides a 'legal framework for improving the well-being of people (adults and children) who need care and support, carers who need support, and for transforming social services in Wales.'



⇒ The Welfare Reform Act 2012 laid out the UK Government's proposals for reforming the welfare system to improve work incentives, simplify benefits, address fairness and tackle administrative complexity. This affects funding provided to operate supported housing schemes, including refuges.

⇒ Regional Safeguarding Children Boards (RSCBs) and partner agencies must report progress against the four overarching outcomes of the National Action Plan to Tackle Child Sexual Exploitation (CSE) (Wales):

1. PREPARE:
RSCBs and partner agencies assume CSE to be present and have specified objectives to support:- <ul style="list-style-type: none"> • The identification of children and young people subject to or at risk of CSE • A range of appropriate responses and resources designed to improve well-being outcomes for children subject to or at risk of CSE
2. PREVENT:
RSCBs and partner agencies have a prevention programme and responsive services in place to help children and young people at risk of CSE and their families
3. PROTECT:
RSCBs and partner agencies actively protect children and young people from CSE, by working together to achieve the continuity and effectiveness of care plans for those children and young people subject to or at risk of CSE
4. PURSUE:
RSCBs and partner agencies have a clear and shared understanding about how they can contribute to the disruption and prosecution of perpetrators and to the support of victims through a consistent child-centred approach



⇒ The Home Office Strategy—'Ending Violence against Women and Girls 2016-2020' sets out an ambitious vision to tackle violence against women and girls in all its forms, drive a transformation in the delivery of VAWG services, make prevention and early intervention the foundation stones of a new approach, and embed VAWG as 'everyone's business' across agencies, services and the wider public.

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The Wales Anti-Slavery Leadership Group provides strategic leadership for tackling slavery in Wales and co-ordinates collaboration between devolved and non-devolved partners and third sector organisations. Working to the Modern Slavery Act 2015, the Group's strategic objectives are to:

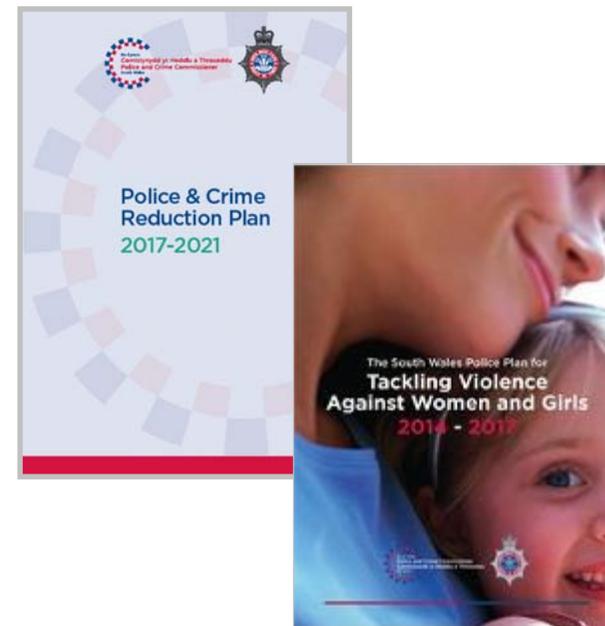
- build an evidence base using primary and secondary data sets to better assess the scale of slavery in Wales;

- scope a needs analysis of training currently being delivered in Wales and future requirements;
- develop intelligence/information sharing protocols;
- establish a Wales anti-slavery communications engagement plan;
- identify and encourage good practice in victim care.

Wales is the only government within the UK to employ an Anti-Slavery Coordinator, following a recommendation from the Welsh Government Cross Party Group on Slavery. The post has been in existence since April 2011.

⇒ The South Wales Police and Crime Commissioner's (PCC) 'Police and Crime Reduction Plan 2017-2021' identifies that, although it covers just 10% of the geographical area of Wales, South Wales Police provides a policing service to 1.3 million people covering 42% of the country's population with 49% of the total crime in Wales.

Within the 6 priorities identified in the Police and Crime Reduction Plan is Priority 3: "We will work to protect the most vulnerable in our communities". To achieve this priority, the South Wales PCC is committed to "Complete the implementation of the South Wales Violence Against Women and Girls Action Plan."



"It ought to concern every person, because it is a debasement of our common humanity. It ought to concern every community, because it tears at our social fabric. It ought to concern every business, because it distorts markets. It ought to concern every nation, because it endangers public health and fuels violence and organized crime. I'm talking about the injustice, the outrage, of human trafficking, which must be called by its true name - modern slavery." Barack Obama

⇒ Although police have been advised to prioritise sex workers' safety since 2011, the National Police Chief Constable's Policing Sex Work Strategy 2016 takes this duty even further. It introduced a new responsibility to protect sex workers, and also frames prostitutes as potential victims of criminality rather than offenders. It is acknowledged that raiding brothels breeds mistrust amid sex workers, police and external agencies. Rather, police forces in England and Wales have been advised to move away from enforcing laws that criminalise the sale of sex. The strategy has accompanying guidance for police officers that continues to support the work of chief constables and their staff when they deal with prostitution, related exploitation and social consequences in their areas.

⇒ In terms of regional context, the following local strategies and policies are supported by this strategy and, where necessary, relevant objectives and/or actions will be referenced to show alignment.

⇒ 'Delivering a Safe and Welcoming Night Time Economy' strategy identifies that Cardiff already has a proven record of ensuring safety and wellbeing of those who use, and work in, the night time economy in the capital of Wales. It is in this context that this strategy will help to ensure Cardiff retains a vibrant and safe night time economy by continuing to work with partners, ensuring that the necessary commitments and resources are secured so that existing best practice is sustained.

⇒ Cardiff's Child Sexual Exploitation Prevention Strategy outlines how partners will prepare children, families, communities and professionals to spot children at risk, prevent harm, protect victims and pursue, disrupt and prosecute perpetrators.

Specifically it identifies objectives to:

- Understand the scale of the problem
- Raise awareness of the issue through education and training
- Identify those at risk and provide early support to prevent exploitation and abuse
- Protect children who are affected by following the All Wales Child Protection Procedures
- Support victims to break away from sexual exploitation and recover from their experiences
- Disrupt and prosecute perpetrators

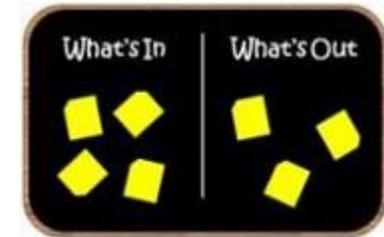


WE WILL:

Work towards developing relevant joint regional strategies and policies where possible

Scope

This regional VAWDASV strategy reflects the current strategic and policy framework in force and will be amended as national or local policy changes.



A number of crime types and issues are naturally referenced in this strategy. These include:

- ◆ Coercive control
- ◆ Domestic abuse
- ◆ Female Genital Mutilation
- ◆ Honour Based Violence and Forced Marriage
- ◆ Modern slavery – people trafficking; domestic servitude; labour exploitation
- ◆ Sexual violence – Child Sexual Exploitation; Child Sexual Abuse; rape
- ◆ Stalking
- ◆ Perpetrators of all of the above

A number of related issues will be within the scope of this strategy. These include:

- ◇ The Sex Industry
- ◇ Night-Time Economy
- ◇ Technology – sexting; dating websites; cyber grooming; sex work
- ◇ County Lines - response to cross-border illegality that impacts on VAWDASV

Glossary of Terms

- ACE—*Adverse Childhood Experience*
- APR—*Adult Practice Review*
- BCU—*Basic Command Unit*
- CPR—*Child Practice Review*
- CPS—*Crown Prosecution Service*
- CSE—*Child Sexual Exploitation*
- DHR—*Domestic Homicide Review*
- FGM—*Female Genital Mutilation*
- GP—*General Practitioner*
- HBV—*Honour Based Violence*
- IDVA/ISVA/IPA—*Independent Domestic/ Sexual Violence Advocate/Independent Personal Advocate*
- IRIS—*Identification and Referral to Improve Safety*
- LGBTQ—*Lesbian, Gay, Bisexual, Transgender & Queer*
- MAPPA—*Multi-Agency Public Protection Arrangements*
- MARAC—*Multi-Agency Risk Assessment Conference*
- MASH—*Multi-Agency Safeguarding Hub*
- MATAAC—*Multi-Agency Tasking and Coordination*
- NRM—*National Referral Mechanism*
- NTF—*National Training Framework*
- PCC—*Police and Crime Commissioner*

- PPN—*Public Protection Notice*
- PSE—*Personal and Social Education*
- SARC—*Sexual Assault Referral Centre*
- SEEdS—*Survivors Empowering and Educating Services*
- SWP—*South Wales Police*
- VAWDASV—*Violence against Women, Domestic Abuse and Sexual Violence*
- WASPI—*Wales Accord in Sharing of Personal Information*

Links to Further Information

- ◇ www.livefearfree.org.uk
- ◇ www.gov.wales/topics/people-and-communities/communities/safety/domesticabuse/
- ◇ www.youtube.com/watch?v=u7Nii5w2Fal
- ◇ www.beyond-the-gaze.com/briefings
- ◇ www.gov.uk/government/publications/analysis-of-serious-case-reviews-2011-to-2014

Key Annual Dates (for information only)

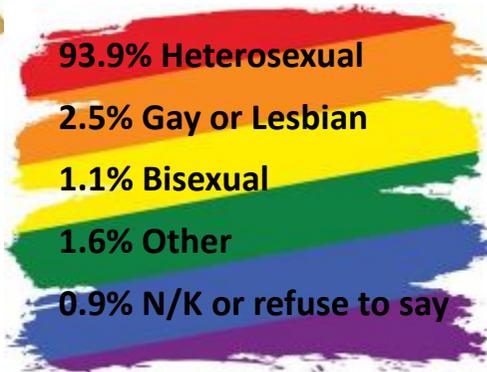
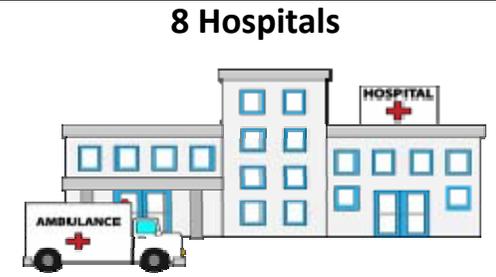
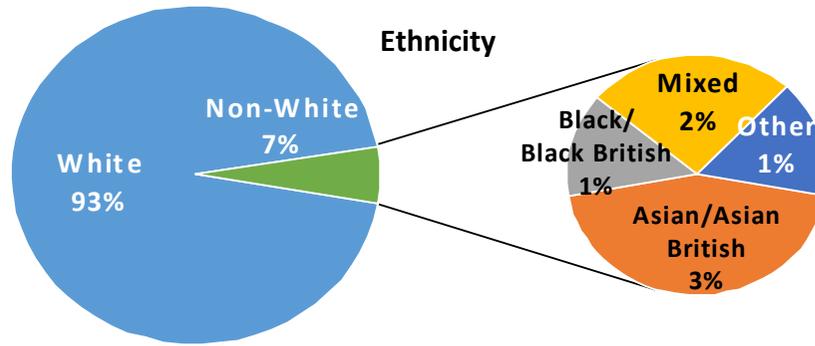
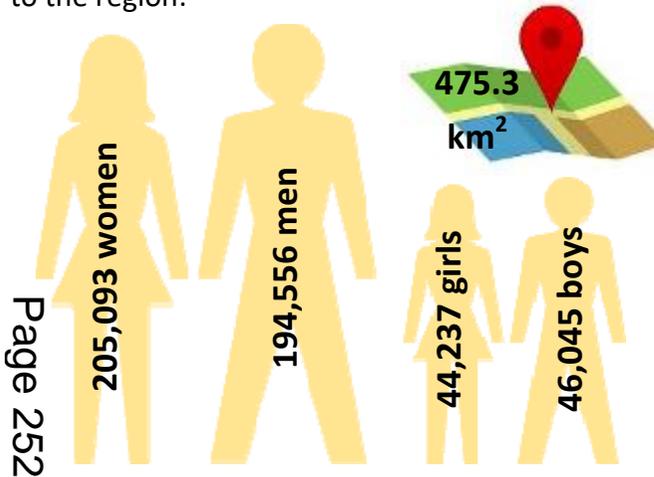
DATE	EVENT
6th February	International Day of Zero Tolerance for Female Genital Mutilation
8th March	International Women's Day
18th March	CSE National Awareness Day
18th April	National Stalking Awareness Day
17th May	International Day against Homophobia and Transphobia
14th July	Memory for Victims of Honour Based Violence
19th November	International Men's Day
20th November	Children's Rights Day
25th November	International Day to Eliminate Violence against Women / White Ribbon Day
November	National Safeguarding Week
17th December	International Day to Eliminate Violence against Sex Workers
10th December	Human Rights Day

CHAPTER ONE

PREPARE

Regional Overview

The area covered by Cardiff and the Vale of Glamorgan local authority boundaries has a total population of **489,931**; 16% of the Welsh population. The following facts and figures apply to the region:

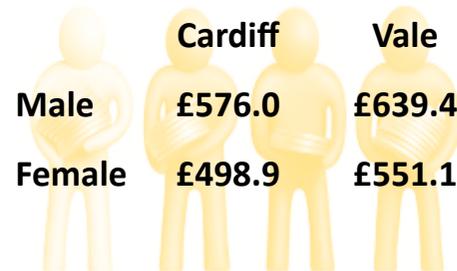


18 Police Stations
4 - Vale
14 - Cardiff



Ages	♂	♀	Totals
0-4	15,115	14,489	29,604
5-15	30,930	29,748	60,678
16-24	37,248	38,241	75,489
25-44	67,835	65,168	133,003
45-64	55,595	58,786	114,381
65+	33,878	42,898	76,776
TOTAL	240,601	249,330	489,931

Weekly Gross Earnings (f/t):



2 official gypsy/traveller sites = 80 pitches

85 GP surgeries: Cardiff 62, Vale 23

1 prison



EMPLOYMENT

	Cardiff	Vale
Employee	60.9%	63.1%
Self-Employed	7.2%	10%
Unemployed	5.6%	4.6%
Retired / Other	26.3%	22.3%

Schools	Cardiff	Vale
Primary	95	19
Secondary	19	9
Special	7	4
Independent	8	2
Colleges / Universities		12

All figures correct as at January 2018

Needs Assessment

A regional needs assessment exercise was undertaken to gather data from statutory and specialist services to inform the Local Wellbeing Assessments. A subsequent exercise was undertaken to inform this Strategy and future commissioning of services. Findings will be referenced throughout this Strategy to illustrate demand for services and to identify any gaps or duplications.

One of the tools for understanding need for VAWDASV services in an area is the Home Office's Ready Reckoner Tool. This was developed as a key action from the Home Office Violence against Women and Girls (VAWG) Strategy. Using findings from the British Crime Survey, it enables commissioners of services to estimate the need for local services for domestic violence, sexual violence and stalking in their area.

For the adult population of the region of 399,649, the tool estimates that:



In addition the tool also identifies the estimated cost of domestic and sexual violence in an area of this size:

Total costs (not including human and emotional costs):	Physical and mental health care costs:	Criminal justice costs:
£76,344,150	£16,451,082	£10,361,971
Social services costs:	Other costs (incl. housing, civil legal & employment costs):	Human and emotional costs (not included in total):
£1,951,360	£47,579,738	£243,751,358

The figures do not include additional costs from stalking, female genital mutilation, 'honour'-based violence and forced marriage. As well as the human cost of violence against women, domestic abuse and sexual violence, there is clearly a cost to society.

All partners in Cardiff and the Vale will continue to enhance their knowledge base regarding the true impact of VAWDASV in the region and ensure data is captured on all services operating in the area.

WE WILL:

Continually improve data collection methods to better inform ongoing needs assessment

Regional Working

In 2016 the Welsh Government's Cabinet Secretary for Communities & Children required a move towards a national rollout of a regional funding and commissioning model approach from 2018 onwards.

Cardiff and the Vale of Glamorgan have agreed to operate as a region due to a shared Health Board footprint, natural travel to work patterns, service access migrations for residents across the area, and the pre-existence of a number of regional services and policies.

The Cardiff and Vale region have submitted a Commissioning Plan for 2018/19 to the Welsh Government. During 2018/19, which is the last transition year, all regions will be required to develop a Commissioning Strategy to encompass requirements laid out in statutory guidance due to be circulated to local authorities in early 2018. Funding for other third sector services currently paid direct by the Welsh Government will also transfer to local authority regional allocation from 2019.

Cardiff and Vale of Glamorgan local authorities will be establishing formal partnership arrangements to take forward regional activities including commissioning, and continuing discussions with partners on the approach to procuring specialist services in the region.

Governance

To move from a single authority to a regional partnership arrangement, many of the existing reporting groups and structures required some rationalisation. The diagram below is the proposed governance structure to be adopted in the region. The following strategic and overarching groups are explained in more detail:

Cardiff and Vale VAWDASV Steering Group

This overarching strategic group will ensure the delivery of the Strategy's action plan and have oversight of all issues pertaining to VAWDASV. It will also have links into other regional structures.

VAWDASV Executive Groups

These groups will continue to oversee the issues relating to VAWDASV in each local authority area, ensuring representation from Education, Adults and Children's services to address local service access and delivery and strategic issues.

Regional VAWDASV Commissioning Board

A specific requirement of the Welsh Government, this Board will manage the commissioning of specialist service through assessing the needs of victims, designing and securing services using the 'analyse', 'plan', 'do' and 'review' cycle.

Ask & Act, Education and Training Group

This Group will oversee the planning and delivery of the National Training Framework (see p.30) to public sector employees; ensuring schools, colleges and universities are aware of services and referral pathways; and to develop appropriate awareness-raising materials.

Sexual Violence Strategic Group

This group will ensure that sexual violence issues including rape, sexual assault, sexual harassment, CSE and FGM are addressed strategically.

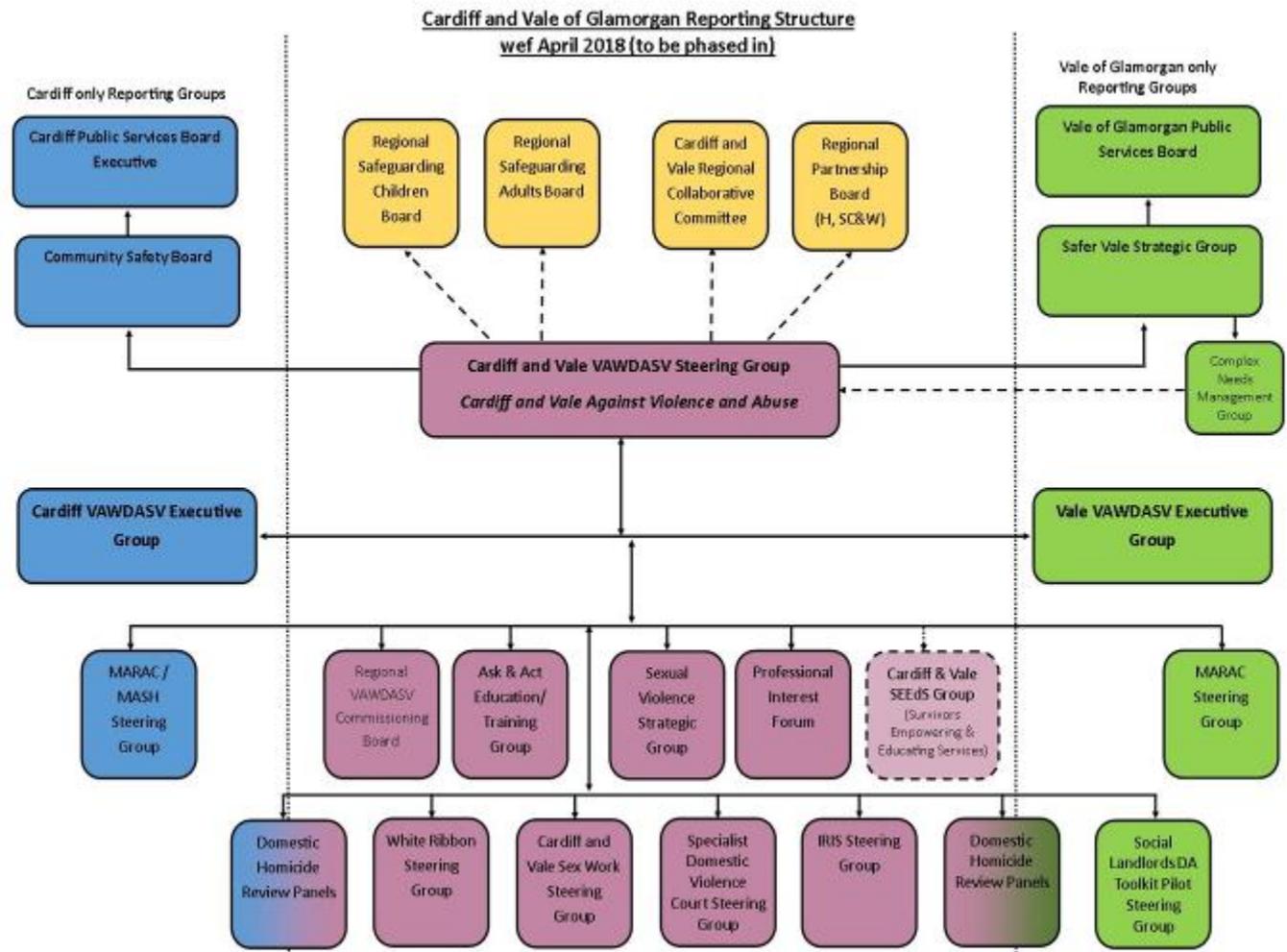
Professional Interest Forum

A means of sharing new and emerging research projects and findings, best practice examples and evaluations between all interested stakeholders working in the sector.

There will continue to be a degree of reporting through local authority governance and oversight arrangements. This regional structure will be continually monitored and reviewed to remain in line with other relevant structures.

