

CORRESPONDENCE FOLLOWING THE COMMITTEE MEETING

Committee	CHILDREN AND YOUNG PEOPLE SCRUTINY COMMITTEE

Date and Time of Meeting

TUESDAY, 17 MAY 2016, 2.30 PM

Please find below correspondence send by the Committee Chair following the meeting, together with any responses received.

For any further details, please contact scrutinyviewpoints@cardiff.gov.uk

Correspondence following the committee meeting (Pages 1 - 20)



23 May 2016

Pam Clutton
Lead Inspector
CSSIW
Welsh Government office
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Dear Pam

On behalf of the Members of the Children & Young People Scrutiny Committee, I would like to thank you for attending the Committee meeting on 17 May 2016 to present the Inspection of Children's Services in City of Cardiff Council report dated March 2016.

We greatly appreciated your attendance, and that you continue to value your engagement with this Scrutiny Committee and we hope to continue to develop this engagement in the future. The Committee also wished to reiterate its commitment to continue to monitor and challenge Children's Services performance, the implementation of the Social Services and Well-being (Wales) Act 2014, and changes to the recruitment and retention of social workers.

The Members were pleased to hear your honest and open assessment of Cardiff's Children's Services and the identification of a number of areas of improvement. The Committee agreed to write to the Cabinet Member, requesting that an action plan must be developed to effectively address all the recommendations that were identified in the report.

Following the consideration of the agenda item the Committee agreed to include the monitoring of the Action Plan in its future work programme to ensure that all the recommendations are addressed.

Yours sincerely

COUNTY COUNCILLOR – RICHARD COOK

Chairperson of the Children and Young People Scrutiny Committee.

CC Tony Young, Director of Social Services



CARDIFF

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Date 23 May 2016

My Ref SS/CYP/MJH Your Ref:

Councillor Sue Lent
Deputy Leader and Cabinet Member for Families, Children and Early Years
County Hall
Atlantic Wharf
CARDIFF
CF10 4UW

Dear Sue

On behalf of the Committee, I would like to thank you, Tony Young and Kim Brown for attending Children and Young People Scrutiny Committee on 17 May 2016 to present the **Quarter Four performance report for Children's Services.** During the way forward section of the meeting the Members considered the information in the report, comments made during the consideration of the CSSIW inspection report presented by the Inspector together with answers to their questions, and agreed to provide you with the following comments and concerns.

The Committee was pleased with the overall direction of Children's Services performance, but noted that there was slippage in some areas of performance. In particular the Members noticed that the increase in referrals had had a detrimental impact on the percentage of referrals with decisions made within one day, and those allocated to a social worker for initial assessment. The Members noted that the implementation of the MASH would help redirect a number of referrals, and as a result the Committee would be looking for future performance to improve.

The Members noted that there would be a new set of Performance Indicators for this year, which would include some of the present indicators but also some new indicators, and Committee agreed to undertake further briefings on the new performance measures in the near future.

Finally the Members noted that the CSSIW inspection report on Children's Services highlighted 19 recommendations. The Committee requested a copy of the relevant action plans that address the recommendations, so that it can monitor the Directorate's implementation of the actions, and assess that the outcome addresses the concerns identified in the inspection report

I hope that these comments, advice and requests for information, will be of use and support in improving outcomes for children. The Committee looks forward to receiving

future quarterly performance reports, a briefing and training session on the new performance indicators, together with a positive response to this letter within the next month.

Yours sincerely

COUNTY COUNCILLOR RICHARD COOK Chairperson – Children and Young People Scrutiny Committee

CC: Tony Young, Director of Children's Services

Melanie Jackson - Personal Assistant to Deputy Leader Kim Brown, Service Manager, Policy & Performance

SWYDDFA'R DIRPRWY ARWEINYDD DEPUTY LEADER'S OFFICE

Fy Nghyf / My ref: CM34803

Eich Nghyf / Your ref:

Dyddiad / Date: 31 May 2016



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Councillor Richard Cook
Chairperson - Children and Young People Scrutiny Committee
Room 279, County Hall
Atlantic Wharf
Cardiff
CF10 4UW

Anwyl / Dear Richard,

RE:- Children and Young People Scrutiny Committee, 17th May 2016

Thank you for your letter dated 24th May 2016 on behalf of the members of the Children and Young People Scrutiny Committee following its meeting on the above date.