WE WILL:

Implement and continually review governance arrangements including membership, to ensure they remain fit for purpose



Available Specialist Services

Mapping of services available across the region shows that there are currently:

- 1 One Stop Shop (Cardiff only)
- 36 Independent Domestic Violence Advocates (IDVAs) and 5 Independent Sexual Violence Advocates (ISVAs)
- 84 units of specialist accommodation
- 4 MARAC Coordinators overseeing 4 MARACs
- 2 VAWDASV Managers and 1 Domestic and Sexual Violence and Abuse Coordinator
- 9 specialist providers of victim support services
- 2 providers of perpetrator programmes

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- **Cardiff Women's Aid** (working as *Triwriaeth with Bawso and Llamau*) delivering the RISE Cardiff-Cymru VAWDASV service for female victims including One Stop Shop, a range of crisis accommodation/ refuge, floating support, specialist children and young people support, IPAs and therapeutic work

- **Atal Y Fro** provides static and dispersed refuge, IDVA support, community interventions, children and young people support and perpetrator programmes / family interventions

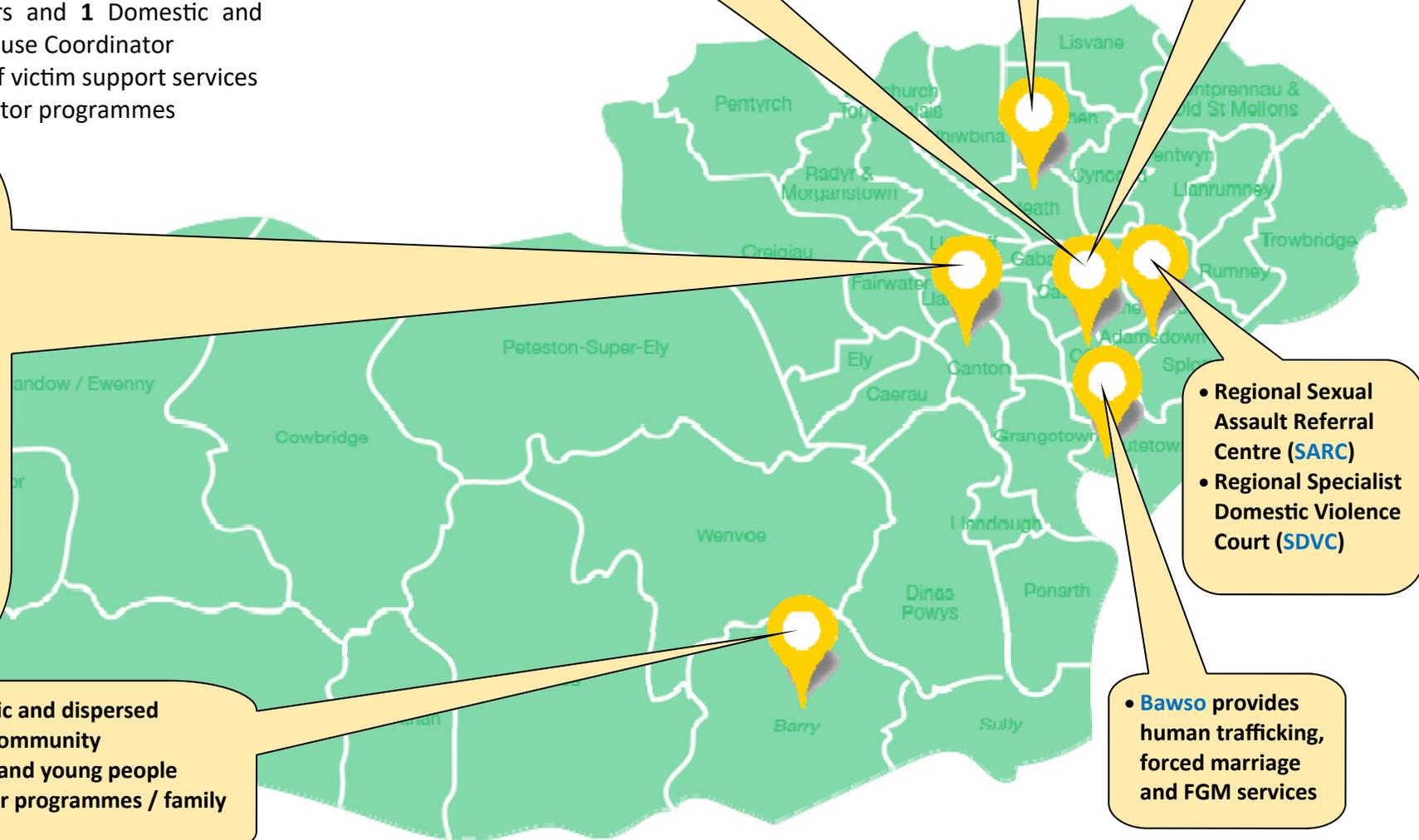
- **Dyn** national male victim service
- **Safer Wales Streetlife** project for street sex workers
- **Safer Wales** and **Probation Women's** pathfinder service

- **Cardiff and Vale Health-based IDVA**

- **New Pathways** delivers current and historic sexual abuse counselling for women, men and children
- **Gwalia** male refuge

- **Regional Sexual Assault Referral Centre (SARC)**
- **Regional Specialist Domestic Violence Court (SDVC)**

- **Bawso** provides human trafficking, forced marriage and FGM services



Wider Collaboration

The Home Office Violence Against Women and Girls Service Transformation Fund (2017) provided an opportunity for commissioning partners to bid for funding that supported activity that “*seeks to embed Violence Against Women and Girls as ‘everyone’s business’ across agencies, services and the wider public, ensuring every victim gets the support she needs - and the support her children need - at the right time.*”

The South Wales Police and Crime Commissioner was successful in being awarded £1.4m of this funding over three years to establish a strong foundation that enables a whole systems approach to improving the response to this issue and making a positive impact in relation to all victims/survivors and wider communities across the South Wales area. The collaboration between all the commissioning bodies eligible for this funding across South Wales (PCC, Health Boards and local authorities) was identified by the Home Office as a particular strength of the bid. The objectives of this whole systems approach are to:

1. Improve strategic planning and commissioning of VAWDASV services, through a more coordinated partnership approach.
2. Enhance and maximise on the evidence base underpinning practice addressing VAWDASV, through a collaborative shared learning approach.
3. Improve the service delivery landscape – through investing in services in two key areas:



- Change that Lasts - early intervention and prevention (to be trialled in Cardiff)
 - Holistic services including work with perpetrators and families
4. Raise awareness of all forms of VAWDASV, thereby supporting community engagement and empowerment.

The whole Programme will support the overarching outcomes framework shown above. The specific activities to be undertaken during the three year funded period include:

- Establishing a South Wales Regional Collaborative Board to oversee the project
- Establishing thematic workstreams to explore solutions to a range of issues
- Establishing a South Wales Service Provider Forum
- Establishing South Wales Survivor Engagement processes
- Developing a South Wales regional learning network
- Delivering the ‘Ask Me’ Scheme and local Ambassadors

- Ensuring availability of trained and trusted professionals to Ask and Act
- Providing specialist services to support both victims and perpetrators

Research also indicates that sex workers are highly likely to be victims of crime, but are unlikely to report incidences to the police and seek justice. South Wales Police has secured funding to enhance existing provision in order to be able to respond to these vulnerabilities and address neighbourhood concerns associated with prostitution. This includes the establishment of dedicated Sex Work Liaison Police Officer’s in both Swansea and Cardiff and additional dedicated advocacy services for those involved in prostitution. This work is part of the wider systems change initiatives that are being led by the Police and Crime Commissioner.

WE WILL:

Actively assist with embedding a whole systems approach across the region

Survivor Engagement



SEEdS is a survivor participation project that gives women who have lived through all forms of domestic and sexual violence and abuse the opportunity

to share their experiences and influence change. The project brings together women from across a number of South Wales regions and provides training, support and resources as well as a safe space where survivors can learn from and encourage one another.

It works in partnership with agencies across the public and voluntary sectors to provide platforms where survivors can have a voice to inform the planning, development and delivery of violence against women services, including domestic abuse and sexual violence. SEEdS participants are supported and encouraged to speak out about their own and other survivor's experiences of violence and abuse. This has included their participation and input into local campaigns and subsequent publicity. SEEdS have worked to raise awareness about the reality of domestic abuse, sexual violence and all other forms of violence against women, so that it is understood, challenged and prevented. This is especially helpful through delivery of training and speaking at conferences. SEEdS representatives have helped inform the development of this Strategy, providing quotes and valuable input into the commitments made by partners.

The Welsh Government is seeking comments on its Survivor Engagement Framework. It states that "the purpose of a National Survivor Engagement Framework is to ensure that the needs and experiences of survivors of violence against women, domestic abuse and sexual violence, including the most marginalised survivors, those who face multiple disadvantage in accessing help and support, are understood. It is also important that those for whom policy is made, are able to influence and guide that policy and share what works for them."



Within the region this concept is fully supported as it is acknowledged that the views of those with protected characteristics and those with complex, multi-faceted needs must also be allowed the opportunity to input their views and voices into service design and feedback. Any such framework must be sustainable and geographically representative and the region will fully support Welsh Government requirements in this area.

SURVIVORS' VOICES

I love being part of this project and love the way it's driving forward. I feel we can make real change and at last it's not just me knocking on doors on my own.

The confidence and skills I have developed since joining SEEdS has enabled me to return to work after a period of uncertainty and lack of self-belief.

I feel listened to, I feel valued and I feel an important part of change

SEEdS has let me experience environments I have never had the opportunity to see or be part of and I hope this will continue to be the case.

SEEdS project is a hugely important part of my life. It is giving me the strength to move forward, regain my self-confidence, self-esteem and once again be the strong independent woman I was before my experience.

To know my experiences will now influence other women's experiences and implement change for the better, means that all that suffering was not in vain and that light can arise from the darkness that is violence against women.

WE WILL:

Actively seek engagement and input from victims and survivors that represent all crime types and protected characteristics.

Equality and Diversity

Working to the Equalities Act 2010 and the Welsh Language Act 1993 which has been further amended by the Welsh Language Measure 2011, all partners in the region are mindful how they respond to the diverse needs of victims including how they engage with, and meet the needs of, victims and their children with protected characteristics. Partners share the values of being open-minded and respectful and have a commitment to equality and diversity, acknowledging individuality and recognising that people are not a homogenous group of victims.

Partners require the same values to be displayed within the specialist services commissioned to support victims - they must be committed to anti-oppressive and anti-discriminatory practice, display non-judgmental acceptance of the victim's experiences and demonstrate understanding and empathy. Services must be inclusive, recognising the specific needs, and barriers to accessing support, of all victims and their children, especially those with protected characteristics.

Services in the region are also required to support any revised Equality and Human Rights Commission (EHRC) stance on the delivery of helplines, to ensure that male and female callers receive the same level of service.

Protected Characteristic	Service Requirements
Age	<ul style="list-style-type: none"> Acknowledge and understand the impacts of violence against women, domestic abuse and sexual violence on older people seeking support and tailor services appropriately. Deliver a range of age-appropriate therapeutic interventions for children and young people.
Disability	<ul style="list-style-type: none"> Ensure equitable access to services, especially information and advice and in accommodation-based support. Develop referral pathways into other specialist support such as mental health and substance misuse services
Gender Reassignment	Have clear policies and procedures in place for delivering services to transgender victims, especially in shared accommodation-based settings and in group work – both in terms of keeping the victim safe and managing any impact
Pregnancy and Maternity	Service provision should acknowledge and understand how violence against women, domestic abuse and sexual violence is impacting on a victim's own wellbeing and on their capacity to form positive attachments and effectively parent their children
Race	Provide sensitive and appropriate services for all victims but specifically for those from a BME background who may experience additional barriers that may affect their ability to seek help and support and who may have additional needs.
Religion / Belief	Have an awareness of the different requirements of a victim's religion/belief and meet these needs wherever possible, for example the use of prayer/contemplation rooms in the accommodation-based support settings.
Sex	<ul style="list-style-type: none"> Deliver services that are informed by a gendered understanding of violence against women, domestic abuse and sexual violence to reflect the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) 2015 Act. Ensure that children of any gender accompanying a victim are provided with appropriate support and positive mentoring.
Sexual Orientation	Acknowledge and understand the effects of sexual orientation on the abuse experienced by victims who are LGBT+.
Welsh Language	Facilitate response to initial enquiries in the Welsh language and ensure that all publicity materials regarding services are bilingual.

"Equal rights, fair play, justice, are all like the air; we all have it, or none of us has it. That is the truth of it." Maya Angelou



CHAPTER TWO

PURSUE

Criminal Justice Response

All police first responders wear body cameras so that events from the moment police respond to a call-out can be recorded to support a victim's case and, where necessary, be used for victimless prosecutions. Also known as evidence-based prosecution, a victimless prosecution is where the police or Crown Prosecution Service progress a case without the cooperation of an alleged victim

to convict perpetrators. In domestic violence cases, if the victim is willing to give evidence, it is more likely than not that the decision made will be to prosecute. Where the victim is not willing to participate, prosecutors will need to give careful consideration to public interest factors, including the interests and safety of the complainant, other family members and any children or other dependants.

There is no specific offence of 'domestic violence' or 'domestic abuse'; however, the term can be applied to a number of offences committed in a domestic environment. The domestic nature of the offending behaviour is an aggravating factor because of the abuse of trust involved.

Some 11,302 incidents of domestic abuse were reported in the region in 2016/17, with a total of 5,067 recorded crimes as follows:

	Cardiff	Vale
Assault	1,915	566
Harassment	929	353
Stalking	47	15
Coercive Control	25	9
Threat to Kill	17	4
TOTAL	3,837	1,230

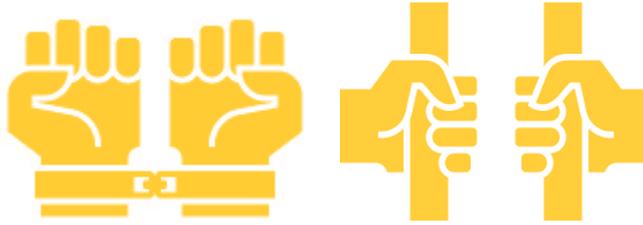
The offence of coercive or controlling behaviour in an intimate or family relationship became a criminal offence as part of the Serious Crime Act 2015. Coercive control is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten. This controlling behaviour is designed to make a person dependent by isolating them from support, exploiting them, depriving them of independence and regulating their everyday behaviour.



Coercive control creates invisible chains and a sense of fear that pervades all elements of a victim's life. Experts such as Evan Stark liken coercive control to being taken hostage. As he says: "the victim becomes captive in an unreal world created by the abuser, entrapped in a world of confusion, contradiction and fear." This offence is starting to become more recognised amongst professionals as specialist training is rolled out. In 2017, a total of 309 offences of coercive and controlling behaviour came before the courts in England and Wales; 97% of defendants were male (CPS.)

Of the 5067 cases of recorded domestic abuse in Cardiff and the Vale, 27% were not progressed due to lack of evidence and a further 33% were not progressed due to a lack of victim engagement.

In terms of Forced Marriage Protection Orders (FMPO), the number of applications made nationally is very small although figures suggest an upward trend in their use. To date, only two FMPOs have been granted in the region.



For sexual violence there were 1,011 recorded crimes in 2016/17 with a further 182 related to historical abuse. 77% of victims were female and 23% of victims were aged under 16. Some 69 perpetrators of sexual violence were also known domestic abuse offenders. Of all offenders, 33% were not convicted due to lack of evidence; a further 12% due to lack of victim engagement.

The service in the Vale of Glamorgan now responds to those experiencing sexual violence through a specialist team of police officers to investigate and respond to rape and sexual assault. This new team will deliver expertise and confidence amongst fellow officers and victims when dealing with such cases and will be able to ensure that more perpetrators are brought to justice.

There were 99 incidents of honour based violence and 37 recorded crimes in 2016/17. Of all recorded crimes, 10% were not progressed due to lack of evidence and a further 11% were not progressed due to a lack of victim engagement. 30 cases of trafficking were reported in the region in 16/17; 14 of the victims were children (86% girls).

Female Genital Mutilation (FGM) is usually carried out on young girls between infancy and the age of 15, most commonly before puberty starts. It is illegal in the UK and is child abuse. The number of applications made for FGM Protection Orders (FGMPOs) remains very small across the UK. In total, there have been 205 applications and 179 orders made in England and Wales up to the end of September 2017 since their introduction in July 2015.

WE WILL:

- Increase the number of positive outcomes for victims
- Enhance the monitoring of the outcomes of cases appearing before Magistrates and Crown courts

"We remain committed to working collaboratively with our partners, focusing on early intervention and prevention to tackle abuse at its root as well as supporting police action and appropriate prosecutions. . . we will continue to drive this agenda by tackling the harmful attitudes that underpin these behaviours...and investing in evidence-based perpetrator interventions." Alun Michael, South Wales Police and Crime Commissioner

Integrated Offender Management



In order to optimise collaboration in the identification, assessment and management of offenders who pose multi-agency defined high risk, threat and harm, the High Risk of Harm Project (Wales Integrated Serious and Dangerous Offender Management (WISDOM)) has been initiated.

The types of offenders within this definition will include sexual and violent offenders, serial domestic abuse perpetrators and serious and organised crime nominals, amongst other dangerous priority groups. Key to the achievement of the WISDOM objectives is the integration of the statutory responsibilities of police, probation officers and prison staff, as well as other social justice partners such as health, by harnessing their respective expertise. Inter-agency working is not new, indeed this project draws on the expertise the police and Probation bring by using existing Integrated Offender Management principles in relation to:

- fundamental information-sharing;
- intensive, joint supervision and surveillance;
- dynamic risk management and enforcement tactics,

all of which provides added value to the management of this dangerous cohort.

This project is able to define, in its own terms, the scope of its activities and therefore the cohort of offenders who form the subject of its activities. It is therefore more responsive to operational need and as such provides a more sharply focused and flexible body of expertise to tackle some of the largest risks both agencies have to manage – with all the presentational and reputational benefits this can bring.

The WISDOM project has adopted an evidence-based approach, by using the available multi-agency expertise, with the aim of realising the following benefits:

- Enhanced information-sharing arrangements in relation to dangerous priority groups;
- Improved public protection and community safety as well as reduced re-offending of the most dangerous offenders in Wales;
- Developed, evidence-led, targeted approach to multi-agency management of high risk of harm cohorts;
- Greater efficiencies realised through better integrated services and reduced duplication;
- Development of a vehicle through which lessons can be identified and multi-agency learning can be shared to prompt invaluable systemic changes.



South Wales Police use local, regional, national and international intelligence to undertake specific, directed operations and raids as necessary to arrest and detain suspects and gather evidence. For example there could be specific operations relating to human trafficking or CSE and also raids of commercial and/or residential properties. These operations and raids are often undertaken collaboratively across a number of police areas, sometimes referred to as 'County Lines' operations, with raids across different areas taking place simultaneously.



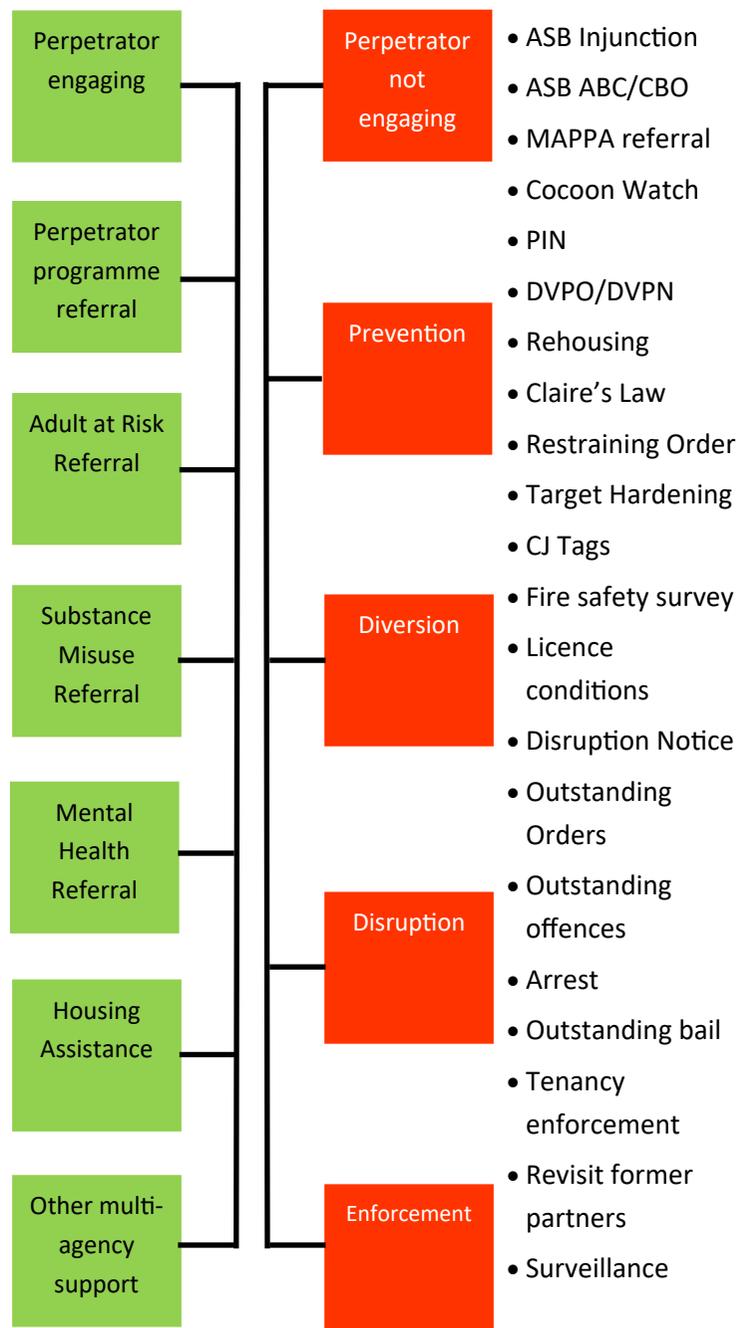
A new approach to tackling perpetrators has been successfully trialled in Scotland and Northumbria. Called Multi-agency Tasking and Coordination (MATAAC) it takes a similar approach to MARAC in having partners share the responsibility of tackling perpetrators of domestic abuse through disruption and direct support. Its aims include:

- Tackling the cause of the problem (perpetrators)
- Prevent domestic abuse related offending
- Improve victim safety
- Improve criminal justice outcomes
- Improve partnership engagement
- Improve offender behaviour

A 'Recency, Frequency and Gravity' analysis identifies the most harmful and often serial perpetrators to be targeted. Partnership meetings are then held to determine what multi-agency interventions can be implemented. Partners will need to include Housing, Probation, Mental Health and Substance Misuse services. Links to MARAC and MAPPA must also be facilitated to ensure ongoing victim safety and to raise awareness of the impact of any interventions. It is anticipated that this model will be implemented in Cardiff in the near future.

WE WILL:
Trial and evaluate the MATAAC Intervention for perpetrators of domestic abuse

MATAAC Toolkit



The Drive Project currently delivered in Cwm Taf will be extended to Cardiff from September 2018, utilising Home Office Transformation Funding. Drive is a community-based intervention for perpetrators of domestic abuse whose victims are assessed as at a high risk of significant harm or fatality. The service offers a risk and needs led response that proactively works with this potentially involuntary client group. The service is delivered in the context of a multi-agency response, provides a tailored intervention plan that meets needs, addresses offending and motivates active engagement in activities that will produce sustained behavioural change; whilst keeping the risk to victims paramount.

In Cardiff, perpetrators will be identified through the MATAAC process, including intelligence from MARAC, MAPPA and WISDOM and they will receive support from Safer Merthyr workers who have been involved in the Cwm Taf Drive pilot.

An important focus of work with perpetrators is to increase the safety and wellbeing of survivors and their children. The Cardiff RISE service will work with Drive to ensure that victims can be supported and will contribute to effective risk management.

WE WILL:
Evaluate the impact of Drive including impact on victims and children

Working With Perpetrators

For the period 2016/17, some 207 adults were on Community Orders with a domestic violence related index offence; of these 6% were female. Only 79 offenders completed their Community Orders successfully. A further 94 adults were on Licence with a domestic violence related index offence; 3% were female and only 48 completed their Licences successfully.

The HM Prison and Probation Service is currently transitioning towards a new model of delivery for Accredited Programmes for perpetrators of abuse. The 'Kaizen' programme is designed for adult males assessed as high risk of reoffending with a high level of criminogenic need, irrespective of the nature or type of their offending. 'Becoming New Me+' (BNM+) is the equivalent of Kaizen but suitable for participants with Learning Disability. 'Horizon' is designed for adult males who have been convicted of sexual offences and who have been assessed as medium risk and above of re-conviction. 'New Me Strengths' (NMS) is for individuals with Learning Disability who are assessed as medium risk and above. Both BNM+ and NMS have a 'bolt on' module called 'Living as New Life Me' that focuses on maintaining the strength and skills learned from programmes.

Project Name:	Aimed at:	Description:	Programmes Held Jan-Dec 2017:
Break 4 Change Cymru	Adolescent to parent violence	A programme that supports parents/carer's and young people in building healthy relationships. The programme aims to help the family break patterns. where a young person in the home is: <ul style="list-style-type: none"> Controlling the home environment Being violent or aggressive towards a parent Making threats 	2 in the Vale 1 in Cardiff = 9 families
Choose to Change (Respect accredited)	Male perpetrators	24 week rolling programme for men who are motivated to make changes and willing to engage. They must be over 18 and cannot be on any other programme, or on bail or waiting for a court date.	1 in Cardiff = 34 men

All programmes adopt a strengths based, future focused approach, paying attention to the individuals needs of each participant and places an emphasis on the Risk, Need and Responsivity model of rehabilitation. All programmes are underpinned by a commitment to inclusivity and can be delivered as group work or on a 1-1 basis. Importantly, programmes can also be delivered where an offender is in denial of their offending.

Currently the Wales Community Rehabilitation Company deliver Building Better Relationships (BBR) group work programmes for domestically violent/abusive men in the community. 'Horizon' is also delivered (as mentioned above) and

individual work, underpinned by 'Maps for Change' is also undertaken with sexual offenders.

Currently the only non-Criminal Justice community perpetrator provision available in the region is the suite of programmes delivered by Atal y Fro's EPIC project (shown above). In addition they offer 'Journey Beyond Abuse' for women who have used force in a domestically abusive relationship. However this funding is due to cease in 18/19 and so alternative provision is being explored, including preventative options for those concerned about their own sexual thoughts or behaviour and for young people concerned about their behaviours.

"If you tackle male violence against women & girls, you tackle all the other issues."

Nazir Afzal OBE, formerly Crown Prosecution Service and now Welsh Government National Advisor

An important focus of work with perpetrators is to increase the safety and wellbeing of survivors and their children.

Respect, the organisation that provides the accreditation for perpetrator programmes, has recently launched its revised standards (November 2017). The Respect Standard sets out an evidence-based, safety-focused framework which identifies good practice and offers guidance for organisations to ensure that they are meeting the needs of service users safely and effectively. It covers the whole cohort of perpetrators; men and women in straight or same sex relationships; those motivated to change and those who aren't; and those presenting different levels of risk and need. It encompasses all work an organisation carries out with perpetrators, including:

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- Early intervention
- Behaviour change programmes (groups or 1-1)
- High intensity case management with high risk perpetrators
- Disruption activities

Evidencing that they meet the Standard, organisations demonstrate their competence in working with perpetrators, with the safety of survivors and their children integral.

WE WILL:

- **Improve monitoring and reporting of perpetrator programmes/interventions**
- **Consider early intervention options for those concerned about their behaviour**
- **Explore options for delivering a range of community perpetrator interventions**



A multi-agency Specialist Domestic Violence Court (see p.52) Operational Group meets twice a year to discuss the regional approach in handling cases. The Group considers the practicalities of trials from a victim's perspective and ensures the process runs as smoothly as possible for all concerned.

Examples include cases being listed on a Monday to minimise disruption, the use of IDVA/IPA support to represent victims and video-conferencing facilities in the Vale to support victims who feel that attending court is too traumatic. The assistance of IDVA/ISVA/IPA needs to be extended to all victims at all courts.

The Code of Practice for Victims of Crime (Victims' Code) was introduced in 2006 and sets out the minimum levels of service which victims can expect from agencies that are signatories to it. For those who have not engaged with an IDVA/ISVA/IPA there may be support for court representation from Victim's Support.

Restorative Justice

Restorative justice is the process of bringing together those harmed by crime or conflict with those responsible for the harm to find a positive way forward. Following the provisions of the Crime and Courts Act 2013, it is possible that sentencing can be deferred or adjourned for pre-sentence restorative justice to take place.

Under the Code of Practice for Victims of Crime (October 2013), victims are entitled to take part in restorative justice techniques. Police policy does not support the use of restorative justice for domestic abuse and sexual violence in intimate (current or previous) partner cases and some familial abuse cases; the use of restorative justice is not seen to be appropriate. Therefore, restorative justice should only take place after cautious consideration and advice from experts.

In the cases where it is requested and felt appropriate, restorative justice or mediation must focus on a victim's safety. Care should be taken to ensure the victim is a willing participant and there are no coercive influences; this is because of the nature of the relationship between the complainant and offender. A properly trained facilitator experienced in dealing with sensitive cases of this nature, should manage arrangements to ensure the victim is not pressurised.

WE WILL:

- **Continually review the guidance and approach to the use of restorative practice for victims of VAWDASV**

Safe Use of Technology



An online life is now taken for granted. Smartphones, email, social networking, online dating, chat rooms, blogs, online gaming, Facebook, Twitter, Snapchat and Instagram etc. allow greater interaction than ever before. However, these online interactions can easily become abusive and harmful, and new technology and applications can be used as a means of monitoring and controlling others. Online abuse can include grooming of children and young people, cyberbullying and sexting.

As well as raising awareness with children and young people about these issues, adults are not immune from being victims of online sexual harassment, stalking, shaming, violent threats and being targeted through dating websites and chatrooms. Unfortunately these issues are of a global nature and must be tackled at national government levels. Locally however, partners can do more to alert people of potential harm and make them more cautious about how they use and respond to this technology.

WE WILL:

Deliver local campaigns to highlight safe use of technology

Encouraging Victims to Report

The reluctance of victims of any form of VAWDASV to come forward and report to anyone, including the police, can involve a number of factors:

⇒ Victims' Perceptions

Victims often feel shame, guilt, or are immobilised by psychological or physical trauma, and have a fear of not being believed; not even telling family or friends. Some believe in family/religious values that encourage the maintenance of the family unit at all costs and many continue to hope for the perpetrator's promises to change.

⇒ Perceived Powerlessness of Police

People see the police as being over-stretched and often minimise their experience as not worth reporting and needing to take up police time. The ability to seek a criminal sanction or civil remedy can also be perceived as unlikely. This 'lack of confidence' in the criminal justice system is an important factor in reporting.

⇒ Threat of Further Victimisation from the Perpetrator and Authorities

Fear of reprisals, either by the offender or his or her family members or friends is a major reason for people's silence. Others do not report as they cannot face the thought of taking their case through the courts, with the time and stress that can involve. Additionally they have to repeat their stories to a range of statutory services in order to access health or housing services for example.

Although services' capacity to respond is a real issue, this should not be a factor that impedes the confidence of the public to report crimes. All partners, whether statutory or third sector, need to work together to support each other's contribution to tackling VAWDASV in all its forms.

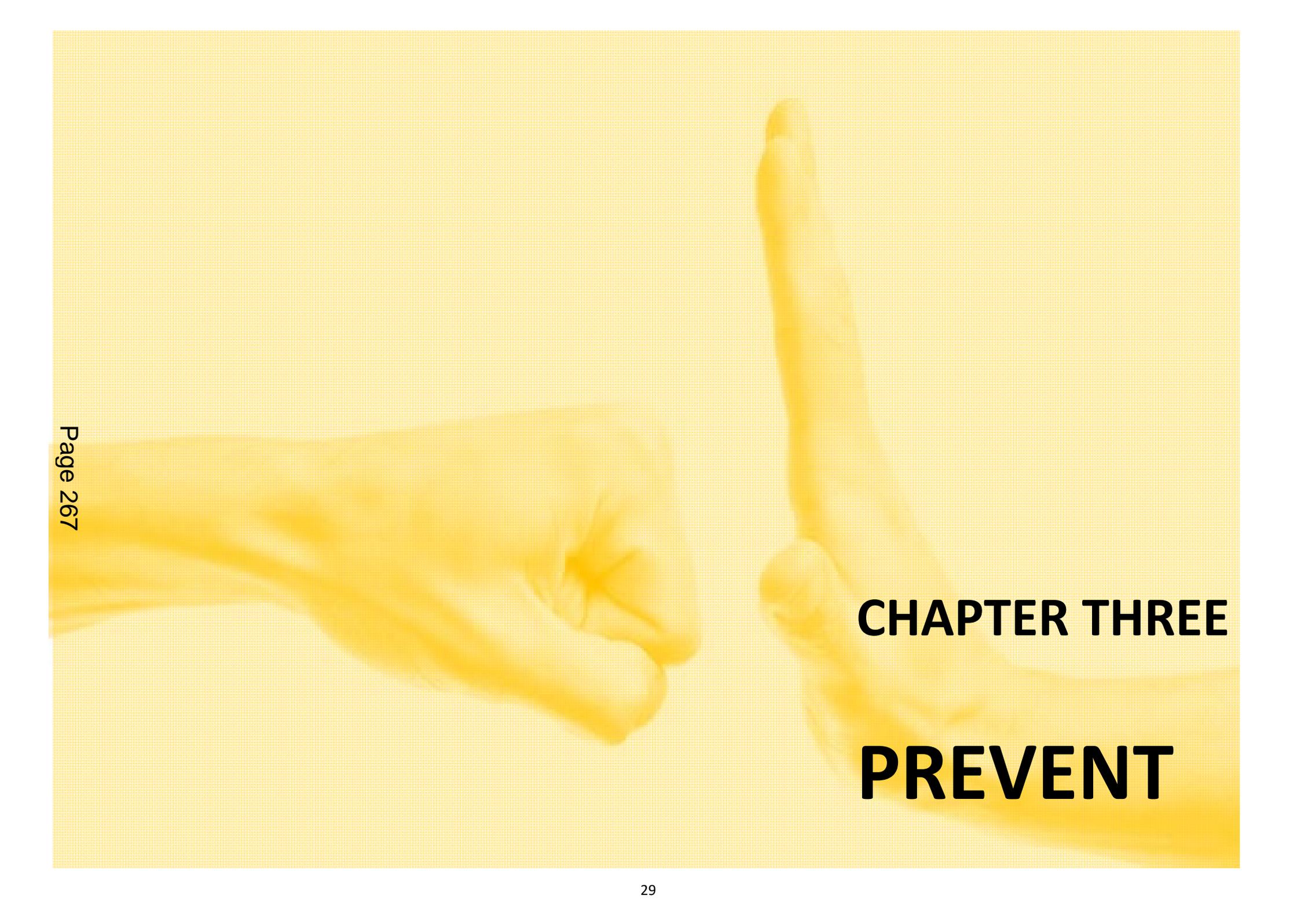
This strategy identifies a number of opportunities to support victims to feel more confident in coming forward, thereby assisting the Criminal Justice System to improve its intelligence of perpetrators and improve the range of support services to victims. Examples include:

- Training of first responders in all services to recognise vulnerability and understand all types of VAWDASV and effects of coercive control.
- More collaborative approach through MASH and MARAC processes and co-location.
- Assisting victims with a named support worker throughout their recovery journey such as an IDVA/ISVA/IPA to advocate with services on their behalf.
- More opportunities to disclose through Community Ambassadors / Ask Me Scheme.

Ultimately, the aim of all partners is to stop repeat victimisation and so this requires a collaborative approach in giving confidence to victims to report, which may also protect others from being abused in the future.

WE WILL:

Encourage and assist more victims to seek criminal sanctions and civil remedies



CHAPTER THREE

PREVENT

Educational Settings

One way to address attitudes of violence towards women and girls is to start with children and young people. Beginning at a young age to explore gender stereotyping and what a healthy relationship looks like, will equip young people to notice the signs of unhealthy symptoms in their own and other's relationships and will heighten their awareness of potential exploitation.

Welsh Government and Welsh Women's Aid produced a good practice guide in 2015 called 'Keeping learners safe' to support the VAWDASV Act. The guide provides advice for primary and secondary schools on how to develop, embed and successfully deliver a whole-school approach to promoting gender equality and in challenging VAWDASV. In 2016, the Welsh Government also produced a guide for school governors on the issues surrounding VAWDASV and the actions that they can take to make their schools safer. In the same year they worked with the Children's Commissioner, NSPCC, Cardiff University, Welsh Women's Aid and young people to produce 'AGENDA: A young people's guide to making positive relationships matter'. This resource includes a range of activities for schools to use with young people.

There are a number of programmes raising awareness about all forms of VAWDASV currently delivered to pupils through PSE sessions in all schools. The following resources are promoted widely across the region:

- ⇒ Barnardo's Cymru 'Seraf Service' has produced the 'Hidden' and 'What's Happening Frankie?' school resources – 2 lesson plans and extensive activities looking at child sexual exploitation targeted at 14-18 year olds.
- ⇒ Hafan's 'Spectrum' Programme - an All Wales Healthy Relationships Programme funded by Welsh Government that is delivered by qualified and experienced teachers in all types of schools. Spectrum also offers briefings on whole school approaches that can be delivered to school staff and governors.

		Cardiff	Vale
Primary	Total schools	97	49
	Schools accessed	9 (9%)	9 (18%)
	Pupils taught	576	613
Secondary	Total schools	19	9
	Schools accessed	7 (37%)	6 (67%)
	Pupils taught	2003	1168

The table above shows the impact of the Spectrum programme across the region during 2016/17. Clearly there is more to be done to enhance take-up to ensure equitable access to this key resource for all children, as well as continued engagement with schools year on year. Obviously such training can generate disclosures from both pupils and staff following these sessions. Unfortunately the extent of these is not known as this information is not collated centrally.

Estyn were asked by Welsh Government to undertake a Thematic Review to evaluate the quality of provision for healthy relationships education in schools in Wales. The resulting report published in 2017 identifies strategies to support schools in improving provision and outcomes for pupils and made the following recommendations:

- Implement Welsh Government guidance to provide a whole-school approach to preventing VAWDASV.
- Ensure that key messages around healthy relationships are embedded in the curriculum and reinforced regularly.
- Build on best practice identified in the report.
- Local authorities and regional consortia should ensure that all staff who work in schools complete the training set out in the National Training Framework.

The Welsh Government will also be developing statutory guidance under section 15 of the Act and regulations to place a duty on local authorities to report annually on the action they are taking, including within schools. However, no requirements have yet been made of private schools and home-schooled children.

WE WILL:

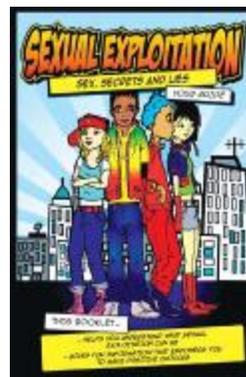
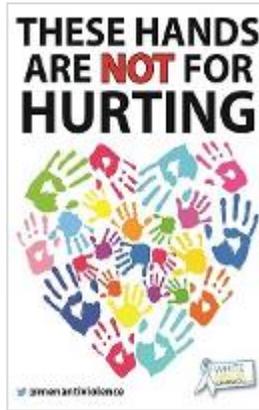
Continue to promote and monitor education-based activities across the region to include 'hard to reach' children

Every school in Wales is being encouraged by Public Health Wales to take up a new training package so that staff can help pupils overcome the damaging effects of early childhood trauma. Staff will be offered training to make them more aware of the life-long impact adverse childhood experiences (ACEs) can have on pupils (see p.40).

A pilot project has been funded by the Home Office Police Innovation Fund and the South Wales Police and Crime Commissioner (PCC), resulting in a training package being made available to all primary and secondary schools in Wales from mid 2018. The pilot schools received an initial introduction to ACEs awareness delivered by Barnardo's Cymru and the NSPCC, then two further sessions from educational psychologists focusing on how to support children affected by trauma.

Barnardo's Cymru has been working on a whole-school approach to building resilience called PATHS© programme. Youngsters have been taught how to recognise their emotions and handle them better, look after children who look sad or lonely in the playground and feel more positive about themselves.

Additionally, the School Standards and Organisation (Wales) Act 2013, requires local authorities to make reasonable provision of independent counselling services for children and young people aged between 11-18 and pupils in Year 6 of primary school.



CASE STUDY

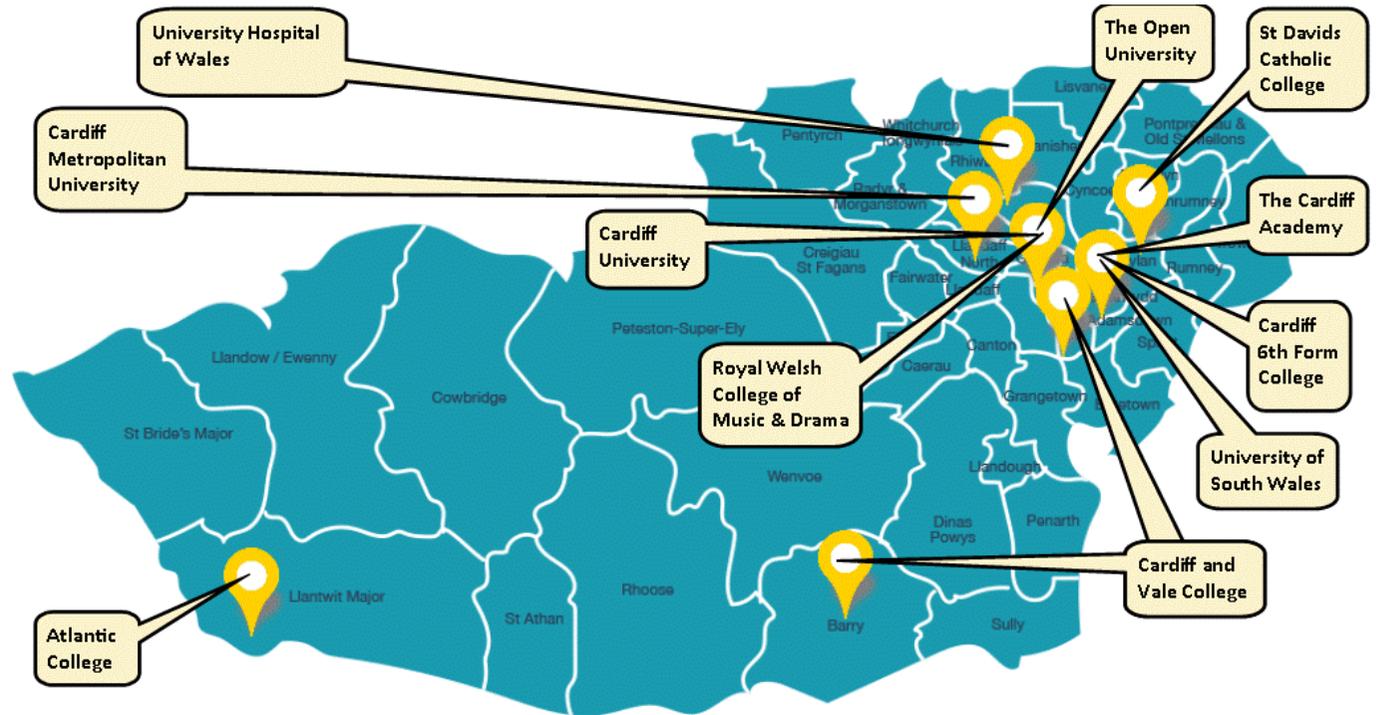
Sian is a year two student; during her first year she was accommodated in University halls. During her second year she rented a shared house with three of her female friends. This house accommodated 8 students in total, Sian knew of the other students but they were not on the same course as her; there were three males and two females, two of the other males were also attending a different University nearby.

Over a period of time one of the housemates known as Simon, became infatuated with Sian, asking her out on dates and coming on to her suggestively during house parties. However Sian always spurned his advances and Simon would become verbally aggressive toward her, calling her a slut. As time went on Simon disclosed that he masturbated when she was in the shower stating he dreamt of raping her and that she should always keep her door locked, then would go on to say he was joking. He would brush up against her whilst she was cooking in the kitchen and rub himself suggestively against her clothing, and would often brush past her touching her breast.

Sian began to withdraw and her studies were affected, she was reluctant to disclose anything as when things were witnessed by her housemates they brushed off Simon's behaviour stating he was only messing, showing off, just being a lad and to take no notice of him. Things became overwhelming for Sian and she became tearful in one of her lessons, she confided in her personal tutor who initially did not know what to do but told her to report to the Police. She was also advised to contact a specialist service after speaking to a counsellor at the University. She eventually built up the courage to do so and they supported her and offered counselling, they explained what her options were in relation to the law and what help was available.

With advocacy support, Sian told the University advice centre and accessed their counselling service and eventually reported the matter to the police. Simon was arrested and given bail conditions removing him from the accommodation, prohibiting him from having any direct or indirect contact with Sian. The University was dealt with the perpetrator internally too, being suspended from lessons, pending an investigation.

⇒ Cardiff University, the University of South Wales (USW) and Cardiff Met are part of the **Safe Taxi Scheme** with Dragon Taxis. This emergency-only service ensures students return safely to their homes, halls or can be taken to hospital or local police stations.



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The **Bystander Initiative** is an evidence-based programme for the prevention of sexual coercion and domestic abuse in university settings, through empowering students to act as prosocial citizens. It is delivered through a programme of eight facilitated sessions with accompanying resources.

⇒ South Wales PCC and the alcohol education charity Drinkaware have come together with student unions to launch a scheme to safeguard students and raise awareness of sexual harassment within the night time economy. Specially trained staff, known as **Drinkaware Crew**, will work in a number of student venues across South Wales to support customers who are vulnerable as a result of drinking too much and prevent them from potentially becoming victims of crime.

⇒ Cardiff University has recently launched their **Disclosure Response Team** to support students who have experienced violence or abuse.

⇒ Cardiff Met have specialist team of qualified **international welfare advisors** who have specific responsibility for the safety and welfare of their transnational students; 20% of all students in the region. They are trained to assess vulnerabilities, particularly in relation to cultural isolation and alienation.

⇒ Professionals from specialist providers and statutory partners supplement teaching on university courses at undergraduate and post-graduate levels, sharing their experience and knowledge of key issues relating to VAWDASV.

⇒ All Students Unions participate in campaigns such as White Ribbon and promote this to the 66,000 students in the region.

Although there is a good range of responses being made by universities, closer links need to be made with all further and higher education facilities in the region to ensure that best practice is shared, consistently adopted, and that current pathways to specialist support are known and understood.

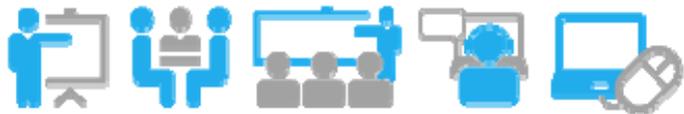
WE WILL:

Give support to all higher and further education establishments to have a consistent and visible approach to tackling VAWDASV and in managing disclosures

National Training Framework

This Framework and materials have been developed by the Welsh Government to ensure a consistent and strengthened formal response to victims from all public services in Wales. It is acknowledged that many victims may be in contact with housing, social care, health and education services and each of these is ideally placed to provide a gateway into specialist support services. However it is recognised that staff in these services are not currently equipped to deliver a satisfactory response to victims, due to lack of confidence in knowing how to discuss the topic and where to signpost for support.

The Framework is delivered via specific levels to recognise the various staff roles and their ability to interact with, signpost and support victims. In addition to these levels (next page), there can be a number of bolt-on modules delivered through a specialist subject syllabus, which can be designed locally but must be accredited by the Welsh Government. Relevant Authorities (local authorities, Health and Fire Service) have developed 5 year training plans to set out how this Framework will be delivered (see p.32-33).



In order that justice is effective it is imperative that judges and magistrates also undertake regular training to understand the impact of VAWDASV on victims and their families.

In the region all public sector staff will receive the **Group 1** e-learning which provides an introduction to violence against women, domestic abuse and sexual violence. This is hosted in-house in both local authorities and accessed via the All Wales Academy NHS hosting site for health staff. For those staff who work predominantly off-site in manual roles, the e-learning has been adapted into a presentation that can be delivered in facilitated group settings, generating discussion and ensuring understanding by all.

For all staff, a questionnaire both before and after the e-learning, will assess prior knowledge of the issues being discussed and how aware staff feel once they have completed the e-learning.

Group 2 is concerned with the VAWDASV Act requirement to 'Ask and Act'. This will be for staff that come into daily contact with patients/clients/tenants/citizens as part of their role and have the ability to enquire about VAWDASV where they feel this may be a factor. The training will equip staff to ask the right questions and understand the local pathways to signpost victims into specialist support services. In the region it is

anticipated that this training will be delivered to staff in class-based sessions lasting 1 day.

Group 3 is for staff in roles where the client group is likely to have experienced a form of violence against women, domestic abuse and/or sexual violence or in a setting or location which is reason alone to 'Ask & Act' (midwifery, mental health, child maltreatment). This experience complicates and impacts on the nature of the client's engagement with that role.

Groups 2 and 3 continue to be piloted by the Welsh Government with the expectation that each region utilises the 'Train the Trainer' approach to roll-out. Both group 2 and Group 3 sessions will be co-delivered by specialist IDVAs/IPAs. Regionally the following additional modules will be developed, accredited and delivered to Groups 2 and 3 attendees:

- Human Trafficking
- Sex workers
- Stalking
- Female Genital Mutilation

Group 4 will deliver additional skills to specialist third sector workers, and **Group 5** will similarly address the managers of specialist services. Welsh Government has awarded a contract to Welsh Women's Aid to deliver this training.

"Sometimes you just want someone to ask you. You don't know how to bring up that you're a victim of abuse but you are hoping for an opportunity to tell someone who will understand" Domestic Abuse Survivor, South Wales

Finally, **Group 6** is aimed at strategic Leaders who have a responsibility to foster a culture and infrastructure in which VAWDASV are acknowledged as issues which may affect the workforce, the client group, friends and family. This will be delivered through the Strengthening Leadership Series of short films, each on an important issue related to VAWDASV.

Below is a summary of the delivery methodology for the National Training Framework:

Level	Aimed at	Method	Total Staff
Group 6	Strategic leaders	Videos	72
Group 5	Specialist service managers working in VAWDASV sector	Class based	12
Group 4	Specialist workers in VAWDASV sector	Class based	42
Group 3	Individuals in champion roles supporting colleagues and family members of those affected. Roles requiring more than Ask & Act	Class based	1,726
Group 2	Professionals likely to be in relevant roles, i.e. treating or working with someone as a result of violence and abuse (Ask & Act)	Class Based	24,782
Group 1	All public sector staff	E-learning	34,493

To take forward the approach to roll-out, each relevant authority has internal oversight of Group 1 training but for other Groups this is facilitated and coordinated by a joint steering group. There is a need to integrate this Framework with other safeguarding training.

As a non-devolved body, South Wales Police are not required to adopt the NTF; nevertheless it requires officers to undertake a range of relevant training and awareness around violence against women and sexual violence. This includes:

- ⇒ **SOFR – (Sexual Offences First Responder)** – 3 day course aimed at first responders to sexual assaults and rapes. This is for response officers and a pre-requisite for officers attending the SOIT course.
- ⇒ **SOIT – (Sexual Offences Investigation Trained)** – 5 day course aimed at investigators of sexual assaults and rapes.
- ⇒ **PIP 2 Witness and Suspect** – both of these courses are 5 day. Threaded through both are scenarios around a sexual assault and domestic violence incident. This is now being delivered to CID, PPU and HUB officers as part of a PIP 2 pathway.
- ⇒ **Human Trafficking and Modern Slavery** – a number of courses are delivered including a First responder and SIO course.
- ⇒ **Proactive** – One scenario within this five day course includes a Human Trafficking scenario.
- ⇒ **SAIDP – (Serious Adult Abuse Investigators Development Programme)** – 3 week specialist course aimed at officers working within Vulnerable Adult arena in PPU. This includes a

case study around a sexual assault on a vulnerable female.