I would like to thank members for their constructive comments and I am pleased to provide the following response to your request for a copy of the relevant action plan that addresses the recommendations highlighted in the recent CSSIW inspection report.

In order to streamline the number of plans being implemented and monitored by the Service, the recommendations from the CSSIW inspection report have been incorporated in the Directorate Delivery Plan as outlined below. This also ensures that the improvement work resulting from these recommendations is integrated alongside the other improvement initiatives being implemented across the Service.

Recommendation	Relevant Directorate Delivery Plan Action
Strong political and corporate support for children's services should be continued in order to achieve the council's vision for children and young people in Cardiff, while continuing to manage the consistent high volume of demand on statutory services	Corporate and political support continues and will be further strengthened by way of the Services to Children Improvement Board chaired by the Chief Executive and attended by senior officers from a range of partnerships. The purpose of the Board is to drive improvement for all children living within the City of Cardiff.
The council must strengthen the operational plans to support the effective co-ordination of the remodelling of children's services and its interface with the Early Help Strategy	Implement and embed the Early Help Strategy during the 2016-17 financial year working with schools and other agencies to ensure that:

Recommendation	Relevant Directorate Delivery Plan Action	
	 Referrals are directed to the appropriate agency Children are supported at the earliest opportunity The number of looked after children and the over rate of looked after admissions begins to reduce. 	
The council should assure itself that arrangements for accommodation and 'agile working' which it was planning to implement will support effective social work.	Implement the Agile / Mobile Working Strategy across Social Services by March 2017 to effectively mobilise the Social Services workforce. Please note that staff engagement is strong and impact will be closely monitored by	
The workforce strategy should be fully	senior managers across the service.	
implemented to maximise retention of staff and action taken to promote more timely recruitment of staff.	Develop a Social Services Workforce Strategy by March 2017 to improve workforce planning, recruitment, retention and staff learning and development.	
The council should consider how it can increase the opportunities for staff to be engaged in the development and transformation of services; and for the voices of children and their families to be included in service planning.	Plan and implement a new model for the delivery of children's social services and social work intervention by March 2017 to improve the effectiveness and efficiency of services by implementing an agreed, accredited and evidence based practice methodology based on: Signs of Safety Restorative Practice	
» »	Please note that staff engagement and consultation is a key priority for design and delivery of the new model for delivery of Children's Services.	
Staff must have the capacity to complete he training which has been identified to support their professional development.	Develop a Social Services Workforce Strategy by March 2017 to improve workforce planning, recruitment, retention and staff learning and development.	
children's services. This should include nanagement oversight of the quality and requency of supervision.	Develop a Quality Assurance Framework for Social Services to bring together the quality assurance and learning elements of key activities in the Directorate by March 2017.	
he council must review its arrangements to	Improve the system for protecting children	

Recommendation	Relevant Directorate Delivery Plan Action
ensure services can meet the needs of children and young people, particularly for those being subjected to domestic violence.	from significant harm by implementing new Multi Agency Safeguarding Hub (MASH) arrangements for managing referrals by June 2016.
	Please note that the current review of services for children and adults impacted by Domestic Abuse is being led by the Operational Manager for Early Intervention & Prevention and will be completed by the end of Quarter 3. The review is expected to identify needs, gaps in service provision and recommendations for future commissioning of services.
A timely review of the effectiveness and the impact on outcomes for people of the remodelling of children's services and its interface with the Early Help Strategy should be included in the planning arrangements.	Implement and embed the Early Help Strategy during the 2016-17 financial year working with schools and other agencies to ensure that: Referrals are directed to the appropriate agency Children are supported at the earliest opportunity The number of looked after children and the over rate of looked after admissions begins to reduce
	Plan and implement a new model for the delivery of children's social services and social work intervention by March 2017 to improve the effectiveness and efficiency of services by implementing an agreed, accredited and evidence based practice methodology based on: Signs of Safety Restorative Practice.
A range of user-friendly information should be developed and made easily accessible for families, children and young people not only with respect to signposting to preventative services but also how children's services carries out its work.	Implement and embed the Information, Advice and Assistance function with partner agencies by March 2017 to enable people to identify their own needs and achieve their own outcomes.
	Please note that a new website has been developed and currently being promoted via Dewis.
The council must develop more effective	Improve the system for protecting children