- ⇒ **SCAIDP – (Specialist Child Abuse Investigators Development Programme)** – 3 week specialist course aimed at child protection officers in PPU. Also includes case study scenario involving neglect of a female child.

The majority of the above courses are specialist courses that Criminal Intelligence Dept./Public Protection Unit/Major Crime teams receive. Response officers also receive training on stalking and recognising vulnerability and how to initially respond and make the correct referrals. All have refresher training on an annual basis.

Overleaf is the 5 year training plan for all Relevant Authorities across the region. South Wales Fire and Rescue Service and the Wales Ambulance Services NHS Trust will deliver their Framework through a separate approach in collaboration with Welsh Government. It is unclear whether the National Probation Service or the Wales Community Rehabilitation Company will be adopting the Framework.

WE WILL:

- **Liaise with the Judicial College to ensure Magistrates are trained in VAWDASV awareness and sentencing guidelines**
- **Implement the regional training plan to ensure all staff are trained in accordance with the National Training Framework**

COMBINED 5 YEAR NATIONAL TRAINING FRAMEWORK PLAN

LEVEL	Total Staff to be Trained	Target Audience	YEAR:							
			2017-18				2018-19			
			Cardiff Council	VoG Council	C&V UHB	Velindre	Cardiff Council	VoG Council	C&V UHB	Velindre
GROUP 1	Cardiff Council = 13093; Vale Council = 5040; C&VUHB = 15021; Velindre = 1339	Mandatory training for all employees . Manual staff to receive interactive training via group presentation based on e-learning.	10%	17%	62%	50%	40% plus via Induction	40% plus via Induction	30% plus via Induction	40% plus via Induction
		TOTALS	1294	856	9313	670	5176	2016	4506	536
Group 2	Cardiff Council = 9200; Vale Council = 1500; C&VUHB = 13259; Velindre = 823	Applicable to all frontline staff who are likely to be meeting those experiencing abuse. Signs/symptoms/risk. 'Ask' - broaching the subject through targeted enquiry. 'Act' - information sharing, signposting and referring. Care pathways and multi-agency work.	None. Waiting on learning and materials from Welsh Government pilots	None. Waiting on learning and materials from Welsh Government pilots	None. Waiting on learning and materials from Welsh Government pilots	None. Waiting on learning and materials from Welsh Government pilots	10% Welsh Government agreement to train staff in Q3 and begin Group roll-out from Q4	10% Welsh Government agreement to train staff in Q3 and begin Group roll-out from Q4	10% Welsh Government agreement to train staff in Q3 and begin Group roll-out from Q4	10% Welsh Government agreement to train staff in Q3 and begin Group roll-out from Q4
		TOTALS	0	0	0	0	920	150	1326	82
Group 3	Cardiff Council = 1500; Vale Council = 200; C&VUHB = 26; Velindre = 0	Those who will provide a service (within a general role) to those who are experiencing abuse. - Risk assesment / Immediate safety / Care pathways and multi-agency work Those who perform a champion role within their organisation (as per the VAWDASV Act).	None. Waiting on learning and materials from Welsh Government pilots	None. Waiting on learning and materials from Welsh Government pilots	None. Waiting on learning and materials from Welsh Government pilots	None. Waiting on learning and materials from Welsh Government pilots	5% Welsh Government agreement to train staff in Q3 and begin Group roll-out from Q4	5% Welsh Government agreement to train staff in Q3 and begin Group roll-out from Q4	26 specialist staff roles. Welsh Government agreement to train staff in Q3 and begin Group roll-out from Q4	3 specialist staff roles. Welsh Government agreement to train staff in Q3 and begin Group roll-out from Q4
		TOTALS	0	0	0	0	75	10	26	3
Group 4	Cardiff Council = 35; Vale Council = 6; C&VUHB = 1; Velindre = 0	Specialist VAWDASV services	None. Waiting outcome of recommissioning	6 previously trained	6 previously trained	n/a	27	New staff and any refresher training	New staff and any refresher training	n/a
		TOTALS	0	0	0	0	27	0	0	0
Group 5	Cardiff Council = 8; Vale Council = 3; C&VUHB = 1; Velindre = 0	Specialist VAWDASV service managers	None. Waiting outcome of recommissioning	Previously trained	Previously trained	n/a	8	3	New staff and any refresher training	n/a
		TOTALS	0	0	0	0	8	3	0	0
Group 6	Cardiff Council = 17; Vale Council = 20; C&VUHB = 25; Velindre = 17	Senior managers and leaders	41%	None	None	n/a	59%	100%	100%	100%
		TOTALS	7	0	0	0	10	20	25	17

COMBINED 5 YEAR NATIONAL TRAINING FRAMEWORK PLAN Cont...

2019-20				2020-21				2021-22			
Cardiff Council	VoG Council	C&V UHB	Velindre	Cardiff Council	VoG Council	C&V UHB	Velindre	Cardiff Council	VoG Council	C&V UHB	Velindre
40% plus via Induction	40% plus via Induction	8% plus via Induction	10% plus via Induction	10% plus via Induction	10% plus via Induction	Induction and any refresher training					
5176	2016	1202	133	1309	504	0	0	0	0	0	0
30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%
2760	450	3978	247	2760	450	3978	247	2760	450	3978	247
20%	20%	New staff and any refresher training	New staff and any refresher training	25%	25%	New staff and any refresher training	New staff and any refresher training	50%	50%	New staff and any refresher training	New staff and any refresher training
300	40	0	0	375	50	0	0	750	100	0	0
New staff and any refresher training	New staff and any refresher training	New staff and any refresher training	n/a	New staff and any refresher training	New staff and any refresher training	New staff and any refresher training	n/a	New staff and any refresher training	New staff and any refresher training	New staff and any refresher training	n/a
0	0	0	0	0	0	0	0	0	0	0	0
New staff and any refresher training	New staff and any refresher training	New staff and any refresher training	n/a	New staff and any refresher training	New staff and any refresher training	New staff and any refresher training	n/a	New staff and any refresher training	New staff and any refresher training	New staff and any refresher training	n/a
0	0	0	0	0	0	0	0	0	0	0	0
New staff and any refresher training	n/a	New staff and any refresher training	New staff and any refresher training	New staff and any refresher training	n/a						
0	0	0	0	0	0	0	0	0	0	0	0

Early Intervention

Upon taking the courage to contact services, victims of VAWDASV require the response of specialist staff that can give non-judgmental advice and who will:

- validate their experience of violence against women, domestic abuse and sexual violence;
- explain the gendered understanding of the relevant abuse being experienced;
- explain the range of service options available and the general arrangements for access, engagement criteria and expectations;
- offer practical safety planning support.

Such contact points need to be able to assist with any form of VAWDASV. The national Live Fear Free, and local specialist service provider helplines and One Stop Shops can offer advice to victims, friends, family and professionals alike.



Another indication of early help-seeking is a 999 call to the Police. Following a call-out, South Wales Police refer cases to specialist services including the SARC and third sector providers. High risk domestic violence cases may be referred to MARAC and are dealt with by agencies immediately, contact with medium and standard risk victims can be less responsive.

In the region, funding was redistributed in 2017/18 to ensure some resource was targeted at standard risk victims to prevent escalation of risk and to ensure ongoing safety.

However, as part of the Transformation Fund approach, all services in the region will be exploring how to make the shift from a purely risk-based to a needs-led service model or at least a combination of the two. Risk is recognised as a safety need, but the approach to service delivery must consider the wider array of needs and resources victims have.

An element of the Transformation Fund that is being piloted in Cardiff, with the learning shared across the region, is the 'Ask Me' Ambassador scheme. Volunteers who live and work in local communities will be equipped with the basic skills, knowledge and tools to have a supportive conversation and provide an initial appropriate response to their clients who are experiencing abuse. The Ask Me scheme tells survivors of domestic abuse that the individual:

- Is inviting them to disclose they are experiencing domestic abuse;
- Will give them enough information about immediate options to take the next step towards safety, freedom and independence.

The scheme does not expect that all Ambassadors will become experts in abuse, case workers or be significantly diverted from their day to day job. The purpose is to ensure that they will, as a minimum, act as a point of safe disclosure to enable access to appropriate support and safety.



The level of response will depend on their circumstances and role. They will be empowered to act as a gateway, not a barrier, to whatever the individual victim needs at that point. This scheme will target professionals and local community workers who fall outside the scope of the statutory 'Ask and Act' guidance. Examples of potential 'Ask Me' points (not limited) include:

- ⇒ Hairdressers
- ⇒ Shop assistants
- ⇒ Local community champions, e.g. Women's Institute representatives
- ⇒ Avon representatives
- ⇒ Job centre personnel
- ⇒ Community centres
- ⇒ Food banks
- ⇒ Youth centres
- ⇒ Court personnel
- ⇒ Licensed premises

Every point of interaction with a victim is an opportunity for intervention

The opportunity to act sooner will ensure that further harm is minimised and victims can be supported to recover from their experiences.

WE WILL:

- **Prioritise funding for early intervention services that prevent all forms of VAWDASV**
- **Implement the Ask Me Ambassador pilot in Cardiff and share the learning**

Sexual Violence

Sexual violence is a serious public health and human rights problem with both short- and long-term consequences for an individual's physical, mental, and sexual health. Whether occurring in the context of an intimate partnership, within the larger family or community structure, or during times of conflict, it is a deeply violating and painful experience. The consequences on a victim's psychological wellbeing can be far-reaching including guilt, anger, anxiety, depression, post-traumatic stress disorder, sexual dysfunction, somatic complaints, sleep disturbances, withdrawal from relationships and in a number of cases, attempted suicide.

Any culture that minimises, trivialises or excuses sexual violence, and shifts responsibility away from perpetrators and onto victims means that individuals, organisations and communities are less likely to respond. This culture is often referred to as 'rape culture'.

Sexual harassment is often normalised as a social nuisance—in the workplace, on public transport and in the street. Sexual violence and the attitudes that condone it are learned. If attitudes are to be changed, social culture and the influences that shape it must also be challenged. This involves the way boys and girls are raised, the way men's and women's relationships are portrayed in the media and popular culture, and the stance leaders and key influencers visibly take on this issue.

South Wales Police & Crime Commissioner (PCC) is aware that sexual harassment is often thoughtless, wholly inappropriate and extremely personal, it can also be of a criminal nature and more often than not goes unreported. Working with partners to shape their approach to this issue, and with the support of Welsh Government and the other Welsh Police forces, the South Wales PCC will be commissioning a survey aimed at obtaining a fuller understanding of the scale of unreported sexual harassment.

Integral to this issue is the concept of consent. This is defined as "a clear

and unambiguous agreement, expressed outwardly through mutually understandable words or actions, to engage in a particular activity." Consent can be withdrawn by either party at any point. Consent must be voluntarily given and may not be valid if a person is being subjected to actions or behaviours that elicit emotional, psychological, physical, reputational, financial pressure, threat, intimidation, or fear (coercion or force). Consent to engage in one sexual activity, or past agreement to engage in a particular sexual activity, cannot be presumed to constitute consent to engage in a different sexual activity or to engage again in a sexual activity. Consent cannot be validly given by a person who is incapacitated.

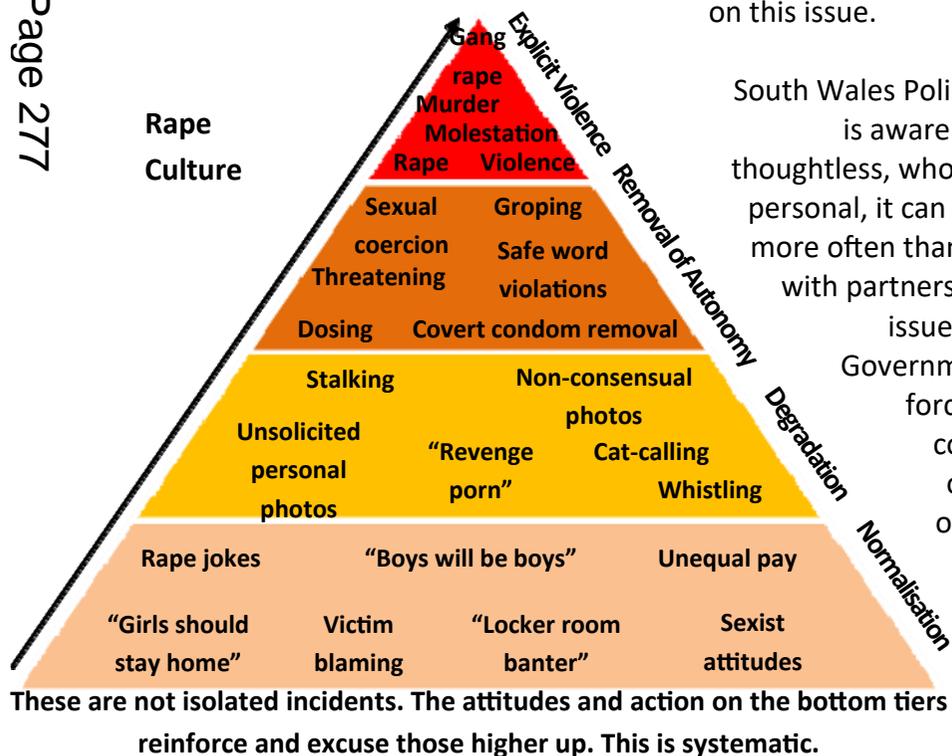
The 'Cup of Tea' YouTube video (see link on p.12) is a very useful resource that explains consent in simple terms. Presumed consent is often central to trials, especially those involving public or prominent figures and fuels public opinion on this issue. The current groundswell of publicity on this issue can only serve to raise awareness and improve service responses.



WE WILL:

- Provide a male ISVA at the SARC
- Work with the South Wales Police & Crime Commissioner to gain a greater understanding of sexual harassment
- Raise awareness of consent at all opportunities

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This is different to an arranged marriage, where both parties have consented to the union but feel free to refuse if they want to. Child marriage is any formal marriage or informal union where one or both people are under 18 years old. All child marriages are forced, because a child cannot provide informed consent, and are therefore a violation of children's rights. Child marriage also affects boys, but to a lesser degree than girls.

FORCED MARRIAGES IN THE UK



2016 cases involved victims under 18

34%
involved victims aged 18 to 25



Wider acknowledgement is also needed that forced marriage can also take place between those with disabilities. For instance, in 2017, 125 of all cases (12%) involved victims who had a learning disability. Of these 66 (52.8%) were male and 59 (47.2%) were female (Forced Marriage Unit 2018). Similarly, forced marriage affects many different communities including Gypsies & Travellers.

WE WILL:

Improve understanding of how forced marriage affects individuals with protected characteristics

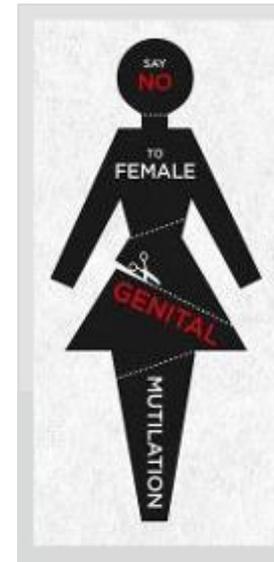
Female Genital Mutilation (FGM)

FGM is a procedure where the female genitals are deliberately cut, injured or changed, but where there's no medical reason for this to be done. It's also known as "female circumcision" or "cutting", and by other terms such as sunna, gudniin, halalays, tahur, megrez and khitan, among others.

The UK Government and UNICEF hosted the first 'Girl Summit' in July 2014 aimed at mobilising national and international efforts to end Female Genital Mutilation (FGM) as routine practice in some countries across the world.

In 2015 a number of amendments were made to the UK's Female Genital Mutilation Act 2003 through the Serious Crime Act 2015. Section 4 of the 2003 Act specifies that extra-territorial jurisdiction extends to prohibit acts done outside the UK **by** a UK national or a person who is resident in the UK. Considered with that change, section 70 (1) of the Serious Crime Act also amends Section 3 of the 2003 Act (offence of assisting a non-UK person to mutilate overseas a girl's genitalia) so that it extends to acts of FGM done **to** a UK national or a person who is resident in the UK.

This Act has placed a mandatory reporting duty on health professionals to report 'known' cases of FGM in under 18 year olds to the police; this duty has been in force since October 2015. The All Wales Clinical Pathway for FGM was created and completed by a task and finish group in



October 2015 and ratified in July 2016. Specific mandatory training for Midwives has been in place since 2014; bespoke training has also been delivered to targeted areas across Health in the Sexual Assault Referral Centre (SARC), Sexual Health and Gynaecology departments. Online FGM training endorsed by the Home Office is accessible to all Health staff.

Since October 2016 Health Boards must provide quarterly updates to Welsh Government identifying FGM, this also includes referrals made to Children's Services where mothers of female children are identified as having experienced FGM. These referrals ensures that professionals are aware of an increased risk that any female children may also experience FGM in the future. In the year July 2016-June 2017 there were 199 identified cases of FGM, resulting in 86 child protection referrals.

It is essential that the safeguarding leads in schools are aware of FGM and have ensured that their staff are aware of the potential risks. This includes awareness of the new FGM clinic and referral methods (see page 64).

WE WILL:

Increase FGM referrals from schools

Health Based IDVA

Supporting the work of the health-based ISVA's, the Health Independent Domestic Violence Advisor (IDVA) within Cardiff and Vale University Health Board (C&V UHB) supports patients and staff members who are experiencing domestic abuse. The Health IDVA receives referrals from across C&V UHB and is able to meet with patients at time of disclosure in a hospital setting. For referrals received out of hours, the Health IDVA will contact the client and can meet them in the community utilising GP surgeries and partner agency premises, however health staff are signposted to contact out of hour partner agencies for immediate advice if necessary. For those clients that accept support, an assessment is completed, along with a safety and support plan, which may include referrals to other services, usually multi-agency partners and third sector specialist agencies.



In addition, the Health IDVA's role within the hospital is utilised by safeguarding partner agencies working within the Cardiff Multi-Agency Safeguarding Hub (MASH) and both local MARACs to reach and offer support to hidden clients who are not engaging with other services but are accessing hospital services.

Furthermore, the Health IDVA provides regular training to health professionals and promotes awareness of domestic abuse and specialist support services through attending departmental meetings and presenting at various conferences.

In line with the South Wales Police and Crime Commissioner's Tackling Violence against Women and Girls Plan 2014-17, and in particular it's objective to improve early identification and intervention, health services have an important role to play in identifying hidden victims of domestic abuse and can provide a gateway for patients to access support. Many victims may not be reporting to the police or accessing domestic abuse services but will be accessing health services. The Health IDVA role can help to increase the confidence of health practitioners in asking about domestic abuse and responding to disclosures, as they have a direct and easy pathway to refer patients for IDVA support within C&V UHB. Health practitioners can also contact the Health IDVA for support and advice.

This service in C&V UHB is unique in Wales. The Health IDVA post is now a full-time permanent position following part-funding from the South Wales Police and Crime Commissioner for the first 2 years. The post has been successfully identifying victims at the point of attendance in A&E and providing early intervention and support to victims. Staff working within the department have received additional training and the Ask & Act process is completed here as well as in other departments across the Health Board.

Night Time Economy

Cardiff has a thriving daytime economy and is renowned for successfully hosting large sporting and cultural events, with local and regional residents travelling for work and pleasure. Based on this success and as one of the fastest growing cities in the UK, the popularity of Cardiff's night time economy can only be expected to increase. A broad definition of this economy is that it occurs between 6pm and 6am and involves a wide range of leisure activities (pubs, clubs, live music, cinemas, theatres, retail, cafes and restaurants) as well as the services that exist to support them (policing, transport, enforcement, street cleansing including rubbish removal and health services).



Drinkaware's "Its Ok to Ask" Campaign

It is recognised that for some people the night time economy does not always feel very welcoming and can occasionally feel unsafe. While 96.3% of people surveyed felt safe walking in the city centre in daylight, this reduces to 56% after dark. Gender is also a factor in perceptions of safety. Less than half of females (49.0%) felt safe when walking in the city centre after dark compared to two thirds of males (64.9%).

Partners have introduced a number of actions in order to ensure women are safe from domestic and sexual violence in the night time economy. These have included the expansion of the Safe Taxi scheme for students and training for door staff to spot and assist those who are vulnerable. The links between domestic and sexual violence and excessive alcohol consumption have also been acknowledged. A number of actions have already been outlined in the Delivering a Safe and Welcoming Night Time Economy' strategy 2017-2022 that support the VAWDASV agenda:

- ⇒ Improve lighting in areas of the city where a need is identified.
- ⇒ Consider and review the need for safe spaces at night where individuals can go to wait for friends, charge phones and receive first aid and advice.
- ⇒ Maintain and build on relationship with the Taxi Forum to develop the role of taxi drivers as ambassadors for safeguarding.
- ⇒ Work with licensed premises in the city centre to expand vulnerability awareness training to door staff.
- ⇒ Funding has been secured to enhance the provision of the Stay Safe joint project with the aim of protecting vulnerable young people at key times during the week and for particular dates e.g. Bonfire Night, Halloween and a pop and rock concerts and similar events.

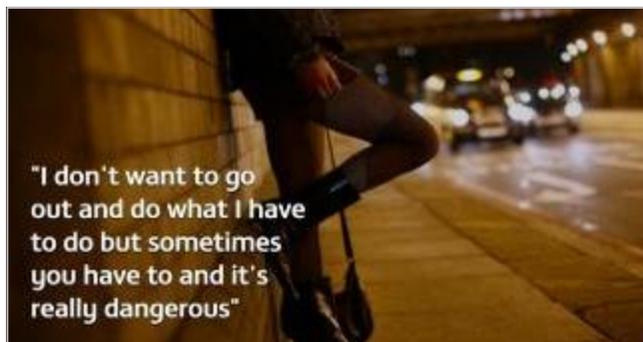
WE WILL:

Assist with implementing the actions from the 'Delivering a Safe and Welcoming Night Time Economy' strategy

Sex Workers

In 2006 the Home Office published 'A Coordinated Prostitution Strategy' stating that addressing prostitution requires strong partnerships, involving a wide range of enforcement and support agencies. The Strategy was welcomed but however focussed mainly on visible street-based sex workers, considering them victims of exploitation. This was an important move, however did not offer guidance on supporting those working in the commercial off-street sex industry, which accounts for the largest number of sex workers and includes massage parlours, lap dancing clubs, escort agencies and those selling sex via the Internet.

Many men and women who become involved in the industry are often victims of childhood and/or adult trauma and damage resulting from domestic and/or sexual abuse, neglect and CSE. Many are often victims of poverty, use substances and are vulnerable to exploitation. Street sex workers are often caught in the revolving door of the criminal justice system where arrest and penalties do not address the behaviour.



All those engaged in sex work, whether by choice or exploitation, experience an increased risk of physical, emotional and sexual violence. All partners must promote the acceptance of the principle that sex workers are often victims of crime who have enhanced vulnerabilities. This will facilitate increased confidence of sex workers to report abuse, bolstering the existing National Ugly Mugs scheme that collates data on perpetrators.



The Streetlife project in Cardiff actively supports 70 street-based sex workers at any time to undertake sex work safely, offering advice, health screening, condoms and the opportunity to

discuss options for exiting. For those that have chosen to exit prostitution, the Ty Tarian supported housing scheme is being piloted to support up to 5 women to manage their complex issues and consider alternative life paths.

Off street sex work includes 5 massage parlours in Cardiff, with approximately 50 women working in this area at any given time. Most sex work is offered via the Internet and reaching out to and engaging with those who provide internet based sex work is extremely challenging.

WE WILL:

- **Raise awareness across the region of the issues faced by sex workers**
- **Review the effectiveness of the Ty Tarian scheme to inform future service delivery**

Trafficking and Modern Slavery

ARE YOU TURNING YOUR BACK ON SLAVERY?

If the individual is perceived to be at immediate risk of significant harm, **DIAL 999**

If you want to discuss your concerns or wish to remain in confidence, please **CALL 0800 731 8147**

WHAT ARE SOME OF THE SIGNS?

- Present at locations held by someone else
- Others speaking for people you are talking to
- Lack of access to money
- Expressions of fear or anxiety
- Extreme measures to authority
- Isolated social contact
- Isolation or requirement as a result of work
- Staying sleeping in the place of work
- Signs of physical abuse
- Unexplained expense gifts

THE OFFICIAL MODERN SLAVERY HELP
 WWW.BAMFOS.ORG.UK WWW.HUMANTRAFFICKING.CO.UK
 WWW.LEUCALICE.ORG WWW.LEUCALICE.ORG

30 trafficking offences were reported in 16/17

HELP FREE THE UK FROM MODERN SLAVERY

Modern Slavery is the illegal exploitation of people for personal or commercial gain. Victims are trapped in servitude, which they were deceived or coerced into, and cannot leave.

MODERN SLAVERY INCLUDES:

- SEXUAL EXPLOITATION
- CRIMINAL EXPLOITATION
- FORCED LABOUR
- DOMESTIC SERVITUDE

47% INCREASE IN VICTIMS SINCE 2012

ONE THIRD OF VICTIMS ARE MALE

EVERY FOURTH VICTIM IS A CHILD

42% MOST COMMON ABUSE AMONG ALL VICTIMS

20% CHILD VICTIMS

36% VICTIMS OF LABOUR EXPLOITATION

75% MALE CHILDREN

24% A VICTIM OF DOMESTIC SERVITUDE

COMMON AREAS OF LABOUR EXPLOITATION

- FACTORIES
- FOOD PROCESSING
- LABOURING
- RESTAURANTS
- MARITIME
- AGRICULTURE

Human trafficking is a form of modern-day slavery, in which human beings are controlled and exploited for profit. Perpetrators use force, fraud or coercion to manipulate and establish control over individuals. Various forms of modern slavery exist around the world, including forced labour, sex trafficking, child labour, commercial sexual exploitation of children and child soldiers. Trafficked persons often have limited access to basic necessities such as safety, food, sleep, hygiene, and medical care.

The National Referral Mechanism (NRM) is a framework for identifying victims and ensuring they receive the appropriate support. The NRM was introduced in 2009 to meet the UK's obligations under the Council of European Convention on Action against Trafficking in Human Beings. From 2015 the NRM was extended to all victims of modern slavery in England and Wales following the Modern Slavery Act 2015; (17 such referrals were made in 2016/17). Statutory staff can receive training on how to identify the signs that someone may be the victim of modern slavery or human trafficking, understand how the NRM works and to navigate the referral pathway. However this training has yet to be mainstreamed to extend the potential reach to identify victims earlier.

WE WILL:
Widen the reach of the Human Trafficking awareness module through the National Training Framework

Adverse Childhood Experiences (ACE's)

Adverse Childhood Experiences (ACE's) are stressful experiences occurring during formative years that directly harm a child (e.g. sexual or physical abuse) or affect the environment in which they live (e.g. growing up in a house with repeat offending, domestic violence or substance misuse). ACEs have harmful impacts on physical and mental health, attainment and well-being across the life course. Individuals affected are more likely to perform poorly in school, more likely to be involved in crime, experience chronic health issues and ultimately less likely to be a productive member of society.



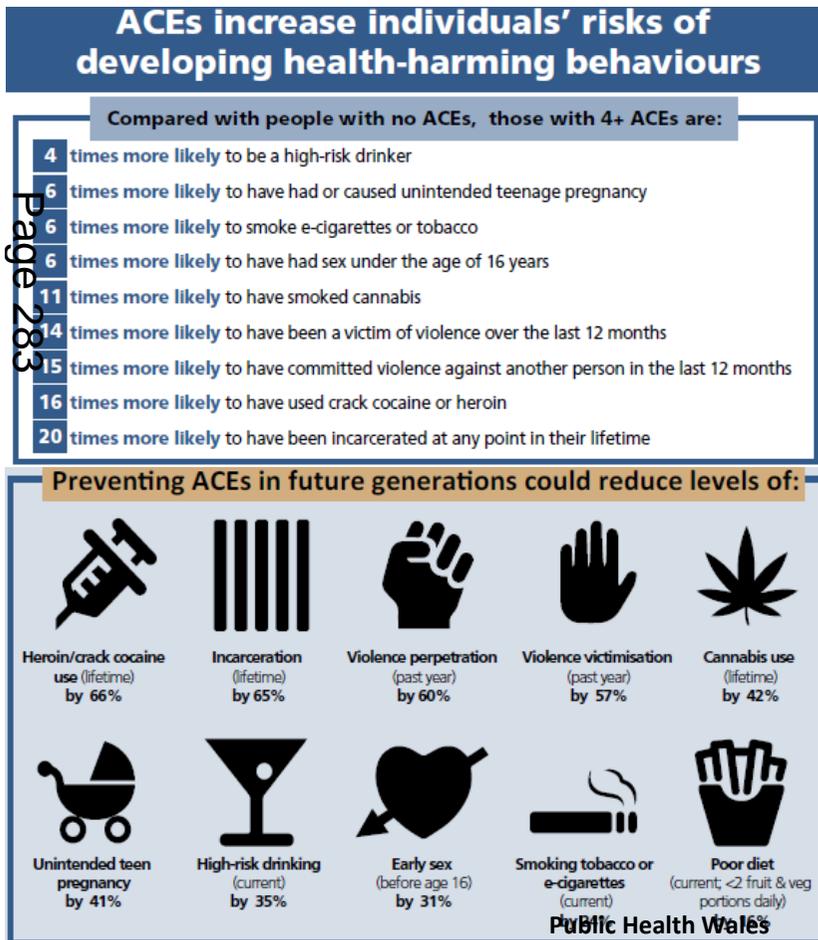
Those children currently on the Child Protection Register obviously have already experienced adversity. Specifically, figures show that, in Cardiff, the number of children where domestic abuse is a factor in their registration has remained static at 73% of all registrations. Figures for 16/17 show that a further 5% of all registrations have sexual violence as a factor.

Clearly many of the issues seen in current adult victims and perpetrators have their roots in childhood. There is a requirement to manage the effects of historic ACEs on the current adult population and minimise the potential effects of ACE's on children and young people now.

Specialist services are beginning to embrace trauma-informed approaches which must be victim-centred and age appropriate. The use of psychological and cognitive behavioural therapies

are beginning to be used to help a wide variety of clients in a range of settings including homelessness, schools and for victims of VAWDASV.

Other responses that could be applied to prevent ACEs and minimise the impact of existing ACEs include: considering the ACE history of parents, assessing the risk of exposure to the child, and integrating a routine ACE enquiry into existing assessments.



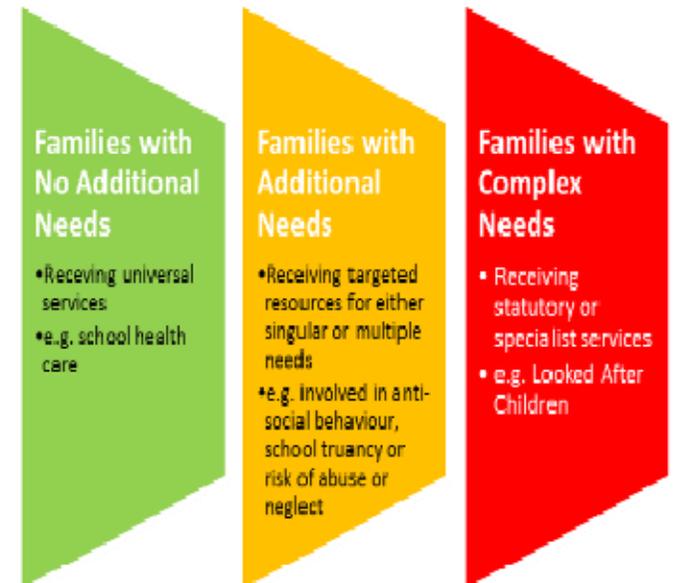
Public Health Wales has received an award of £6.87m from the Home Office Transformation Fund to transform the policing of vulnerability in Wales to a multi-agency, ACE informed approach that enables early intervention and root cause prevention. Working with the 4 Police forces in Wales and the NSPCC and Barnardo's, Public Health Wales is seeking to develop a programme of innovative local solutions over the next 3 years.

These local solutions will include implementing ACE informed approaches for operational policing and key partners, and developing single integrated early help front door services. Formal governance arrangements and a network of coordinators will oversee the programme.

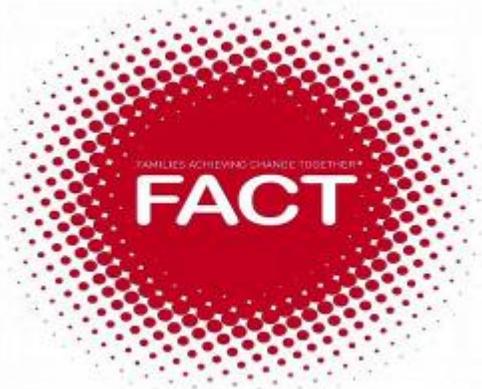
WE WILL:

Support Public Health Wales to move from a position of understanding the ACE research to understanding what a positive and effective response looks like

The Early Help Front Door has been acknowledged by Public Health Wales as a key response to ACEs. In Cardiff this is called Support4Families and is being delivered in a partnership between Tros Gynnal Plant and Children's Services. A core team of Family Practitioners will be able to provide a clearer point of access to early help services for families in Cardiff so that they can receive the right services at the right time to prevent their situations getting worse. It is hoped that this will reduce the numbers of families needing statutory interventions or being referred to the MASH.



In Cardiff, the specialist IPA service is expected to develop effective links with Support4Families, receive referrals and to refer families who might benefit from other early help services that might be offered, using a Team Around the Family approach.



the Vale of Glamorgan, the Fact Team is a special part of the Families First initiative as it manages referrals, and provides a team of support workers who will complete a 'Joint Assessment Family Framework' (JAFF) for each referred family.

This ensures that they deliver family support through holistic multi-agency service tailored to the identified needs of individuals and the family as a whole. The FACT Team has been developed in line with the 'Team Around the Family' (TAF) model and will be supported by a range of supportive programmes.

WE WILL:

Develop close working arrangements between the Early Help Front Door services and specialist VAWDASV services

IRIS

The Identification and Referral to Improve Safety (IRIS) service aims to improve the identification of, and response to, patients who are or have been affected by domestic violence and abuse across general practices (GPs) in Cardiff and the Vale of Glamorgan. The service provides training to GP practitioners and support staff to identify and refer patients affected by domestic violence and abuse and to establish care and referral pathways to specialist domestic violence services.

IRIS has been independently evaluated in a randomised controlled trial in Bristol and launched its first pilot in Wales in November 2014 in Cardiff and the Vale of Glamorgan region, followed by the Cwm Taf region.

The objectives of the service are to:

- ⇒ Increase knowledge of GP staff about domestic abuse and the help available for patients.
- ⇒ Improve the confidence of general practice staff to ask questions about possible abuse in a safe way.
- ⇒ Make referrals (in a timely manner appropriate to the needs of the patient and the identified risk) resulting in improved patient care.
- ⇒ Improve the recording of domestic abuse in the patients' medical notes.
- ⇒ Increase the number of patients referred from GPs for help with domestic abuse.
- ⇒ Improve data collection and analysis of the number of disclosures and referrals.
- ⇒ Improve the safety of patients by reducing repeat victimisation.

Research indicates that women are more likely to disclose domestic violence and abuse to their GP than to anyone else. The pilot has proved extremely successful; to date it has generated more than double the amount of referrals that were expected with Year 1 resulting in 156 and Year 2 resulting in 284 referrals. Prior to the pilot, GPs had only generated 5 referrals annually to specialist services. The analysis of the pilot identifies that the effectiveness of IRIS increases year on year with IRIS trained GP's being 22 times more likely to ask about domestic abuse than a non-IRIS trained GP.

Funding was found by the South Wales Police and Crime Commissioner to extend the pilot for a further year during 2017/18, but in 2018/19, the Cardiff and Vale University Health Board have secured funding in to train the remaining GP surgeries in the region.



From 2019 the service will therefore be mainstreamed into existing service provision, with minimal funding needed to ensure continuation of training and support.

WE WILL:

Remain committed to mainstreaming the IRIS model across all GP surgeries in the region

CASE STUDIES

"I have experienced domestic abuse from childhood; my first memory is seeing my dad hit my mother. When my Dad left, my older brothers stepped into his abusive shoes and were very violent to each other and my mother. My mum struggled to cope and sadly had an issue with alcohol. I think this impacted on my own relationship choices and I've had two very abusive partners leading to me battling my demons with alcohol at times and having a bad effect on my mental health. I have moved from area to area and been under loads of different doctors but my current GP was the first doctor to identify that all my issues are linked to my domestic abuse experiences and took the time to ask me about it. She explained she could make a referral to someone who would see me at the practice and be able to get me the right support. I was relieved there was someone I could talk to and it came at the right time when my life has been particularly difficult and I knew I needed to focus on getting myself some help. I agreed to referrals to the freedom programme and recovery toolkit on that day and started the freedom programme the following week. When we met we agreed that I'd benefit from some stress control sessions and mindfulness to hopefully meet new people in my area, and my GP also referred me to MIND, a mental health service. I'm also looking for voluntary work further down the line to keep myself busy. I really enjoyed volunteering before my ex-partner stopped me doing it. I know this is a journey but the difference this time is that I know I am on the right road thanks to my GP referring me to the IRIS service."

"Sarah is 41 years old and has been married for 20 years; her husband was sexually, physically and emotionally abusive. She never reported this abuse to the police or shared her experiences with family, friends or professionals. Having recently filed for divorce, she went to the doctors as she was not sleeping and feeling depressed. Her doctor asked her if the split from her husband was amicable and if he had ever been abusive in any way. Sarah said she felt comfortable speaking openly with the doctor who clearly was very knowledgeable. She didn't feel she had to go into detail and her GP told her she would put her in touch with someone specialising in domestic violence and abuse. Sarah was relieved to speak to someone who could give her advice and support and she agreed to referrals to the Freedom Programme and survivor groups. She also agreed to referrals to mindfulness and confidence courses. She said since disclosing to the doctor she finds it easier to speak to others including family and friends, and is eager to deal with things, draw a line and move on."

Cardiff & Vale IRIS Statistics 2014-16



**26 of 27
surgeries
received
training**

**359 health
professionals
trained**



**186
patients
referred
to IRIS
service**



**41% of referrals
had Police
involvement,
43% none and
16% not known**

Formal Reviews

The Office for National Statistics has undertaken analysis of homicides combining data between April 2013 - March 2016. Analysis shows:

- There were a total of 454 domestic homicides in England and Wales; this represents 31% of all homicides where the victim was aged 16+.
- The majority of victims were female (70%, or 319), with 30% male (135); this contrasts with victims of non-domestic homicides, where the majority of victims were male (88%, or 704) and 12% were female.
- Over 3/4 of female victims were killed by a male partner or ex-partner (76%, 242 females).
- Only 3% of female victims (11 females) were killed by a female, 8 of which were killed by their mother; females were killed by their fathers in 34 cases.
- The majority of male victims (66%) were killed by another male; a higher proportion of male victims were killed by a family member than females (47% compared with 23%).
- Around half (53%) of male victims were killed by a partner/ex-partner (32 male/40 females).

Home Office Multi Agency Statutory Guidance (revised December 2016) is issued under section 9 (3) of the Domestic Violence Crime and Victims Act 2004 and, since April 2011, there has been a statutory requirement for local Community Safety Partnerships to conduct Domestic Homicide Reviews (DHRs) following a homicide that meets the following criteria: where the death of a person aged 16 or over has, or appears to have, resulted from violence, abuse or neglect by:

- a person to whom he/she was related or with whom he/she was or had been in an intimate personal relationship, or
- a member of the same household as himself/herself.

The DHR's purpose as outlined in the Guidance is:

- ⇒ To establish what lessons are to be learned regarding the way in which local professionals and agencies work individually and together to safeguard victims;
- ⇒ To identify clearly what those lessons are both within and between agencies, how and within what timescales they will be acted on, and what is expected to change as a result;

To apply these lessons to service responses including changes to inform national and local policies and procedures as appropriate;

To prevent domestic violence and homicide and improve service responses by developing a coordinated multi-agency approach to ensure that abuse is identified and responded to effectively at the earliest opportunity;

⇒ To contribute to a better understanding of the nature of domestic violence and abuse; and

⇒ To highlight good practice.

“Reviews should illuminate the past to make the future safer.”

Home Office Guidance, 2016

To date the region has initiated 8 Domestic Homicide Reviews. The breakdown of these Reviews is shown in the table (right). Such Reviews can be lengthy, costly and emotionally challenging for Panel members and family alike.

Also these reviews can be undertaken alongside court proceedings (both criminal and Coroner), Child Practice Reviews, Adult Practice Reviews, Further Serious Offence Reviews, internal and external formal investigations (including the Independent Police Complaints Commission and the UHB Root Cause Analysis) and staff disciplinary proceedings. All of these processes are governed by different guidance whether UK-wide or Welsh Government policy led and can often duplicate attendees and overlap reviewing criteria. Nonetheless, the findings of all of these reviews are invaluable if lives are made safer because learning from past mistakes has been remedied.

It must be acknowledged that there are other VAWDASV related deaths that do not meet the criteria for a DHR. These include death by dangerous driving and road traffic collisions (where the victim is being pursued by a

perpetrator), deaths caused by individuals to whom the victim was not related or in a relationship with but where there was an element of abuse (e.g. neighbours) and suicides where victims have felt there is no other way out of their abusive situations.

Due to the time to undertake each DHR, partners will often implement learning and amend policies and procedures as early as possible. The Welsh Government are reviewing the DHR process in Wales and potential changes to national policy.

WE WILL:

- Ensure that the learning from all formal service reviews including DHRs is reflected in service delivery and is shared widely
- Implement any Welsh Government policy changes arising from its review of DHR processes

	Homicide			Victim		Perpetrator		
	Date of Homicide	Method of killing	Relationship (victim to perpetrator)	Gender	Age	Gender	Age	Sentence
Cardiff	Dec-15	Strangulation	Ex-partners	F	28	M	45	17 years
	Aug-15	Stabbing	Grandfather/grandson	M	67	M	16	3 years
	Jan-16	Arson	Father/daughter	M	59	F	27	Not guilty - insanity
	Jul-16	Head injury	Wife/husband	F	85	M	86	committed suicide
	Aug-16	Assault	Partners	F	24	M	23	18 years
	Sep-16	Stabbing	Ex-partners	F/M	21/34	M	20	23 years, 4 months
	Sep-17	Stabbing	Partners	F	26	M	46	18 years
Vale	Aug-16	Set alight	Ex-partners	F	54	M	62	17 years , 4 months
No children in any of these households								

White Ribbon Campaign

The White Ribbon Campaign is the largest effort in the world of men working to end male violence against women. Started in Canada in November 1991, the White Ribbon Campaign (WRC) is active in over 60 nations across the world including Canada, Australia, Pakistan, Italy the UK. The White Ribbon UK branch was established in 2004 with separate Scotland (2006) and Ireland (2010) branches established soon after.

WRC states that "This is not and never has been a 'women's issue'. We address men directly so they understand the scale of the problem, and become part of the solution, alongside women." The campaign asks men to wear a White Ribbon as a personal pledge to never commit, condone or remain silent about violence against women to be the faces and leaders as Ambassadors in local awareness raising and education activities.



In 2014, the Minister for Housing and Regeneration, the late Carl Sergeant, urged all local authorities in Wales to sign up to the WRC. Both Cardiff the Vale of Glamorgan Councils duly applied and were awarded White Ribbon City/Town status by December 2014. Other organisations such as South Wales Police followed suit soon after.

The Campaign has also chosen the International Day to eliminate Violence Against Women as White Ribbon Day (25th November each year). To date activities have included the annual march to Llandaff Cathedral and the multi-faith service, stands in public spaces including hospitals and supermarkets, an annual 'Walk a Mile in Her Shoes' event through Cardiff city centre, a flower bed depicting the White Ribbon and stickers on Police and Fire Service fleet vehicles.

All partners are committed to a new regional application to renew the status already held - this is being led by the local authorities but will require the input of all partners to implement the required action plan of activities. Ideally a White Ribbon Wales branch of the charity would ensure that any funding from the sale of merchandise would remain in Wales and all publicity and merchandise would reflect the national legislation around VAWDASV and the Welsh language.

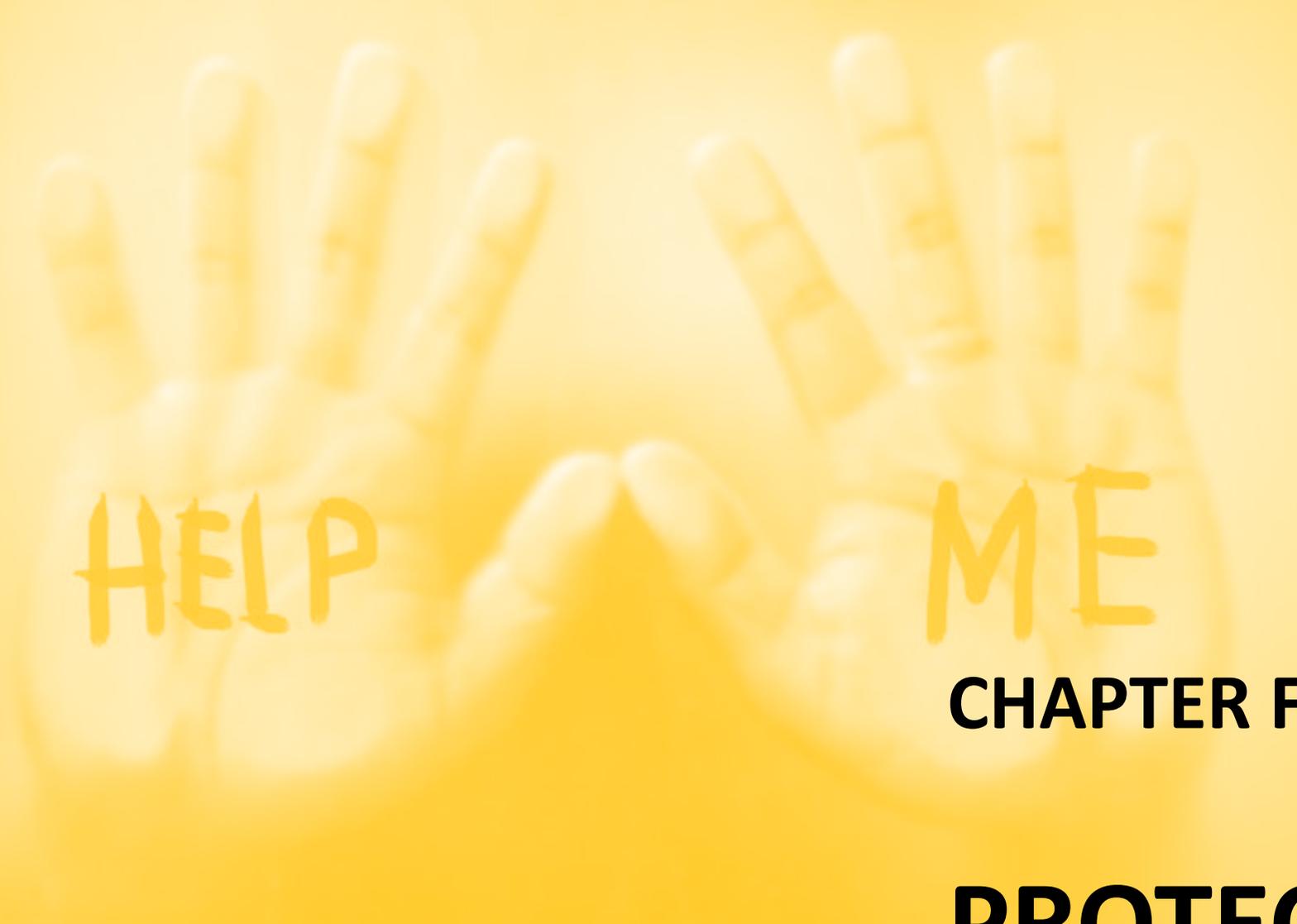
#Whiteribboncardiffvale had a reach of 2.1m people in 2017

"The people who could do most to improve the situation of so many women and children are in fact, men. It's in our hands to stop violence towards women." Patrick Stewart



WE WILL:

- Implement the White Ribbon Action Plan across the region
- Continue to advocate for a White Ribbon Wales

A background image of two hands, palms facing each other, with the words 'HELP' and 'ME' written on the palms in a yellow, hand-drawn font. The entire image is set against a solid yellow background.

HELP

ME

CHAPTER FOUR

PROTECT

Improve the multi-agency response and support to all victims and their children regardless of risk level and needs.

Clare's Law / Sarah's Law Disclosures

Clare's Law (Domestic Violence Disclosure Scheme) allows the Police to disclose bad character information to men and women who believe themselves or their children to be at risk from another person. It was established after Clare Wood was stabbed to death by her ex-boyfriend, who had been stalking her. Following her death, Clare's parents campaigned for "Clare's Law" as they believed that if she had known about his violent past, she would never have entered into a relationship with him. Coming into force across the UK in 2012 there are 2 strands:

Page 289

RIGHT TO ASK – any person can request a disclosure about somebody with whom they are in, or about to start a relationship

RIGHT TO KNOW – If the Police or other agency believe that a person needs to know about their partner's history, it will be provided without them asking for it

During 2016/17 the region have made 90 Clare's Law disclosures from 134 applications.