Recommendation	Relevant Directorate Delivery Plan Action	
arrangements to ensure that the needs of children and young people are assessed if contacts and referrals about their well-being are repeated.	from significant harm by implementing new Multi Agency Safeguarding Hub (MASH) arrangements for managing referrals by June 2016.	
The council must work with partners to agree a shared understanding of the threshold for statutory services.	Improve the system for protecting children from significant harm by implementing new Multi Agency Safeguarding Hub (MASH) arrangements for managing referrals by June 2016.	
Careful consideration should be given to how the current effective interface between 'children's access point and the intake and assessment teams' is maintained when the remodelling of the service is implemented.	Plan and implement a new model for the delivery of children's social services and social work intervention by March 2017 to improve the effectiveness and efficiency of services by implementing an agreed, accredited and evidence based practice methodology based on: Signs of Safety Restorative Practice. 	
	from significant harm by implementing new Multi Agency Safeguarding Hub (MASH) arrangements for managing referrals by June 2016.	
	Please note that pathways between these two services will be agreed prior to MASH implementation. A pathway is being developed by the MASH project manager and will be agreed by Children's Management Team.	
Arrangements for children's services staff to access information held on parents who are users of adult services should be reviewed	Plan and implement a new model for the delivery of children's social services and social work intervention by March 2017 to improve the effectiveness and efficiency of services by implementing an agreed, accredited and evidence based practice methodology based on: • Signs of Safety • Restorative Practice.	
	Please note that arrangements will be made for Children's Services staff to have access to CareFirst records in relation to parents receiving a service from Adult Services.	

Recommendation	Relevant Directorate Delivery Plan Action
The 'out of hours' arrangements for the completion of 'welfare checks' on children and young people should be agreed with partner agencies.	Improve the system for protecting children from significant harm by implementing new Multi Agency Safeguarding Hub (MASH) arrangements for managing referrals by June 2016.
	Please note that a Task and Finish group will be established to address this issue. The Operational Manager for Early Intervention & Prevention will lead this work which will be completed by the end of Quarter 2.
The quality of plans should be improved to be more outcome-focused and reflect the needs identified in the assessments.	Develop a Quality Assurance Framework for Social Services to bring together the quality assurance and learning elements of key activities in the Directorate by March 2017.
	Plan and implement a new model for the delivery of children's social services and social work intervention by March 2017 to improve the effectiveness and efficiency of services by implementing an agreed, accredited and evidence based practice methodology based on: Signs of Safety Restorative Practice.
	Please note that new care plan templates are being developed to meet the requirements of the Social Services & Wellbeing (Wales) Act 2014. Care plans will need to be outcomes focussed. The Change Champion is leading on this work.
Work to agree a model of risk assessment should be completed with a strong focus on consistency in risk management.	Plan and implement a new model for the delivery of children's social services and social work intervention by March 2017 to improve the effectiveness and efficiency of services by implementing an agreed, accredited and evidence based practice methodology based on: Signs of Safety Restorative Practice.
	Please note that the Signs of Safety model of risk assessment has been agreed.

Recommendation	Relevant Directorate Delivery Plan Action
	Implementation is due to commence in Quarter 1.
More emphasis should be given to recording the views of children, young people and their families.	Develop a Quality Assurance Framework for Social Services to bring together the quality assurance and learning elements of key activities in the Directorate by March 2017.
	Please note that the new assessment framework requires the views of children, young people and their families to be obtained and recorded more explicitly within the assessment document. All staff have been reminded of the importance to obtain and record the views clearly within the assessment document.
The council should review the use of written agreements with families which should only be used within safeguarding or public law outline arrangements. Guidance for social workers and managers for their use should be developed.	Plan and implement a new model for the delivery of children's social services and social work intervention by March 2017 to improve the effectiveness and efficiency of services by implementing an agreed, accredited and evidence based practice methodology based on:
	Signs of SafetyRestorative Practice.
	Please note that the Signs of Safety Framework will address this issue as the safety plans will replace the need for written agreements.