The sex offenders register contains the details of anyone convicted, cautioned or released from prison for a sexual offence since September 1997. All convicted sex offenders must register with the Police, in person, within three days of their conviction, or release from prison. They must continue this registration on an annual basis -

those with a jail term of 30 months to life are subject to an indefinite term of registration but can appeal after 15 years; a sentence of 6-30 months requires 10 years on the register; and a sentence of under 6 months requires up to 7 years registration. Those in receipt of a Police Caution can be registered for up to 2 years.

From 2011 the Child Sex Offender Disclosure Scheme, known as Sarah's Law, allows parents, carers and guardians to ask the Police if someone has a record for child sexual offences. The Scheme was developed by Sara Payne, mother of Sarah who was abducted and murdered at age 8. Although disclosure is not guaranteed, it can trigger an investigation to see if a person has a known history even if there are no firm grounds for suspicion.

WE WILL:

Further promote Disclosure Schemes at all available opportunities

Notices and Orders

A Domestic Violence Protection Notice (DVPN) is an emergency non-molestation and eviction notice which can be issued by the Police to a perpetrator when attending a domestic abuse incident (39 issued in 16/17). Effective from the time of issue, it gives the victim the immediate support they require. Within 48 hours of a DVPN being served, an application for a Domestic Violence Protection Order (DVPO) may then be made by the Police to the Magistrates Court.

DVPOs are a new civil order power that enable the Police and Magistrates Courts to put in place protective measures in the immediate aftermath of a domestic violence incident, where there is insufficient evidence to charge a perpetrator and provide protection to a victim via bail conditions. In 16/17, 34 were granted regionally. A DVPO can prevent the perpetrator from returning to a residence and from having contact with the victim for up to 28 days, allowing the victim time to consider their options with the help of a support agency. Both the DVPN and DVPO contain a condition prohibiting the perpetrator from molesting the victim.

The Anti-social Behaviour Crime and Policing Act 2014 introduced Sexual Harm Prevention Orders (SHPOs) and Sexual Risk Orders (SROs). An SHPO is a measure given by the Magistrates' Court or Crown Court to a person who poses a risk of sexual harm to the public or an individual person. They can be made in relation to a person who has been convicted or cautioned for an offence under the Sexual Offences Act 2003 in the UK or abroad. Prohibitions can be wide ranging and include preventing travel overseas, restrictions on undertaking certain forms of employment and limiting Internet use by the offender.

An SHPO lasts for a minimum of five years and has no maximum length, except for any foreign travel restrictions stated in the Order, which must be renewed after five years.

SROs can be used to impose prohibitions on an individual who has committed an act of a sexual nature, as a result of which there is reasonable cause to believe that it is necessary to make an Order to protect the public from harm. There is no requirement for the individual to have actually been convicted of any offence. Only the Police are able to make an application to the Court for an SRO.

An SRO prohibits the relevant individual from doing anything described in the Order. The prohibition either lasts for a fixed period of not less than two years (as specified in the Order) or until a further Order is made.

Both SHPOs and SROs may contain foreign travel restrictions where this is necessary for the purpose of protecting children or vulnerable adults abroad.

A Forced Marriage Protection Order (FMPO) assists those who are in, or about to enter, a forced marriage. An FMPO is unique to each case and contains legally binding conditions and directions that change the behaviour of a person or persons trying to force someone into marriage and aims to protect the victim. The Court can make an Order in an emergency so that protection is in place straight away.

WE WILL:

Improve the use of Notices and Orders across the region.

Safeguarding



The Welsh Government’s National Training Framework Statutory Guidance, published in January 2016 under s.15 of the Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 states that:

“Whilst violence against women, domestic abuse and sexual violence are safeguarding issues, it is important they are not only seen as issues of child protection. To do so may exclude adults from services they require and miss the wider needs of families affected by these issues. The purposes of this specific, focussed Framework is to acknowledge VAWDASV as significant social care, public health and social justice issues, directly affecting a significant proportion of the Welsh population, including children and young people, as primary issues.”

This is supported by the Social Services and Wellbeing (Wales) Act 2014 which changes the way people’s needs are assessed and the way

services are delivered. Citizens have more of a say in the care and support they receive and there are also stronger powers to keep people safe from abuse and neglect.

Working together to protect children and vulnerable adults and promote their welfare is therefore a key legislative and policy requirement of all agencies. The identification of risk, to ask, act and refer all safeguarding concerns is the duty of all professionals employed by the partner agencies in the region, both statutory and third sector.

Governing the approach to safeguarding are the two regional boards - the Regional Safeguarding Adults Board (RSAB) and the Regional Safeguarding Children Board (RSCB). The role of the Boards is to ensure partner agencies are working well together and delivering their responsibilities.

Policies, procedures and training for staff and all partners is coordinated by the business unit administering both Boards.



SURVIVORS VOICES

What people don't realise is that when you have at last separated, a new form of abuse begins - the stalking - leaving abusive messages on your answerphone and standing outside your house at 2am. It was then that the neighbours started calling the Police.

Stalking...He had a bike. Everywhere I turned he was there across the road at school pretending to alter his wheel. He would drive around my street late at night copying down registration numbers, especially if I had visitors. He followed a worker home and put nails and knife blades in my tyres. My circle of friends shrunk.

He threw the phone at me in the car - "transfer the money", he said. I picked up the phone - the line was live. He looked at me 'do it now' he mouthed, as he put his foot to the floor up the winding b-road. The kids were in the back of the car - we drove full pelt. I transferred the money - £10,000 from his card to mine. The car resumed calm driving. The kids were safe; I was safe, because I had done exactly as he asked.

He did not hit me... He frequently told me this as he held me down with the knife on the table. I did whatever he asked, I wanted to survive.

We are trying to advocate for and protect our children from ongoing abuse by going to family court. We are the only ones who can advocate, but we are limited in witnesses. We leave family court feeling gagged and incorrectly viewed as two kids squabbling in the playground and our children end up with no advocate. Our children end up traumatised and not safeguarded.

I ran. It was not safe to stay. I was pregnant with two small children. I was technically homeless. I have no solicitor. No support. My job is in jeopardy. I have to fight my way through benefits and housing systems. I have to attend family court in this state. They are not interested in what happened before I left. He has a solicitor. He is allowed to leer over me in the waiting room. He is allowed contact. He loves family court. He knows it aids him in his abuse towards me and the kids. We go 21 times over 8 years before me and my kids are protected.



Cardiff Multi-Agency Safeguarding Hub

Ineffective information sharing and joint working was a consistent finding of Serious Case Reviews within Cardiff; these findings have been mirrored in other areas of the UK. This has led to the Multi-Agency Safeguarding Hub (MASH) model becoming an increasingly adopted approach in addressing the issue UK-wide. A Home Office evaluation in July 2014 identified the MASH model as making a positive contribution to the effective management of Child Sexual Exploitation in Gangs and of Domestic Abuse. Therefore Cardiff partners agreed to establish a MASH which became operational in September 2016. The aims of the MASH model in Cardiff are:

- ⇒ To improve the capacity and efficiency of existing referral management and risk assessment systems in collaboration with key partners.
- ⇒ To improve demand management for statutory assessments by ensuring vulnerable children and adults receive timely interventions to prevent their needs from escalating.
- ⇒ To improve the effectiveness of risk assessment in relation to children and adults considered to be at risk of significant harm.

This facility, based at Cardiff Bay Police station, offers an environment which supports effective sharing of information, collaboration and understanding between professionals and third sector agencies concerned with the safeguarding of adults and children.

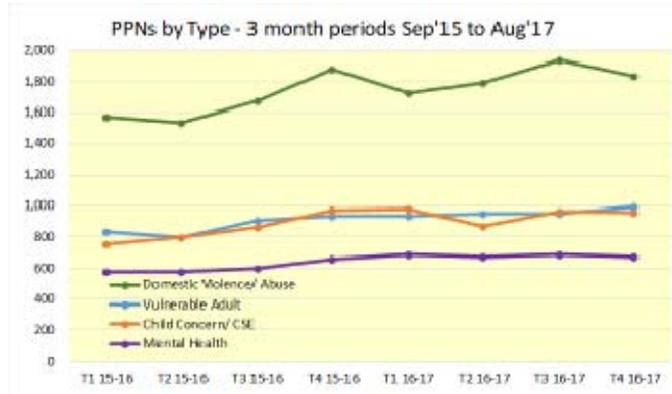


This is managed through agreed operating procedures, a Wales Accord on Sharing of Personal Information (WASPI) information sharing protocol and is overseen by a multi-agency Board. Key partners have allocated space and use of their own IT systems to record and share information in a timely manner. A shared system allows for greater collaboration on cases, pulling together key information to support safeguarding solutions and safety planning.

In Cardiff, all safeguarding concerns go via the Cardiff Multi Agency Safeguarding Hub. Concerns may be raised in following ways: via a Public Protection Notice (PPN) form completed by the Police, a Multi-Agency Referral Form (MARF) completed by professionals working across the public and third sector or via an A1 'Adults at Risk' form that again is completed by professionals working across the public and third sectors.

Referrals to Multi-Agency Referral Assessment Conference (MARAC) are also received by the MASH. The MASH facilitates a 'live time'

daily discussion process involving all relevant agencies to put in place strategies to safeguard victims. On average 7 referrals are discussed in this way each day. This approach enables multi-agency information to be discussed and decisions to be made in a timely manner.



To support the statutory response to safeguarding, the new specialist VAWDASV service in Cardiff is also responsible for ensuring an IDVA/IPA is based within the MASH each day. This worker can provide valuable input into daily discussions and act as liaison between all services, providing advice and guidance on cases.

Managing VAWDASV PPNs

South Wales Police identify victims as either Standard, Medium or High risk following Police assessment at a domestic incident and then refer victims through the PPN process or other referral.

In the Vale, VAWDASV PPNs are managed by a dedicated worker employed by the local authority, based within the Community Safety team. This allows for cross-referencing with anti-

social behaviour cases to improve the intelligence gathering to inform wider safeguarding processes. In Cardiff the local authority has used the third sector to manage the PPN process for some time. The average weekly total of domestic abuse PPN referrals received for the region for 16/17 across the risk levels are shown below:

High	Medium	Standard
Weekly Avg.	Weekly Avg.	Weekly Avg.
20	45	15

In both local authorities, an IDVA/IPA is used to make contact with victims and offer advice, support and advocacy within prescribed timescales - high risk victims are contacted within 1 day, medium risk 3 days and standard risk 7 days.

The priority is obviously to support those assessed as high risk to address immediate safety concerns, but the region identified the need to address standard and medium risk victims more effectively to stop escalation of risk and to provide effective early intervention. This requires some reallocation of funding through recommissioning and revised specialist service specifications.

WE WILL:

- Work with partners to ensure continuous improvement of the MASH
- Closely monitor the specialist service response to PPNs

Housing-Related Support

Having made the decision to leave an abusive relationship, this becomes the most risky time for victims as this opens them up to other forms of abuse such as stalking and harassment. Across the region there are 84 units of crisis/emergency accommodation for victims and, if necessary, their families who need to flee from their abuse and feel safe. These range from 1-bed self-contained dispersed units to family sized rooms in shared houses accommodating up to 7 families.

Units	Women Only	Men Only	Either
A, SV, HBV	61	5	6
Stalking, afflicting	8	4	0
TOTALS	69	9	6

In line with best practice guidelines of the Welsh Government Modernisation Group, such refuges offer self-contained units wherever possible to allow for different family sizes, including older and male children to be accommodated with their parent. The dispersed unit approach adopted in the Vale of Glamorgan is being explored regionally for male victims.

The Modernisation Group also advocated the use of the Intake and Assessment model trialled in Cardiff, which has proved beneficial in delivering short-term, emergency, safe accommodation to allow for a full assessment of need to be undertaken. Then a move to a specialist refuge can be facilitated or, where it is safe and

practicable to do so, a return to a target-hardened property in the community.

Over 700 households accessed refuge in 2016/17. The breakdown of family size is shown in the next table. Unfortunately not everyone can access crisis/refuge accommodation in the region when they need it. UK Routes to Support (formerly Refuges Online) is a network of refuges across the UK to allow victims to access safe crisis/emergency accommodation out of area.

Adult Accompanied by:	No. of Households	TOTAL PEOPLE
0 children	439	439
1 child	66	132
2 children	125	375
3 children	44	176
4 children	14	70
5+ children	0	0
TOTALS	688	1192

Services in the region understand the barriers to accommodation-based support caused by immigration legislation. Bawso predominantly mitigates these barriers and provides safe accommodation and support to victims and children with no recourse to public funds (NRPF) and other insecure immigration status, bringing in other resources to finance this provision:

NRPF	14/15	15/16	16/17
No. presenting	44	31	27
No. supported	14	18	16

Move-on from all refuges can be into a step-down supported housing scheme or a return to

residential accommodation either in the social or private rented sectors. Both local authorities prioritise cases in their social housing allocation policies and can assist with bonds etc. The impact of the proposed Renting Homes (Wales) Act 2016 legislation on accommodation for victims is yet to be fully understood as the implementation has been further delayed until 2019.

Other crisis support in Cardiff includes IPA support to accompany police call-outs to incidents. This has proved beneficial as the IPA can talk through the range of options open to victims and can support the Police in encouraging formal reporting. This can then be followed by a period of intensive tenancy support where the victim wants to remain in their own home, rather than access refuge.

Target hardening can also be accessed for victims who want and are able to remain in their home with additional safety measures (see p.54). Use of security and safety measures around the homes negates the need for family upheaval. This can also be supplemented with a period of tenancy support in any tenure to ensure that the victim feels safe in their home and can engage once more with their community in safety.

WE WILL:

- Continually monitor the use of crisis/emergency accommodation to ensure provision for those who need it most
- Assess the impact of welfare reform changes and the Renting Homes Act on specialist accommodation for victims

Specialist Courts

Cardiff & Vale of Glamorgan Magistrates Court is an accredited Specialist Domestic Violence Court. Cases are usually heard on a Monday each week, with victims being supported by their IDVA/IPA. Videoconferencing facilities exist to support those who cannot attend in person. The Probation Service aims to support victims by being aware of their views and wishes. When they are fully aware of the court conditions applied, this makes it easier to work through with perpetrators and any safeguarding considerations for victims.

The difference between civil and criminal procedures can be confusing for victims and perpetrators alike; very often they will be dealing with both systems. Family law generally involves issues that have to be decided when an intimate relationship breaks down, and can also involve child care matters. The family court helps solve disagreements and helps protect children and young people who may be at risk of harm. In any application for contact, residence and child arrangements where there is alleged or admitted domestic violence or abuse or risk of this by a party to the case, clear guidelines are followed.



This 'Practice Direction' was amended in October 2017 to ensure that when considering child contact, the court must now assess if there is an ongoing risk of domestic abuse to the child or the parent in cases where domestic violence and/or abuse is a factor.



CAFCASS Cymru (Children and Family Court Advocacy and Support Service) provides a voice for children in Wales that are involved with the Family Justice System, working with families and other organisations to find long-term solutions for the child. Although appointed by the courts, CAFCASS is not a legal service - it provides expert independent social work advice to family courts across Wales. Legal Aid can help meet the costs of legal advice, mediation and court/tribunal representation. Legal Aid can be applied for if there is evidence that a victim and/or their children have been victims of domestic abuse and/or financial control and have been at risk of harm from an ex-partner. Victims usually need to show that they cannot afford to pay for this help.

WE WILL:

- **Better support victims through the criminal and civil justice processes**
- **Work with campaigners to strengthen victims voices across all courts**

"My 7 year old looked at me from behind the sofa. I held his coat out to him. His father shouted from the door. Our son's eyes did the talking whilst my hands, my encouraging words, gave him to his dad despite wanting to protect him. He says desperately "why are you sending me mum when I have told you what happens? I told you I don't feel safe." He had told me so I could protect him - he doesn't know it's the family court who aren't listening. I desperately hold the pain in as I do the opposite of what my child needs." Survivor, South Wales

CASE STUDY

An employee disclosed to her line manager that she was experiencing threatening and controlling behaviour by her ex-partner. They had now ended the relationship but the abuse had continued and increased, resulting in harassment and further threats. The ex-partner was also an employee and they both worked at the same site, though not in the same department. The emotional abuse and anxiety experienced by the victim on a daily basis at the thought of seeing her ex-partner was impacting on her work and affecting her emotional well-being. She was referred by her line manager to an IDVA who was able to offer expert support and advice as often as the employee required.

Once she had engaged with the IDVA and felt able to discuss the extent of her abuse, it became clear that additional support was required. The employee described her fear of returning to her car at the end of her working day, the thought of seeing her ex-partner at work and the intimidation that she felt due to the position that he had. The IDVA completed a risk assessment and a safety/support plan which included a referral to a specialist agency that provided additional locks, vibration alarms and a door brace for the property; supporting her in reporting each incident to the police; a referral to a solicitor for advice and support around child contact and financial advice to maintain her home.

As well as practical support, the IDVA undertook therapeutic work including helping the employee to understand power and control, post separation tactics of abuse and acknowledge and challenge her feelings of self blame which often accompanies domestic abuse. With the victim's consent the IDVA spoke with her line manager to explore what adjustments the employer could facilitate including altering working hours or a move to another workplace. A new parking permit was issued that changed the area where her car was parked at work. She was referred to employee wellbeing for additional support and advised to speak with her GP; her line manager would also be her initial point of contact should she feel anxious at work.

As is often the case, the harassment from her ex-partner did increase following the relationship ending however with support in place and her increased confidence to report to the police, the risk has since reduced and the employee has said that she feels a lot safer and happier. She now knows that there is support available and how to make contact should she need any further support in the future.

Workplace Policies

In the UK every year, 20% of employed women take time off work because of VAWDASV and 2% lose their jobs as a direct result of the abuse. 53% of abused workers (male and female) miss at least 3 days from work per month (*Welsh Women's Aid, 2017*).



For employers, this can manifest into performance and productivity concerns. The effects of violence against women, domestic abuse and sexual violence can include decreased productivity, poor time-keeping, stress, absenteeism, errors and increased employee turnover. It is also important to recognise that whilst VAWDASV impacts on the health, safety and wellbeing of employees, for some the workplace can be the safest place to be and for many this is the only element of their life they feel they have some degree of control over.

All statutory partners in the region fully recognise the duty of care owed to their employees and have therefore revised or are currently revising their existing domestic abuse workplace policies to encompass the wider issues under the VAWDASV Act. It is hoped that other non-statutory partners, including private sector employers, will be encouraged to develop their own VAWDASV workplace policies.

"Equality is the soul of liberty; there is, in fact, no liberty without it." Frances Wright (Scottish Writer)

Employers can also extend their duty of care through sub-contractual arrangements. This is usually undertaken through explicitly outlining legal requirements in any contract terms and conditions to look out for, and report, any safeguarding matters when working directly with clients or when working in their homes.

The requirement for all contracted staff to be aware of safeguarding issues is nothing new - child protection protocols have been used for some time but a wider awareness of VAWDASV will be of huge benefit as such contractors are often the real eyes and ears of statutory services that can spot the early signs of abuse. Assisting contractors to develop workplace policies will also ensure that such duty of care is extended to all contracted staff.

WE WILL:

- **Develop and adopt revised VAWDASV workplace policies and encourage all partners to do the same**
- **Adopt the requirement for contractors to develop workplace policies through commissioning and procurement arrangements**
- **Ensure contractors are aware of the issues and understand referral pathways**



Wherever possible and safe to do so, victims should be supported to stay in their existing home with additional security measures if necessary. As well as offering practical solutions to prevent unwanted access, they can offer peace of mind to victims. Such provision is often referred to as 'target hardening' and can include security measures on the fabric of the building such as external locks on gates, security lighting, fencing and CCTV, or internal measures such as window locks, fireproof letterboxes, bogus caller buttons and community alarms.

Currently, through their landlord and/or anti-social behaviour functions, local authorities and other Registered Social Landlords offer a range of options. Some measures, such as community alarms and CCTV are a finite resource and

landlords need to ensure operating units are recycled when no longer required.

All refuge provision has CCTV and victims are provided with personal attack alarms. Assessments are carried out on properties with victims before any measures are installed. The local authority can provide the safety measures for those who rent privately so long as the landlord consents. In addition, the Fire Service and the Police also provide security equipment to victims. Figures for 16/17 are as follows:

Area:	Cardiff		Vale	
Provider:	Referred	Installed	Referred	Installed
Council/RSL	169	154	55	55
Fire Service	79	48	23	15
Police	n/k	n/k	15 available	
TOTAL	Min. 272 Installed			

Monitoring of the availability and use of such equipment is therefore key. The region needs to explore the current approaches to target hardening and consider if any shared practice can be implemented to combine efforts.

WE WILL:

- **Review the availability of target hardening options and develop a regional approach**

"For years I felt constantly afraid in my own home, now it is the safe place it should be" Survivor, South Wales



CHAPTER FIVE

SUPPORT

Research



The region is a prominent supporter of the use of research and fully embraces all opportunities to be involved in exploring issues in-depth and developing innovative solutions to address them. Over the past 10 years, partnerships have been developed with a range of Welsh and English Universities to take forward a number of pieces of research that explore different elements of the VAWDASV agenda. Some findings have already been translated into service delivery and have proved to work such as MARAC, IDVA and IRIS. Other research has ceased and revised service delivery is still in its infancy, whilst other projects are ongoing, such as Change That Lasts; these will be discussed further throughout this chapter.

WE WILL:

Actively participate in a range of meaningful research projects to broaden understanding and improve services

Independent Advocates

The main purpose of Independent Domestic Violence Advocates (IDVA), or Independent Domestic and Sexual Violence Advocates (ISVA) is to address the safety of victims at high risk of harm from intimate partners, ex-partners or family members to secure their safety and the safety of their children. In Cardiff, IDVAs have been renamed as Independent Personal Advocates (IPAs) to acknowledge their wider remit under the VAWDASV Act.

Serving as a victim's primary point of contact, IDVA/ISVA/IPAs normally work with victims from the point of crisis, assessing the level of risk and discussing the range of suitable options leading to the creation of a workable safety plan. They are proactive in implementing the plans which address immediate safety, including practical steps to protect victims and their children, as well as longer-term solutions. These plans will include actions from MARAC as well as sanctions and remedies available through other organisations. The IDVA/ISVA/IPA's role in all multi-agency settings is to keep the client's perspective and safety at the centre of proceedings and be the victim's voice.

IDVAs/ISVAs/IPAs receive specialist accredited training as part of the National Training Framework and hold nationally recognised qualifications. Studies have shown that when high risk clients engage with an IDVA/ISVA, there

are clear and measurable improvements in safety, including a reduction in the escalation and severity of abuse and a reduction or even cessation in repeat incidents.

IDVA / ISVA / IPA Specialism (not FTE)	No.
Health-Based	1
Sexual Assault Referral Centre (SARC)	5
Immigration/ Human Trafficking	1
MASH	1
Court-Based	3
Flying Start (children aged 0-4)	2
Families 1st	1
Young Male Victims	1
Children and Young People	2
Lesbian, Gay, Bisexual and Transgender	1
General	23

In the region, there are 41 workers, some with specialisms/specific roles outlined in the table above. Although originally established to work with the highest risk cases, it has been recognised regionally that supporting lower risk victims is beneficial, preventing further harm. IDVAs/ISVAs/IPAs are used to deliver a range of therapeutic and self-help interventions to help victims recognise and come to terms with the abuse experienced. This is especially important when perpetrators are undergoing interventions to prevent further abuse 'spikes'.

Services are also becoming more trauma-informed, in acknowledgement of the impact of early childhood neglect and abuse on the physical health, mental health, and well-being of victims, compounded by the abuse experienced in later life. In Cardiff the new commissioned specialist service for female victims will use the Psychological Advocacy Towards Healing (PATH) intervention. This targeted 1-1 counselling has been developed by Bristol University and Cardiff Women's Aid participated in the largest European clinical trial. Research showed that those receiving the PATH intervention experienced clinically lower levels of psychological distress, depression and post-traumatic stress and a clinically important reduction in anxiety.

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Not all specialist providers in the region employing IDVAs/ISVAs/IPAs hold the Safe Lives Leading Lights quality accreditation but all services either already hold or are in the process of applying for the Welsh Women's Aid National Quality Service Standards and/or other relevant Service Standards.

**Therapeutic Group
Work Options:**



The Freedom Programme



SURVIVORS VOICES

"If it wasn't for the services, understanding and support that Cardiff Women's Aid provided me with I would not be where I am today .. I am not sure I would even be here at all (I know that may seem like a strong statement) but I owe so much to them.

I was referred via the IRIS project from my GP. I was really lucky to be one of the first to take part in the Recovery Toolkit programme, which was amazing. I learnt so much more of what I had/was experiencing; this course was the beginning of a new life for me. I cannot explain how grateful I am to have participated in this. It helped me see things differently and made me feel like I was not alone and not the only one going through so much.

I was given a great opportunity to go on the PATH project which once again helped me so much - both these courses helped me with my self-esteem and my confidence. I previously had counselling through my GP but never opened up what I was experiencing and found no help. I feel I have a lot to be thankful for from Women's Aid, they really helped me change my life around. I don't like to think where I would be today without them and their support and specialised services. I feel extremely lucky to have had been given the opportunity to access such great support services and I am grateful for that. Once again I truly believe my life would not be the way it is now without them."

"It was only with support from an IDVA that my situation was at last taken seriously and I gained the first steps in moving safely away from a situation of coercive control that others I had reported to did not understand."

"Attending sessions that help individuals understand that what they have experienced is recognised and that they are not alone is a major contributing factor to moving on and re-building your life. Individual specialist counselling allows you to reflect on what you have been through and begin to find closure through this supportive healing process."

"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel." Maya Angelou

Children and Young People

Underpinning Wales's approach to child protection is the importance placed on children's rights. The Rights of Children and Young Persons (Wales) Measure 2011 made Wales the first country in the UK to incorporate the United Nations Convention on the Rights of the Child (UNCRC) into its domestic law. Therefore all Welsh policy and legislation has to take into account children's rights.

In 2015 the Welsh Government published its Programme for children and young people. This has 7 core aims, each linked to articles in the UNCRC. The programme says children and young people should:

- have a flying start in life
- have a comprehensive range of education and learning opportunities
- enjoy the best possible health and be free from abuse, victimisation and exploitation
- have access to play, leisure, sporting and cultural activities
- be listened to, treated with respect, and have their race and cultural identity recognised
- have a safe home and a community which supports physical and emotional wellbeing
- not be disadvantaged by poverty

Partners in the region fully support these aims and work collaboratively to ensure the safety of children and young people at all times.



As well as the wide range of awareness raising that takes places in schools and colleges, and the range of child protection arrangements in place across the region, children and young people can receive direct support for any abuse or trauma they have experienced or witnessed.

The main specialist providers in the region support children and young people with both individual and group work from ages 4-25. Some group work including Star and the Recovery Toolkit are aimed at working with the child and their parent/carer.

In addition, through the specialist Safe As team, Cardiff Women's Aid deliver the SODA (Survivors of Domestic Abuse) project, designed for teenagers who are using self-harm and experiencing suicide ideation to deal with the trauma of living, or having lived previously, with domestic violence or abuse. Dave's House is a programme for young men aged 17-25 years who may have been affected by domestic abuse, or are concerned about their behaviour within their own relationships. Cardiff Council is also funding a Male IDVA/IPA to support young men and boys who are more difficult to engage in discussing their experience of domestic violence/abuse. This service feeds into the Dave's House group work.

WE WILL:

Consider extending positive male role models to children and young people experiencing other types of violence and abuse

Family Interventions



One of the services offered by Atal y Fro is the Early Intervention programme. This means that as soon as a referral is received they call together the agencies who need to be involved, to develop a 'package' for the whole family, with safety always central. The package is initially for six weeks then reviewed and a longer term plan put together, providing a service for couples who wish to stay together or separate amicably. The service supports family members by providing one to one work for the victim, their partner and any children involved. This will often include required attendance on community perpetrator programmes, but many of those currently in existence do not support the different family compositions that exist, relying on the traditional family stereotype.

Services in Cwm Taf will be delivering similar family interventions through the PCC Transformation Fund programme to further test and pilot the whole-family approach.

WE WILL:

Research and consider family intervention models for future service delivery

People from a BME Background



BME victims' and their children's experience of violence can be shaped by their relationship to concepts such as culture and their

relationship with communities. These issues can define their experiences of violence and abuse and impact on their access to, and the types of services they may need or want. Additional barriers to support may be experienced by BME victims and their children due to the impact of language, discrimination, racism or immigration status. The region recognises the imperative to have services delivered by and for BME people.

The Centre for the Study of Safety and Well-being, University of Warwick and Imkaan undertook a study to explore the extent to which BME women and girls are disclosing sexual violence and accessing support and to look at emerging barriers and gaps to accessing support. The resulting report - *Between the Lines - Service Responses to Black and Minority Ethnic (BME) Women and Girls Experiencing Sexual Violence* reviewed 38 specialist services across the UK.

Findings showed a lack of real understanding of the issues and a need for training and delivery of specialist services were recommended.

The population across Cardiff & the Vale (C&V) is constantly evolving, with a growing number of diverse ethnic cultures and increased migratory movement. With the increased diversity, it is not uncommon to identify increased cultural health concerns which affect reproductive, psychosocial and psychosexual health. This includes the practice of FGM; the trauma of which has been widely reported to be relived for many years after the mutilation takes place.

Noting the significant need for a seamless service to meet the needs of all females affected by FGM, it is proposed that a pilot community clinic is established. Cardiff & Vale UHB Midwifery service and Bawso will deliver a service that will help break down barriers to accessing care and ensure all females affected have access to clinicians and counselling support. It will also facilitate an opportunity to work with some of the deep-rooted cultural beliefs with older family and extended community members.

WE WILL:
Review the pilot FGM clinic's effectiveness

Gypsy & Traveller Communities

Gypsies and travellers experience a high level of discrimination and prejudice in their daily lives, and experience great difficulty in maintaining their lifestyle and heritage. They are disadvantaged in accessing healthcare, education, and securing accommodation.

Research shows that domestic abuse is a significant health issue for the Gypsy & Traveller communities. A recent study estimated that between 60% – 80% of women from travelling communities experience domestic abuse during their lives, compared to 25% of the female population generally. Cultural expectations combined with the isolated nature of the communities, can make it difficult for domestic violence to be challenged with successive generations of both men and women viewing domestic abuse as normal. A Gypsy or Traveller woman leaving because of domestic abuse not only loses her home and partner, but also her community, her culture and her way of life. For these reasons, Gypsies and Travellers are far less likely to report an incident or to seek help.

WE WILL:
Raise awareness of available support services to the Gypsy and Traveller communities

"I was 14 years old when my mother presented me with the picture of a man I later learned I had been promised to at the age of eight. I was the one who dared to say: 'No, I was born here, I want to go to school - I don't want to marry a stranger.'"

Jasvinder Sanghera, CBE, founder of Karma Nirvana

Male Victims

Both local authorities in the region have identified a need for discrete male victim provision and acknowledge that the delivery of services to male victims can differ from those provided to female victims. Although practically there are similarities in that they require non-judgmental validation of the abuse suffered, a safe place to stay and support to rebuild their lives. It is evident that some male victims are also accompanied by their children of either gender.

Access to services is often made via male-specific helplines or through Council homelessness routes. In terms of a safe place to stay, Cardiff currently hosts the South Wales male-only refuge. The dispersed refuge service currently delivered in the Vale of Glamorgan has been identified as a good model for complex cases including larger families and male victims.

Work is underway to explore best practice and develop a more rounded end-to-end service for male victims, to replicate the seamless services offered to female victims. To broaden economies of scale, other South Wales local authorities have been invited to participate in the needs assessment and commissioning process. Data and views will be captured from partners, current providers and past victims, along with best practice and research.

WE WILL:

Commission a specialist male victim service with wider regional partners

In 2016/17:



216 men contacted the Live Fear Free helpline



Dyn Project received 236 referrals to the Cardiff male IDVA

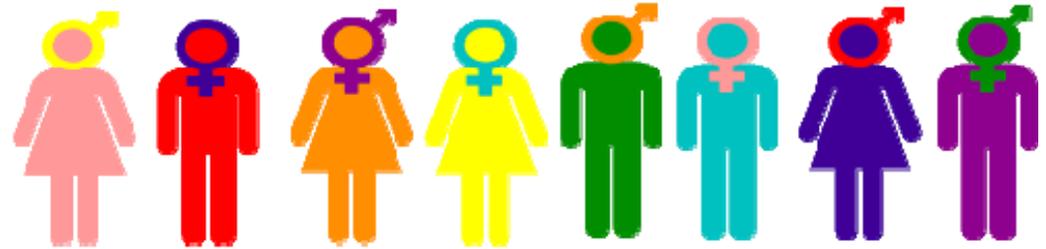


36 high risk male victims discussed at MARAC



Almost 100 males sought help from the SARC

LGBTQ+ Victims



IDVAs/ISVAs/IPAs work with victims who identify as Lesbian, Gay, Bisexual and Transgender, however Rainbow Bridge is a service operated by Victim Support that specifically supports victims of domestic abuse who identify as LGBTQ+. This includes abuse from intimate partners, ex-partners (also heterosexual ex-partners) and relatives. Services include advocacy, personal and home security, emotional support and mentoring. Reporting from LGBT victims remains especially low and confidence to report and seek help needs to be encouraged. There is a willingness from partners to work and engage with organisations who have specialist knowledge of the needs of LGBTQ+ victims to ensure that services are accessible and appropriate.

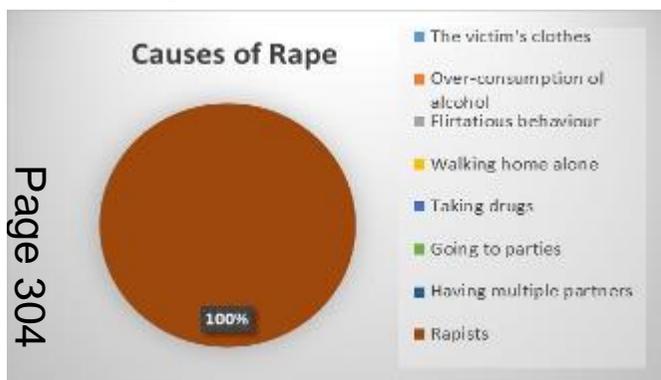
In respect of the transgender community, in July 2017 the UK Government announced plans to reform the Gender Recognition Act (2004). The proposed changes include making the process to change the gender on someone's birth certificate less bureaucratic and bring it into line with existing non-medicalised processes for changing gender, e.g. on passports, relying on 'self-identification'. Changing attitudes to gender and sexuality are hotly discussed subjects and the proposed changes to legislation are proving controversial. Currently, the Equality Act 2010 has exemptions that permit single-sex services, occupations, communal accommodation and sporting activities where these are a proportionate means of achieving a legitimate aim. Campaigners raise concerns that a move towards gender self-identification could have unintended consequences. These issues are complex and clearly require further open discussion regarding service accessibility and delivery.

WE WILL:

- **Strengthen links with specialist LGBTQ+ organisations to improve services and increase reporting**
- **Ensure services are responsive to LGBTQ+ victims**

Sexual Assault Referral Centre

The full extent of the effect of sexual violence within our communities is largely unknown as many victims do not report to the Police. Male rape is particularly under reported, the reasons for not reporting include shame, guilt and fear of not being believed or of being denounced for what has occurred. Myths and strong prejudices surrounding male sexuality also prevent men from coming forward.



Ynys Saff Sexual Assault Referral Centre (SARC) offers services to victims of sexual violence, meeting the needs of all ages and all genders. Its aim is to offer appropriate support and care required at the point of need, working to advocate on behalf of the client ensuring that the service is victim focused at all times. The SARC is based in the Cardiff Royal Infirmary and is jointly funded as part of the provision of Cardiff and Vale UHB. The Centre can facilitate forensic medical examinations, Police interviews, ISVA support during the criminal justice process, specialist trauma counselling and psychological educational group support. Accountability for Ynys Saff rests with Cardiff and Vale UHB.

The SARC also provides a specialist paediatric service for children and young people, acknowledging that this client group have specific needs which must be addressed in a sensitive and timely manner. Sexual crime amongst children and young people is now more publicised than ever before and the risks to the younger generations are increasing; the development of the use of social media, the grooming and exploitation of those who are vulnerable and those who are abused within their own families.

Much work has been done to ensure a sustainable model for sexual violence services across South Wales. Plans are underway to regionalise services and develop the Cardiff and Vale SARC as a 'Hub' for acute service provision for adults and children in South East Wales. This highlights the recognition that service provision for sexual violence is highly specialised and requires the best models of care that can be provided for all victims. However, there remain many factors which need to be addressed in the future. It is recognised that there are groups who under-report such as male victims, sex workers, those from ethnic minority backgrounds and victims of HBV. There is a requirement to develop a greater understanding of the problem, the causes and circumstances and to build confidence of individuals to report.

WE WILL:

Embed the new Hub SARC model for victims of sexual violence across South East Wales

Older People

Some older people may be vulnerable to domestic or sexual abuse as a result of their mental or physical frailty, and/or mental capacity or physical disabilities; however, these are not the only factors which could lead to an older person being abused. Abuse may be perpetrated on older victims for a number of reasons, and does not necessarily cease or reduce as the victim or abuser gets older. In fact, an older victim may experience more frequent or increased intensity of abuse; additionally, some older people may only start to experience abuse at this stage in their life. Older people may also be the victims of abuse perpetrated by multiple family members, some of whom may also be assuming a caring role. Financial abuse by family members should be regarded as domestic abuse.

Issues of mental capacity have arisen in a local DHR, both in terms of the victim with early signs of dementia not being asked if she was experiencing any abuse and also in terms of her carer who was experiencing signs of carer stress but who refused help. A debate has arisen over local procedures and whether it is appropriate to override an individual's decision, evidencing the reasons, and managing any consequences. Further guidance is needed on this issue.

WE WILL:

Work with the Regional Safeguarding Adults Board to develop policies and training for those working with older victims of VAWDASV

Complex Needs / Toxic Trio

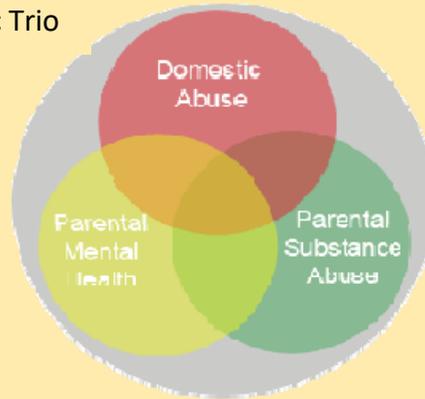
There are high rates of overlap between VAWDASV and substance use for both victims and perpetrators of abuse. While it is accepted that alcohol and drug abuse does not cause VAWDASV, the presence of substance use can increase the frequency and severity of abuse. Children are at a particularly high risk of harm when substance misuse and domestic violence are present.

Substances can also be involved as a means to incapacitate the victim or make them do things they do not want to do. This can include pushing boundaries in sex, recording it or prostitution. Partners might be forced to sell, buy or even consume drugs. Later on, this might be used as leverage when the victim becomes addicted.

Victims of abuse have a higher rate of drug and/or alcohol misuse (whether it starts before or after the abuse): at least 20% of high-risk victims of abuse report using drugs and/or alcohol (Safe Lives 2015). Often they are used as a self-medicated coping mechanism.

Victims who use alcohol and drugs are more likely to be abused, and abused victims are more likely to use substances. One of the causes of this might be that experiencing prolonged hostility, violence and abuse contributes to deterioration of the victim's mental health – they may struggle with depression, anxiety, suicidal behaviour, low self-esteem, inability to trust others, flashbacks, sleep disturbances and emotional detachment.

Toxic Trio



The Toxic Trio have all been identified as common features of families where harm to adults and children occurs:

In one situation domestic abuse may be the result of women who misuse substances being more likely to form relationships with violent men. Another situation may be that maternal substance abuse may be as a direct consequence of their experience of domestic abuse. Maternal mental ill health may be a result of violence or abuse that they have experienced or depression may lead to a parent to misuse substances.

40% of high-risk victims report having mental health issues (Safe Lives 2015).

Alcohol and drugs might help them temporarily alleviate anxiety, make them forget, or simply make further abuse easier to bear. They might not realize that self-medicating like this can lead to addiction and more problems.

In the Vale of Glamorgan, a new partnership between Atal y Fro and Gofal will deliver a 12 month specialist mental health support service for victims of abuse. The Mental Health Worker is based within Atal Y Fro and supports any clients accessing services with mental health needs.

In analysis of Serious Case Reviews undertaken by the Department of Education in England (Pathways to harm, pathways to protection: a triennial analysis of serious case reviews 2011 to 2014, published in 2016), found that in a total of 293 Serious Case Reviews, domestic abuse was the most common factor identified, followed by parental mental health problems and thirdly, substance misuse. "it is now abundantly clear from research that living with domestic abuse is always harmful to children and it is rightly seen as a form of child maltreatment in its own right." (Humphreys and Bradbury-Jones, 2015). This report further highlighted that sexual abuse often co-exists with other types of harm. In this study there was evidence of sexual abuse in 53% of cases in children aged between 1-17.

This study highlights that no one single agency can manage the risks and harms when complex needs co-exist. Importantly, when complex needs are identified, consideration must be given to how coercive control may impact upon behaviours.

WE WILL:

Ensure health and social care professionals consider and address how complex needs impact on adults and children



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Policy/Strategy/Project/Procedure/Service/Function Title:

Cardiff and Vale of Glamorgan Violence Against Women, Domestic Abuse and Sexual Violence Strategy 2018-2023

New/Existing/Updating/Amending: New

Who is responsible for developing and implementing the Policy?

Name: Jane Thomas	Job Title: Assistant Director (Housing & Communities)
Service Team: Housing & Communities	Service Area: Communities, Housing and Customer Services
Assessment Date: March 2018	

1. What are the objectives of the Policy?

The Violence against Women, Domestic Abuse and Sexual Violence Act (Wales) 2015 laid out a requirement for local authorities and Health Boards to jointly prepare regional strategies to tackle violence against women, domestic abuse and sexual violence (VAWDASV). In recognising the national strategic direction, the regional strategy sets out an overarching vision and high level aims as follows:

Vision:

People who live, work and visit Cardiff and the Vale of Glamorgan have the opportunity to live positive, independent lives without being affected by violence and abuse.

Aims:

Aim 1 - PREPARE

Improve strategic planning and commissioning of VAWDASV services through a more coordinated partnership approach across the region.

Aim 2 - PURSUE

Address perpetrators of VAWDASV by improving intelligence sharing across services and the use of legal powers to disrupt and convict.

Aim 3 - PREVENT

Pro-actively address negative attitudes and behaviours that have the potential to result in VAWDASV, recognising this as everyone's business.

Aim 4 - PROTECT

Improve the multi-agency response and support to all victims and their children regardless of risk level and needs.

Aim 5 - SUPPORT

Ensure that innovative, flexible and evidence-based services are available to meet the needs of victims experiencing any form of VAWDASV.

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2. Please provide background information on the Policy / Strategy / Project / Procedure / Service / Function and any research done [e.g. service users data against demographic statistics, similar EIAs done etc.]

Background

1. 2. Violence against women, domestic abuse and sexual violence is a fundamental violation of human rights, and both a cause and consequence of inequality. Tackling violence against women, domestic abuse and sexual violence (VAWDASV) has far-reaching consequences for women, men, children, families, communities and society as a whole. Tackling these enduring social problems requires a distinct and proportionate approach to enable everyone to live fear free in safe, equal and violence free communities.
2. The Violence against Women, Domestic Abuse and Sexual Violence Act (Wales) 2015 set out a requirement for local authorities and Health Boards to jointly prepare regional strategies to tackle VAWDASV.
3. The Welsh Government has set out in its national strategy following the Act, an objective to provide victims with access to “holistic, appropriately resourced, high quality, needs led, strength based, gender responsive services across Wales.” The Act now places a wider duty to support those experience all forms of violence against women, domestic abuse and sexual violence. This duty includes male victims and perpetrators of abuse.
4. The regional VAWDASV strategy recognises that anyone (women, men, children and young people) can experience and be affected, it addresses violence and abuse directed towards women, men, girls and boys and violence and abuse perpetrated by men and women. It acknowledges that it can happen in any relationship regardless of sex, age, ethnicity, gender, sexuality, disability, religion or belief, income, geography or lifestyle. However it is acknowledged that women and girls are disproportionately affected by domestic abuse, rape and sexual violence, sexual exploitation (including through the sex industry), modern day slavery, forced marriage, female genital mutilation, child sexual exploitation and abuse, stalking and sexual harassment.
5. Cardiff Council has recently undertaken an EIA in relation to the commissioning process to procure a new female victim specialist service. This service was successfully awarded and the contract began implementation on 1st April 2018. A male victim service is currently being considered by regional partners to commence in April 2019.
6. Welsh Government has also required a move to regional working on VAWDASV in terms of a national approach towards regional funding and commissioning. Cardiff and the Vale of Glamorgan have agreed to operate as a region for this purpose due to a shared Health Board footprint, natural travel to work patterns, service access migrations for residents across the area, and the pre-existence of a number of regional services and policies.
7. The Strategy has identified a number of “We Will” commitments to be delivered across all the partners involved in the region and will be monitored by a new overarching Cardiff and Vale VAWDASV Steering Group through a detailed action plan:

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PREPARE	
<i>Introduction</i>	Work towards developing relevant joint regional strategies and policies where possible
<i>Needs Assessment</i>	Continually improve data collection methods to better inform ongoing needs assessment
<i>Governance</i>	Implement and continually review governance arrangements including membership, to ensure they remain fit for purpose
<i>Wider Collaboration</i>	Actively assist with embedding a whole systems approach across the region
<i>Survivor Engagement</i>	Actively seek engagement and input from victims and survivors that represent all crime types and protected characteristics

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PURSUE	
<i>Criminal Justice Response</i>	Increase the number of positive outcomes for victims
	Enhance the monitoring of the outcomes of cases appearing before Magistrates and Crown courts
<i>Integrated Offender Management</i>	Trial and evaluate the MATAC Intervention for perpetrators of domestic abuse
	Evaluate the impact of Drive including impact on victims and children
<i>Working with Perpetrators</i>	Improve monitoring and reporting of perpetrator programmes / interventions
	Consider early intervention options for those concerned about their behaviour
	Explore options for delivering a range of community perpetrator interventions
<i>Restorative Justice</i>	Continually review the guidance and approach to the use of restorative practice for victims of VAWDASV
<i>Safe Use of Technology</i>	Deliver local campaigns to highlight safe use of technology
<i>Encouraging Victims to Report</i>	Encourage and assist more victims to seek criminal sanctions and civil remedies

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PREVENT	
Educational Settings	Continue to promote and monitor education-based activities across the region to include 'hard to reach' children
	Give support to all higher and further education establishments to have a consistent and visible approach to tackling VAWDASV and in managing disclosures
National Training Framework (NTF)	Liaise with the Judicial College to ensure Magistrates are trained in VAWDASV awareness and sentencing guidelines
	Implement the regional training plan to ensure all staff are trained in accordance with the National Training Framework
Early Intervention	Prioritise funding for early intervention services that prevent all forms of VAWDASV
	Implement the Ask Me Ambassador pilot in Cardiff and share the learning
Sexual Violence	Provide a male ISVA at the SARC
	Work with the South Wales Police & Crime Commissioner to gain a greater understanding of sexual harassment
	Raise awareness of consent at all opportunities
Stalking	Improve awareness of stalking and promote the practical steps to reporting
Honour Based Violence / Forced Marriage	Improve understanding of how forced marriage affects individuals with protected characteristics
Female Genital Mutilation (FGM)	Increase FGM referrals from schools
Night Time Economy	Assist with implementing the actions from the 'Delivering a Safe and Welcoming Night Time Economy' strategy
Sex Workers	Raise awareness across the region of the issues faced by sex workers
	Review the effectiveness of the Ty Tarian scheme to inform future service delivery
Trafficking and Modern Slavery	Widen the reach of the Human Trafficking awareness module through the National Training Framework
Adverse Childhood Experiences (ACEs)	Support Public Health Wales to move from a position of understanding the ACE research to understanding what a positive and effective response looks like
	Develop close working arrangements between the Early Help Front Door services and specialist VAWDASV services
Identification and Referral to Improve Safety (IRIS)	Remain committed to mainstreaming the IRIS model across all GP surgeries in the region
Formal Reviews	Ensure that the learning from all formal service reviews including DHRs is reflected in service delivery and is shared widely
	Implement any Welsh Government policy changes arising from its review of DHR processes
White Ribbon Campaign	Implement the White Ribbon Action Plan across the region
	Continue to advocate for a White Ribbon Wales

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PROTECT	
Clare's Law / Sarah's Law Disclosures	Further promote Disclosure Schemes at all available opportunities
Notices and Orders	Improve the use of Notices and Orders across the region
Managing VAWDASV PPNs	Work with partners to ensure continuous improvement of the MASH
	Closely monitor the specialist service response to PPNs
(MARAC) - Multi-Agency Risk Assessment Conference	Improve the quality of MARAC referrals across the region
	Review the findings of the research into the future of MARAC and consider any impact on existing processes
Housing-Related Support	Continually monitor the use of crisis/emergency accommodation to ensure provision for those who need it most
	Assess the impact of welfare reform changes and the Renting Homes Act on specialist accommodation for victims
Specialist Courts	Better support victims through the criminal and civil justice processes
	Work with campaigners to strengthen victims voices across all courts
Workplace Policies	Develop and adopt revised VAWDASV workplace policies and encourage all partners to do the same
	Adopt the requirement for contractors to develop workplace policies through commissioning and procurement arrangements
	Ensure contractors are aware of the issues and understand referral pathways
Target Hardening	Review the availability of target hardening options and develop a regional approach

SUPPORT	
Research	Actively participate in a range of meaningful research projects to broaden understanding and improve services
Children and Young People	Consider extending positive male role models to children and young people experiencing other types of violence and abuse
Family Interventions	Research and consider family intervention models for future service delivery
People from a BME Background	Review the pilot FGM clinic's effectiveness
Gypsy and Traveller communities	Raise awareness of available support services to the Gypsy and Traveller communities
Male Victims	Commission a specialist male victim service with wider regional partners
LGBTQ+ Victims	Strengthen links with specialist LGBTQ+ organisations to improve services and increase reporting
	Ensure services are responsive to LGBTQ+ victims

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Sexual Assault Referral Centre (SARC)	Embed the new Hub SARC model for victims of sexual violence across South East Wales
Older People	Work with the Regional Safeguarding Adults Board to develop policies and training for those working with older victims of VAWDASV
Complex Needs / Toxic Trio	Ensure health and social care professionals consider and address how complex needs impact on adults and children
Sex Workers	Explore new ways to identify, protect and safeguard sex workers and the communities affected
	Review the findings of the 'Beyond the Gaze' research

Data Review

8. The Strategy identifies the following demographic and service data:

Regional Data

The area covered by the boundaries of Cardiff and the Vale of Glamorgan has a total population of **489,931**; 16% of the total Welsh population. This is made up of **205,093** females and **194,556** males, **44,237** girls and **46,045** boys.