Yn gywir / Yours sincerely

Sun J. lent

Councillor / Cynghorydd Sue Lent Deputy Leader / Dirprwy Arweinydd Cabinet Member for Early Years, Children & Families Aelod Cabinet Dros Y Blynyddoedd Cynnar, Plant a Theuluoedd

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.

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.

23 May 2016



Cardiff, CF10 4UW Tel: (029) 2087 2087 Neuadd y Sir Caerdydd, CF10 4UW Ffôn: (029) 2087 2088

County Hall

Councillor Sarah Merry
Cabinet Member - Education and Skills
County Hall
Atlantic Wharf
CARDIFF
CF10 4UW

Dear Sarah

On behalf of the Committee I would like to thank you for attending the Children and Young People Scrutiny Committee on 17 May 2016, to respond to the Estyn letter and the Quarter 4 performance report. Members welcomed your statements, answers to Members' questions and your attendance throughout the education agenda items.

I would also like to thank Nick Batchelar and Angela Kent from Education and Lifelong Learning for their response to the Estyn letter and the presentation of the Quarter 4 performance report, as well as the answers they gave to Members' questions. During the Way Forward section of the meeting the Members raised a number of comments and concerns for your consideration, which they asked me to write to you about.

Estyn

The Committee was pleased with the overall assessment of Cardiff in the Estyn Inspection letter dated March 2016, however the Committee was of the view that in some areas the narrative of the letter seemed to be at odds with the final assessment. Members thought that the Council should have attained a "good" assessment.

Members inquired whether the Estyn Assistant Director was aware of any unregistered school in Wales, as recent press articles indicated that there were over 100 in England. The Inspector stated that Estyn was presently investigating four schools, all of which are in Cardiff, to determine if they are schools, as specified under the Act. The Members requested that they are kept informed should it be determined that these are schools, as specified under the Act.

The Members also noted that the "wider capped points score" and Level 2 threshold, was identified by Estyn as being below the all Wales average, and that Cardiff has been amongst the lowest performing authorities for the past three years. Members requested a detailed briefing on these two performance indicators and an explanation of the relevant actions that have been put in place to address this poor performance.

Members also noted that the Assistant Director Clive Phillips had highlighted a number of areas which he considered the Committee should focus on within its future work programme. The Committee therefore agreed that they would specifically include the monitoring of progress against these issues during the next 12 months, as a result the Members requested a copy of the relevant action plans that include the points listed below:

- Improve the performance of pupils at key stage 4, particularly in the wider capped points score, level 2 and level 1 threshold.
- Improve the percentage of young people that are not in education, employment or training.
- Improve the information that the authority has on the extent and quality of provision made by schools for pupils educated away from the school site.
- Ensure that the local authority's self-evaluation evaluates the impact of actions taken.
- Ensure that areas for improvement are supported by suitable action plans.

Quarter 4 Performance

The Committee initially focused on school admissions, as concerns had been raised in the media, and the situation was highlighted in the performance report as "facing increasing challenges". The Members requested details of the plans to improve the admissions procedure across all schools, to be provided with the next quarterly performance report.

The Committee also expressed continued concern at the high level of children not in education, employment or training (NEET) across a number of Cardiff's Schools. Members noted the officers' comments that there were differing reasons for pupils to be classified as NEET. The Committee therefore requested a breakdown, by number, of the different reasons for pupils to be not in education, training or employment, as at the end Quarter 4.

Members also noted that the *Cardiff 2020 – Aiming for Excellence: a renewed vision for Education and Learning in Cardiff* report was being considered by Cabinet on 19 May. The Committee requested that the report be presented to Committee at its next meeting on 14 June 2016, so that the Committee can be fully briefed on the report prior to its launch on 29 June.

I hope that these comments, advice and requests for information detailed above will be of use and support in improving outcomes for Cardiff's pupils. The Committee looks forward to receiving further reports and information in the near future, and as such the Members require a formal response to this letter within the next month.

To recap, this letter requests several actions, requests for information and recommendations, as follows and requires:

 A copy of the action plans which have been developed and include the areas that the Estyn letter highlighted.

- Details of the plans to improve the admissions procedure across all schools, to be provided with the next quarterly performance report.
- A copy and briefing on the Cardiff 2020 Aiming for Excellence: a renewed vision for Education and Learning in Cardiff report to be presented to the 14 June Committee meeting
- A breakdown, by number, of the different reasons for pupils to be not in education, training or employment;
- A detailed briefing and actions focussing on the "wider capped points score" and Level 2 threshold.

Yours sincerely

COUNTY COUNCILLOR RICHARD COOK Chair – Children and Young People Scrutiny Committee

CC: Nick Batchelar, Director of Education and Lifelong Learning Angela Kent Head of Achievement and Inclusion.



23 May 2016

Clive Phillips Assistant Director Estyn Anchor Court Keen Road Cardiff CF24 5JW



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Caerdydd,
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Dear Clive

On behalf of the Members of the Children & Young People Scrutiny Committee, I would like to thank you for attending the Committee meeting on 17 May 2016 to present the Final Estyn Significant Improvement visit letter dated March 2016.

We greatly appreciated your attendance, and that you continue to value your engagement with this Scrutiny Committee and we hope to continue to develop this engagement in the future. The Committee also wishes to reiterate its commitment to continue to monitor and challenge education performance, schools causing concern and to review the development of education policies.

The Members were pleased to be presented with the letter and to hear your explanation of the positive outcome from the inspection visit together with the key issues you identified as requiring further attention. The Members also welcomed your advice on broad messages from the inspection as well as the particular issues which you felt the Committee should focus on, as part of its future work programme.

The Committee noted that in response to concern about unregistered schools in England, Estyn is presently investigating four schools, all in Cardiff, to determine if they are schools, as specified under the Education and Skills Act 2008. The Members requested that they are kept informed of the result of your investigations.

Following the consideration of the agenda item the Committee agreed to include the issues in its list of areas for future scrutiny, and will also be seeking to ensure that the Council puts in place suitable action plans to address all the issues raised.

Yours sincerely

COUNTY COUNCILLOR – RICHARD COOK
Chair of the Children and Young People Scrutiny Committee.

CC Nick Batchelar, Director of Education and Lifelong Learning



24 May 2016



Cardiff, CF10 4UW Tel: (029) 2087 2087 **Neuadd y Sir** Caerdydd, CF10 4UW Ffôn: (029) 2087 2088

County Hall

Councillor Sarah Merry
Cabinet Member - Education and Skills
County Hall
Atlantic Wharf
CARDIFF
CF10 4UW

Dear Sarah

Cabinet proposal Meadowbank School – Specialist Provision for Primary Aged Pupils with Speech and Language Difficulties, and with Behavioural, Emotional and Social Difficulties

The Committee has asked me to write to you following its consideration of the Cabinet report on the proposals for Meadowbank School, views of a number of interested stakeholders, as well as comments contained in the Estyn inspection letter and the Directorate Quarter 4 performance report, at Committee on 17 May 2016.

I was initially contacted by a number of people who were concerned about the proposals for Meadowbank School. As you are aware a Scrutiny Committee may invite anyone whom it believes can make a useful contribution to address it, discuss issues of local concern and/or answer questions. To this end I agreed to include an item on the agenda to enable anyone wishing to express a view on the proposals to address the Committee.

At the Committee meeting a number of parents and staff, the chair of governors and a third sector organisation expressed their wish to address the Committee and / or submit documents for the Committee to consider. The Committee heard some very passionate comments about the education and support provided by the school, and how these proposals could impact on the future outcome of pupils with speech and language difficulties and with behavioural emotional and social difficulties.

The Committee is fully aware that the consultation period had ended, however having read and considered the information in the Cabinet report and reflected on the information provided by the parents, staff and governors the Members agreed to provide you with its comments, concern and recommendations in respect of the policy and service development proposed in the Cabinet report dated 3 December 2015, prior to the final decision being taken by Cabinet.