The ages of the population are as follows:

Ages	Males	Females	TOTALS
0-4	15,115	14,489	29,604
5-15	30,930	29,748	60,678
16-24	37,248	38,241	75,489
25-44	67,835	65,168	133,003
45-64	55,595	58,786	114,381
65+	33,878	42,898	76,776
TOTAL	240,601	249,330	489,931

93% of the population is **White** with the remaining 7% broken down as follows: **3% Asian/Asian British**, **2% Mixed**, **1% Black/Black British** and 1% Other.

The 2011 Census data indicated that **18.6%** of the regional population have some form of **disability** as detailed below:

Long-term health problem or disability, 2011 (Census) (StatsWales data)

Disability	Cardiff		Vale of Glamorgan		Cardiff & Vale of Glamorgan	
	No.	%	No.	%	No.	%
Day-to-day activities limited a lot	31,838	9.2	12,538	9.9	44,376	9.4
Day-to-day activities limited a little	30,493	8.8	13,091	10.4	43,584	9.2
Day-to-day activities not limited	283,759	82.0	100,707	79.7	384,466	81.4
All categories: Long-term health problem or disability	346,090	100.0	126,336	100.0	472,426	100.0

With regards to sexuality, it is estimated that **6.1%** of the regional population do not consider themselves to be heterosexual:

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Sexual Identity by local authority, England, Wales and Scotland, 2013-2015 (ONS data)

	Heterosexual or straight	Gay or Lesbian	Bisexual	Other	Don't know or refuse
	<i>Estimate</i>	<i>Estimate</i>	<i>Estimate</i>	<i>Estimate</i>	<i>Estimate</i>
Cardiff and Vale of Glamorgan	269,000	7,000	3,000	4,000	3,000
Percentages	93.9%	2.5%	1.1%	1.6%	0.9%

Service Data

Services available from 1st April 2018 include:

- 1 x One Stop Shop (Cardiff only)
- 35 x Independent Domestic Violence Advocates (IDVAs) and 5 Independent Sexual Violence Advocates (ISVAs)
- 84 x units of specialist accommodation
- 9 x specialist providers of victim support services
- 2 x providers of perpetrator programmes
- 4 x MARAC Coordinators and 2 x Domestic and Sexual Violence Coordinators

In 2016/17 across the region,

- 11,302 incidents of Domestic Abuse were reported, resulting in 5,067 recorded crimes.
- One Forced Marriage Protection Order was granted.
- 1,011 crimes of Sexual Violence were recorded with a further 182 cases related to historical abuse.
- 99 incidents of Honour-Based Violence were reported, resulting in 37 recorded crimes.
- 30 cases of Trafficking were reported.
- 29 reported incidences of Female Genital Mutilation resulted in 2 cases being formally charged.

3 Assess Impact on the Protected Characteristics

3.1 Age

Will this Policy / Strategy / Project / Procedure / Service / Function have a **differential impact [positive / negative]** on younger / older people?

	Yes	No	N/A
Up to 18 years	✓		
18 - 65 years		✓	
Over 65 years	✓		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

Around 1 in 5 children have been exposed to domestic abuse and 1 in 3 children who have witnessed domestic abuse will have also been subject to other forms of abuse, including sexual abuse (NSPCC 2011). They are 6 times more likely to commit suicide as a result of abuses experienced, and 24 times more likely to commit sexual assault (Hafan Cymru 2015). In Wales

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during 2014-15, there were 205 cases of rape perpetrated against girls under the age of 13 in Wales (NSPCC).

Article 19 of the United Nations Convention on the Rights of the Child makes it clear that children and young people have the basic human right to dignity. This means they have the right to be protected from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s) or any other person who has the care of the child. Witnessing violence against women, domestic abuse or sexual violence is also therefore a breach of their rights.

It is estimated that over 40,000 older people in Wales are being abused in their own homes every year. For some, such abuse will have been a significant feature for most of their adult lives, an on-going problem for 20, 30 and 40 years or even longer (Older people’s Commissioner for Wales 2015). This is often further complicated when there are caring responsibilities in the relationship between the victim and the perpetrator of the abuse. Often the abuse only begins when the couple have retired and are spending much more time together alone at home. Older victims are less likely to leave abusive relationships than younger people. Whereas more than two-thirds of victims aged under 60 left their abuser in the year before seeking help, this applied to barely a quarter of older people. A third of victims over 60 were still living with their abuser while seeking help, compared with just 9% of younger victims (Safe Lives).

What action(s) can you take to address the differential impact?

For those aged under 16 who have witnessed or experienced any form of violence against women, domestic abuse or sexual violence, all partners, whether in the statutory or third sector, are fully compliant with safeguarding responsibilities under child protection arrangements. For those aged under 16 who are accompanying their parent/guardian into services, they will also have their needs assessed and appropriate tailored services offered. For all children and young people, a range of age-appropriate therapeutic interventions can be delivered. Specifically for those aged 0-5, there is dedicated provision funded through Flying Start and Families First.

It is acknowledged that close working between the Regional Safeguarding Children Board and the wider VAWDASV governance structure needs to be strengthened. This will be facilitated through shared training resources and regular input into each other’s review of policies and procedures and for cross-cutting issues such as Child Practice Reviews and Domestic Homicide Reviews.

Again, working closely with the Regional Adult Safeguarding Board, the needs of older people who have or are experiencing any form of violence against women, domestic abuse or sexual violence can be managed in a collaborative way. Issues of dementia and caring responsibilities can greatly affect relationships, and care needs to be taken to assess and support older people.

Provision for equality and diversity will be a key criteria in ongoing performance monitoring of all partners to ensure that no groups are unduly disadvantaged or impacted.

3.2 Disability

Will this Policy / Strategy / Project / Procedure / Service / Function have a **differential impact [negative]** on disabled people?

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	Yes	No	N/A
Hearing Impairment	✓		
Physical Impairment	✓		
Visual Impairment	✓		
Learning Disability	✓		
Long-Standing Illness or Health Condition	✓		
Mental Health	✓		
Substance Misuse	✓		
Other	✓		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

Research suggests that those with disabilities are more likely to suffer domestic violence and sexual assault than those without disabilities (Liverpool John Moores University’s Centre for Public Health, a WHO Collaborating Centre for Violence Prevention, and WHO’s Department of Violence and Injury Prevention and Disability, July 2012.) Also those with disabilities report abuse that lasts longer and is more intense than those without disabilities. Like other victims, those with disabilities usually are abused by someone they know, such as a partner or family member. In addition, those with disabilities face the risk of abuse by health care providers or caregivers. Caregivers can withhold medicine and assistive devices, such as wheelchairs or braces. They can also refuse to help with daily needs like bathing, dressing, or eating.

The systematic review on violence against adults with disabilities, published in February 2012, found that overall they are 1.5 times more likely to be a victim of violence than those without a disability, while those with mental health conditions are at nearly four times the risk of experiencing violence. Factors which place people with disabilities at higher risk of violence include stigma, discrimination, and ignorance about disability, as well as a lack of social support for those who care for them. Placement of people with disabilities in institutions also increases their vulnerability to violence. In these settings and elsewhere, people with communication impairments are hampered in their ability to disclose abusive experiences.

What action(s) can you take to address the differential impact?

As part of the process of commissioning services to support victims, the issue of ensuring equitable access to services, especially information and advice and in accommodation-based support settings is of paramount importance. This includes being able to respond to enquiries in a number of ways over and above telephone and drop-in access, some of which may be more accessible to those with disabilities including webchat, Skype and via a professional referral from a service they are already engaged with. Services also work closely together to ensure referral and service pathways into other specialist support such as mental health and substance misuse services. Provision is made for current available units of accommodation-based support to be suitable for those with disabilities.

Provision for equality and diversity will be a key criteria in ongoing performance monitoring of all partners to ensure that no groups are unduly disadvantaged or impacted.

3.3 Gender Reassignment

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Will this Policy / Strategy / Project / Procedure / Service / Function have a **differential impact [positive]** on transgender people?

	Yes	No	N/A
Transgender People (People who are proposing to undergo, are undergoing, or have undergone a process [or part of a process] to reassign their sex by changing physiological or other attributes of sex)	✓		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

There is limited research on how many transgender people experience abuse in the UK, and the best studies have small group samples. However, these figures suggest it is a significant issue. A report by the Scottish Transgender Alliance indicates that 80% of trans people had experienced emotional, sexual, or physical abuse from a partner or ex-partner.

Abuse can be as a result of the process of ‘coming out’ perpetrated by partners, family members or friends. This is especially difficult where there are children involved.

What action(s) can you take to address the differential impact?

Those who have undergone, or are undergoing, gender reassignment can access the full range of preventative, protective and support services available in this region. Specialist service providers are required to have clear policies and procedures in place for managing transgender victims, especially in shared accommodation-based settings and in any group work – both in terms of keeping the victim safe and managing any impact. Where necessary, dispersed accommodation can be used to ensure additional safety.

Provision for equality and diversity will be a key criteria in ongoing performance monitoring of all partners to ensure that no groups are unduly disadvantaged or impacted.

3.4. Marriage and Civil Partnership

Will this Policy / Strategy / Project / Procedure / Service / Function have a **differential impact [positive / negative]** on marriage and civil partnership?

	Yes	No	N/A
Marriage		✓	
Civil Partnership		✓	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

No impacts identified

What action(s) can you take to address the differential impact?

N/A

3.5 Pregnancy and Maternity

Will this Policy /Strategy / Project / Procedure / Service / Function have a **differential impact [positive / negative]** on pregnancy and maternity?

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	Yes	No	N/A
Pregnancy	✓		
Maternity	✓		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

Pregnancy when coupled with domestic abuse or sexual violence is a form of intimate partner violence (IPV) where health risks may be amplified. Abuse during pregnancy, whether physical, sexual, verbal or emotional, produces many adverse physical and psychological effects for both the mother and foetus. It increases the risk of miscarriage, infection, premature birth, low birth weight, foetal injury and foetal death (Refuge website). Such impacts on the mother can also affect their ability to appropriately feed, care for and form a positive attachment to the newborn baby. Over a third of domestic violence starts or gets worse when a woman is pregnant (Refuge website). More than 30% of this abuse starts in pregnancy, and existing abuse may get worse during pregnancy or after giving birth (NHS website).

What action(s) can you take to address the differential impact?

Within Cardiff is a funded service to specifically address the provision of violence against women, domestic abuse and sexual violence that is impacting on a victim's own wellbeing and on their capacity to form positive attachments and effectively parent their children. The service will support those who are, or have recently been, pregnant or have children aged 0-5 years and it works with Health Visitors through Flying Start and a variety of Families First funded services, especially the Early Help Front Door service. This model could be replicated across the region.

The Health-based IDVA can support those who are pregnant and are experiencing VAWDASV both on-site in hospital settings or elsewhere in the community. Those who are pregnant are also discussed at MARAC meetings as they have a higher risk of further abuse.

Provision for equality and diversity will be a key criteria in ongoing performance monitoring of all partners to ensure that no groups are unduly disadvantaged or impacted.

3.6 Race

Will this Policy / Strategy / Project / Procedure / Service / Function have a **differential impact [positive / negative]** on the following groups?

	Yes	No	N/A
White	✓		
Mixed / Multiple Ethnic Groups	✓		
Asian / Asian British	✓		
Black / African / Caribbean / Black British	✓		
Other Ethnic Groups	✓		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

BME men, women and children's experience of violence can be shaped by their relationship to 'culture'- this can define their experiences of violence and abuse; their relationship with 'communities' (including gypsies and travellers), and their access to services and the types of

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services they made need or want. Additional barriers to support may be experienced by BME people due to the impact of discrimination, racism and immigration status. Partners acknowledge the need for specialist support for BME people relating to prevention, protection and support informed by expert understanding of specific needs of BME men, women and children experiencing violence against women, domestic abuse and sexual violence.

What action(s) can you take to address the differential impact?

Identifies need for sensitive and appropriate services for all victims but specifically for those from a BME background who may experience additional barriers that may affect their ability to seek help and support and may have additional needs. Highlights that provision of language support for other minority languages should also be facilitated.

Delivery of all preventative, protective and support services in the region offers help to those of any race, providing sensitive and appropriate services for all victims but specifically from those from a BME background who may face additional issues. Specialist services in the region are responsive to the individual differences presented by victims and tailor services accordingly, including in the range of languages spoken by staff.

Provision for equality and diversity will be a key criteria in ongoing performance monitoring of all partners to ensure that no groups are unduly disadvantaged or impacted.

3.7 Religion, Belief or Non-Belief

Will this Policy / Strategy / Project / Procedure / Service / Function have a **differential impact [negative]** on people with different religions, beliefs or non-beliefs?

	Yes	No	N/A
Buddhist	✓		
Christian	✓		
Hindu	✓		
Humanist	✓		
Jewish	✓		
Muslim	✓		
Sikh	✓		
Other	✓		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

A victim’s religious or spiritual beliefs can be central to their understanding and response to abuse. A victim’s own faith and the support of other faith-based members can be key to helping the healing process, while a lack of understanding regarding the religious perspective on abusive relationships by the victim or those they may turn to for spiritual guidance and support can add to the emotional, physical and financial hurdles already faced. Many victims in abusive relationships can feel they ought to submit to their spouses out of duty, that they have no right over their own body, life or even opinions. Quite often this misconception is furthered by advice from clergy, elders, rabbis or other members of the congregation.

However for those who do find some comfort in attending their usual place of spiritual or

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religious guidance, there is often the impediment of being accommodated in a place of safety far removed from their local community or needing to avoid the recognition of local community members and seeking solace elsewhere.

What action(s) can you take to address the differential impact?

All partners delivering any form of preventative, protective or supportive service are responsive to the individual differences presented by victims of any religious belief and tailor services accordingly. Where necessary, individual actions regarding religious observation can be included and facilitated through individual support plans and the provision of prayer rooms in emergency/crisis accommodation. Provision for equality and diversity will be a key criteria in ongoing performance monitoring of all partners to ensure that no groups are unduly disadvantaged or impacted.

3.8 Sex

Will this Policy / Strategy / Project / Procedure / Service / Function have a **differential impact [positive / negative]** on men and/or women?

	Yes	No	N/A
Men	✓		
Women	✓		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

Violence against women, also known as gender-based violence, is, collectively, violent acts that are primarily or exclusively committed against women. Sometimes considered a hate crime this type of violence targets a specific group with the victim's gender as a primary motive, meaning that the acts of violence are committed against women expressly because they are women. The UN Declaration on the Elimination of Violence Against Women states that "violence against women is a manifestation of historically unequal power relations between men and women" and that "violence against women is one of the crucial social mechanisms by which women are forced into a subordinate position compared with men." Kofi Annan, Secretary-General of the United Nations, declared in a 2006 report posted on the United Nations Development Fund for Women (UNIFEM) website that "violence against women and girls is a problem of pandemic proportions. At least one out of every three women around the world has been beaten, coerced into sex, or otherwise abused in her lifetime with the abuser usually someone known to her."

It is estimated that around 3 million women across the UK experience rape, domestic violence, forced marriage, stalking, trafficking and sexual exploitation and other forms of violence every year. This is the equivalent to the entire population of Wales (Report to the Secretary General 2006). Approximately 69,000 women in the UK are victims of rape or attempted rape each year (Crime Survey of England and Wales 2013/14). 1 in 5 women in the UK have experienced some form of sexual violence since the age of 16 (Crime Survey of England and Wales, 2013/14). Approximately 90% of those who are raped know the perpetrator prior to the offence (Crime Survey of England and Wales, 2013). Around one third of all violent crime is 'domestic incident' related (Home Office). Women are also far more likely than men to be killed specifically by partners/ex-partners - 44% of female victims compared with 6% of male victims (Office of National Statistics 2016).

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Although it is acknowledged that women are disproportionately affected by all forms of violence and abuse, men are also victims whether the abuse is perpetrated by a female or a male. It is estimated that in 2010/11 up to 1.2 million women and 800,000 men were victims of domestic abuse (7% and 5% of the population respectively). (Crime Survey for England and Wales). While the Crime Survey collects data on victims, it does not collate information on those who perpetrate crimes. However, in the area of domestic abuse, Scotland collects information on both the "abuser" and the "abused". Since 2002 Scotland's police forces have been producing gender-specific data. From the Scottish Executive's most recent statistics, in 2011/12 there were 59,847 incidents of domestic abuse. In 9,569 incidents (17% of the total) a man had been abused by a woman. We can compare this with the 659 incidents in which the victim and the perpetrator were both male (1% of the total).

What action(s) can you take to address the differential impact?

All services in the region are required to be informed by a gendered understanding of violence against women, domestic abuse and sexual violence to reflect the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) 2015 Act.

Within Cardiff, a specialist service for female victims has been procured following consultation with survivors. This service will deliver a One-Stop-Shop service, accommodation-based support and a range of community-based support services. In the Vale of Glamorgan, their specialist service provider delivers a more family oriented service, delivering perpetrator and wrap-around programmes with targeted interventions to support members of the whole family. Ongoing regional working will allow monitoring of these services and replication across the region through joint commissioning processes. Initially, consideration is being given to commissioning a male victim's service; this is being explored between Cardiff and the Vale of Glamorgan and other South Wales local authority partners.

Provision for equality and diversity will be a key criteria in ongoing performance monitoring of all partners to ensure that no groups are unduly disadvantaged or impacted.

3.9 Sexual Orientation

Will this Policy / Strategy / Project / Procedure / Service / Function have a **differential impact [positive]** on the following groups?

	Yes	No	N/A
Bisexual	✓		
Gay Men	✓		
Gay Women/Lesbians	✓		
Heterosexual/Straight	✓		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

Women and men can be abused by former heterosexual partners or family members; perhaps after they have come out for the first time and enter their first same-sex relationship. In some cases, abusers will use the process of 'coming out' as an additional form of control. This is especially difficult where there are children involved.

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Stonewall’s research into the health needs of lesbian and bisexual women, *Prescription for Change*, has found:

- One in four lesbians and bisexual women have experienced domestic abuse in a relationship. Two thirds of those say the perpetrator was a woman, a third a man.
- One in four of the general female population has experienced domestic abuse
- Four in ten (39%) lesbians and bisexual women with a disability have experienced domestic abuse in a relationship.
- More than four in ten (44%) lesbians and bisexual women who have experienced domestic abuse experienced this for more than one year

Stonewall’s Gay and Bisexual Men’s *Health Survey* demonstrates that:

- Half (49%) of all gay and bisexual men have experienced at least one incident of domestic abuse from a family member or partner since the age of 16.
- One in six (17%) men in general have experienced domestic abuse from a family member or partner since the age of 16
- Almost two-thirds (63%) of gay and bisexual men with a disability have experienced at least one incident of domestic abuse from a family member or partner since the age of 16.
- More than one in three (37%) gay and bisexual men have experienced at least one incident of domestic abuse in a relationship with a man.
- Almost one in four (23%) gay and bisexual men have experienced at least one incident of domestic abuse from a family member.
- 7% of gay and bisexual men have experienced at least one incident of domestic abuse from a woman, 39% of these experienced some form of physical violence.
- Four in ten (41%) gay and bisexual men who have experienced domestic abuse experienced this for more than a year.

What action(s) can you take to address the differential impact?

The region has a specialist LGBT IDVA service operated by Victim Support. However, numbers of all victims who are LGBT remain low and there is a need to widen awareness that all services are inclusive. Partners recognise a need to engage more with representative organisations.

Provision for equality and diversity will be a key criteria in ongoing performance monitoring of all partners to ensure that no groups are unduly disadvantaged or impacted.

3.10 Welsh Language

Will this Policy / Strategy / Project / Procedure / Service / Function have a **differential impact [positive / negative]** on Welsh Language?

	Yes	No	N/A
Welsh Language		✓	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

Victims, as with anyone else, should be able to express a language preference when contacting or working with services.

What action(s) can you take to address the differential impact?

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For all those approaching services for help, the need to facilitate responses to initial enquiries in the Welsh language and to ensure that all publicity materials are bilingual, is essential. This is obligatory for all public services but the response of third sector services is proportionate, depending on the level of service being delivered.

Provision for equality and diversity will be a key criteria in ongoing performance monitoring of all partners to ensure that no groups are unduly disadvantaged or impacted.

4. Consultation and Engagement

What arrangements have been made to consult/engage with the various Equalities Groups?

A number of key partners took part in the development of the strategy; a Regional Strategy Development Group was established, comprising senior officers from both Cardiff and Vale of Glamorgan Councils, Health, each of South Wales Police’s Basic Command Units, Officers representing the South Wales Police and Crime Commissioner and both the Cardiff and Vale Domestic and Sexual Abuse Coordinators. The Group was responsible for developing the vision and aims and detailing the scope and structure of the document. The chapter on Pursue was felt to be an important factor in acknowledging that there wouldn’t be any victims without perpetrators, and tackling this issue was just as important as protecting and supporting victims. The Regional Strategy Development Group was fortunate to have two representatives from the Welsh Women’s Aid’s SEEdS project (Survivors Empowering and Educating Services) join them. Input from survivors in this way has been extremely beneficial and influential in shaping the direction of the strategy document and in helping to sharpen its contents.

The strategy was circulated widely for consultation on 19th March for 8 weeks. A ‘strategy on a page’ version was circulated alongside the full document so that staff within partner organisations could get a sense of what was being addressed. A further version of the ‘strategy on a page’ was produced for the public and circulated via Facebook and Twitter.

5. Summary of Actions [Listed in the Sections above]

Groups	Actions
Age	Closer working with the Regional Safeguarding Childrens and Adults Boards
Disability	Improved first point of access and referral pathways to specialist services
Gender Reassignment	Specialist providers to have clear policies and procedures
Marriage & Civil Partnership	N/A
Pregnancy & Maternity	Continual improvement of links between Health and specialist support services
Race	Widen awareness of additional considerations relating to support needs
Religion/Belief	Use of individual support plans to acknowledge religious observation
Sex	Training of all staff in the gendered understanding of VAWDASV
Sexual Orientation	Improved engagement with representative organisations to raise awareness of services

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Welsh Language	Production of bilingual publicity and wider service accessibility options
Generic Over-Arching [applicable to all the above groups]	Specific actions relating to Age (older and young people), BME, LGBT, and Sex are addressed in the Strategy through the 'We Will' commitments and detailed more fully in the strategy's accompanying action plan. Provision for equality and diversity will be a key criteria in ongoing performance monitoring of all partners to ensure that no groups are unduly disadvantaged or impacted.

6. Further Action

Any recommendations for action that you plan to take as a result of this Equality Impact Assessment (listed in Summary of Actions) should be included as part of your Service Area's Business Plan to be monitored on a regular basis.

7. Authorisation

The Template should be completed by the Lead Officer of the identified Policy/Strategy/Project/Function and approved by the appropriate Manager in each Service Area.

Completed By : Natalie Southgate	Date:
Designation: Improvement Project Manager – Gender Specific Services	15/04/18
Approved By: Jane Thomas	
Designation: Assistant Director Housing and Communities	17/05/18
Service Area: Housing & Communities	

7.1 On completion of this Assessment, please ensure that the Form is posted on your Directorate's Page on CIS - *Council Wide/Management Systems/Equality Impact Assessments* - so that there is a record of all assessments undertaken in the Council.