The Committee also reflected on comments made by Estyn: "Pupils most at risk of exclusion often have speech and language difficulties" and also the Director of Education and Lifelong Learning in the Quarter 4 performance report "There is a decline in performance on both National strategic indicators relating to the timeliness of processing Statements of Special Educational Needs and targets have not been met. The main contributory factors to this decline are

- 1) An increase in the volume of requests for statutory assessments and the associated work
- 2) A commitment to try to resolve issues with parents/carers which often extends timescales
- 3) Challenges in securing placements at specialist provisions
- 4) The capacity of the Education Psychology Service and Local Health Board to respond to the increase in demand for advice.

Action to improve performance is focused upon reducing the reliance upon statements to meet children's needs in mainstream schools, by introducing alternative provision, funding models, business processes and improved information sharing."

The Committee discussed in detail the Cabinet report and information provided, and agreed to raise the following issues for you to take into consideration, prior to the approval of the proposals for Meadowbank School at Cabinet in the near future. We believe that the school should remain open until:

- a. A detailed Cardiff wide strategy for the provision of Speech and Language Difficulties, and with Behavioural, Emotional and Social Difficulties support, is developed, consulted on and implemented.
- b. An assessment of current support for children with Speech and Language Difficulties, and with Behavioural, Emotional and Social Difficulties across Cardiff's primary schools is undertaken, and is determined to be fit for purpose.
- c. The professional views of all primary and secondary head teachers on the impact of pupils with Speech and Language Difficulties, and with Behavioural, Emotional and Social Difficulties currently in their schools is sought and assessed.
- d. Further discussions are held with the school and appropriate third sector organisations on the support and needs of children and young people with Speech and Language Difficulties, and with Behavioural, Emotional and Social Difficulties.
- e. That the school's expertise is promoted as a centre of excellence or as a training centre for teachers across Cardiff and the wider region.
- f. Ensure that the Council continues to provide early specialist intervention, as it is considered to be the most effective and efficient method of managing children with special educational needs.

The Committee also wishes to receive anonymised data on the number and cost of any "Out of County" placements of children with Speech and Language Difficulties,

and with Behavioural, Emotional and Social Difficulties, as it was unable to assess from the Cabinet report the financial impact of the overall proposals.

The Committee recommends that you consider the above points before you agree the final proposals for Meadowbank School, and that you inform the Committee of your views on the above.

Yours sincerely

COUNTY COUNCILLOR RICHARD COOK Chair – Children and Young People Scrutiny Committee

CC: Nick Batchelar, Director of Education and Lifelong Learning Angela Kent, Head of Achievement and Inclusion.



SWYDDFA CYMORTH Y CABINET CABINET SUPPORT OFFICE

Fy Nghyf / My Ref:

CM 34796

Dyddiad / Date:

8th July 2016



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Councillor Richard Cook
Chair – Children and Young People Scrutiny Committee
Cardiff Council
County Hall
Cardiff
CF10 4UW

Annwyl/Dear Cllr Cook

Scrutiny Committee Letter - Meadowbank School

In response to your letter dated 24 May 2016 following the Scrutiny Committee meeting on 17 May 2016 which considered the school organisation proposals for specialist provision for primary aged pupils with speech and language difficulties and with behavioural emotional and social difficulties.

I note the issues you raise within the letter. As you will be aware a post consultation report will be discussed at Cabinet on 14 July 2016 and will also be presented to pre—Cabinet scrutiny on 11 July 2016.

I look forward to discussing the report with you and Scrutiny colleagues at the meeting on the 11 July 2016.

Yn gywir Yours sincerely

Councillor Sarah Merry Aelod Cabinet Dros

parate 1

Councillor for Cabinet Member Education

ATEBWCH I / PLEASE REPLY TO:

Swyddfa Cymorth Y Cabinet / Cabinet Support Office, Ystafell / Room 518, Neuadd y Sir / County Hall Glanfa'r Iwerydd / Atlantic Wharf, Caerdydd/Cardiff, CF10 4UW Ffon / Tel: (029) 2087 3837

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.

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.







