

Comhairle na Gàidhealtachd
The Highland Council

Buidheann Buileachaidh na Gàidhlig – 14 Lùnastal 2014
Gaelic Implementation Group – 14 August 2014

Agenda Item	5
Report No	GIG 15/14

Gaelic Language Plan 2012-16
Theme 4 “What we will do for Gaelic in the Workplace”
Implementation Report

Report by the Director of Education, Culture & Sport

Summary

This Report provides Members with further information on the implementation of Gaelic Language Plan 2012-16 Theme 4; “What we will do for Gaelic in the Workplace”. This Report updates the Council’s 2012-13 Annual Implementation Report; and outlines further action since 31 December 2013.

The Report contributes to the delivery of:

- National Performance Outcomes 2, 7, 13 and 16.
- National Gaelic Language Plan Outcomes for **Workplace, Education: Post School Education** and **Corpus**.
- The Programme of The Highland Council and its cross cutting commitment to ‘the principle of equal respect for the Gaelic and English languages, whilst also recognising the diversity of indigenous language and dialects within the Highland area’
- The Council’s Gaelic Language Plan.

1. Implementing GLP 2012-16 Theme 4 “What we will do for Gaelic in the Workplace”

1.1 The Workplace Theme is reproduced at **Appendix 1** below for ease of reference. Theme 4 has three **Strategic Commitments** and Sections 2. 3 and 4 below provide an update on implementation across these areas.

1.2 In order to facilitate improved interaction and engagement across Council Services on Gaelic Plan Implementation and Gaelic in general; the Council’s Gaelic Team, as of 1 June 2014, sits within the Chief Executive’s Office. The representation on the Council’s Cross Service Gaelic Group will also be revised to reflect the Council’s new structure.

1.3 Given the importance of Gaelic Education and ongoing actions on increasing numbers, the Gaelic Team will continue to maintain close operational links and work alongside, the Care & Learning Directorate. The Head of Education and Gaelic Development Manager will continue to work closely together.

2. Strategic Commitment 1 - We will increase Gaelic usage and the profile of the Gaelic language and internal Gaelic services, across the Council.

- 2.1 KPR 1. The Council's **Service Plan Guidance** now stresses the status of our Gaelic Language Plan and the importance of factoring Gaelic into each Service's policy initiative consideration. Gaelic is a Corporate Governance Priority; and all Services are required to include Gaelic as one of the overarching principles from the corporate commitments in their Service Plan.
- 2.2 KPR 2. As of 1 June 2014, "**Gaelic**" was added to the list of "**Implications**" that are taken into consideration in all Council Committee Reports.
- 2.3 KPR 3. The Council's Cross Service Gaelic Group will be restructured in light of the consolidation of Services and one of its initial tasks will be to identify a network of Gaelic contacts across Services.
- 2.4 KPR 4. The Customer Service Manager and her team are scoping the possibility of including Gaelic in the "welcome" message on the Service Centre's recorded message system and also Service Centre staff using a couple of words of Gaelic greeting when answering calls.
- 2.5 KPR 5. In the process of re-designing the Council's website; a number of out of date Gaelic pages were removed. The re-launch of the new Council website enables the Gaelic Team to explore with web colleagues the possibility of creating a bilingual Gaelic micro-site in 2015.
3. **Strategic Commitment 2 - We will identify and provide developmental opportunities for Members and officers to learn Gaelic or improve their Gaelic skills.**
- 3.1 KPR 1. Clì Gàidhlig supported by Ruairidh Maclean (Gaelic Ambassador of the Year 2012) has been instrumental in developing a 2 hour course/resource 'Encouraging Gaelic Usage in the Council' - A Brosnachadh Cleachdadh na Gàidhlig sa Chomhairle. The session took place in 2013 in the Council Chamber. The Training Topics were:
- Meeting and greeting people in Gaelic.
 - Opening and closing a business meeting in Gaelic.
 - Opening and closing a public meeting in Gaelic.
 - Using Gaelic on the phone.
 - Key words to recognise and understand in Gaelic conversation (things relevant to Council work)
 - Using small amounts of Gaelic in letters and emails e.g. salutations and valedictions; and
 - Practical use of the Gaelic Toolkit on the Council's Intranet
- 3.2 .In 2014-15 we will explore with Clì Gàidhlig and Ruairidh Maclean, the rolling out of the "*Encouraging Gaelic Usage in the Council*" training programme to staff based in Skye and Lochalsh, Lochaber, Inverness, Ross-shire and the North Area.
- 3.3 KPR 2. As part of our audit of Gaelic Skills Audit, we will ascertain the number of Members and staff enrolled in Gaelic courses. The Policy and Reform Team in the Chief Executive's office also had a refreshed Gaelic Awareness session on 19 June 2014. This was very well received; and the content and format were

different from the original Gaelic Awareness sessions delivered in 2008-09. We will explore the possibility of another round of these Gaelic Refresher sessions being delivered within the Council.

- 3.4 In addition, we have entered into discussions with Gaelic Research Partnership “*Soillse*” with a view to extending the recent All-Teacher Gaelic Survey, to all staff. The All-Teacher Survey elicited just under 600 responses; providing information about current Gaelic skills, Gaelic training and development requirements and asking about interest in Gaelic Medium and Gaelic Learner teaching.
- 3.5 The main aim of the refreshed Gaelic Skills Audit would be to develop, with “*Soillse*”, a new robust, rigorous and replicable framework for measuring and monitoring Gaelic language skills and Gaelic use across the Council’s Services. This framework would inform both the overall implementation of our Gaelic Plan and the strategic development of bilingual skills within the organisation.
- 3.6 Activities involved in creating a Gaelic language skills framework could include:
 - a. A review of international best practice and approaches to producing bilingual skills strategies in large organisations.
 - b. Consultation with Senior Management and staff on perceived training and development needs and the demands for Gaelic language use in the delivery of services, using research interviews.
 - c. Production of a draft staff survey (online and paper) for discussion with Senior Management, and with Heads of Departments, Sections and Centres in which Gaelic language skills are identified as an asset.
- 3.7 We hope to commence work with “*Soillse*” on the Gaelic Skills Audit and Bilingual Skills Strategy again when the academic year resumes in August 2014.

4. **Strategic Commitment 3 - We will increase the use and profile of Gaelic in dealings with external partners, stakeholders and contacts**

- 4.1 KPR 1. We are in discussions with Clì Gàidhlig to collaborate on an exercise to ascertain the demand for Gaelic Adult Learning/Training within public sector organisation in Inverness. This will include the feedback from the Council’s All-Teacher Survey.
- 4.2 This exercise is to explore the possibility of undertaking joint development work on Gaelic. If organisations are able to pool staff on Gaelic language courses or other training or awareness delivery, joining together to provide courses/training may make them more cost effective to organise and may provide larger, more sustainable numbers. This could be facilitated through the Community Planning Partnership and we will explore this avenue as well.
- 4.3 KPR 2. In November 2013, the Gaelic Implementations Group agreed to the commissioning of an assessment of the demand for, and the potential to provide, opportunities for Gaelic speaking senior citizens to speak and hear Gaelic within publicly funded care provision. Further work on this is being undertaken with SDS and with the Service Improvement Team for Old People, within the revamped Care & Learning Service in 2014-15.

- 4.4 We are also aware that the Blas Festival maintains strong community links with concerts in hospitals and care homes in association with the charity Music in Hospitals. Music in Hospitals Scotland is a charity whose mission is to improve the quality of life for adults and children with all kinds of illness and disability through the joy and therapeutic benefits of professionally performed live music in hospitals, hospices, day care centres, special schools, nursing and residential homes.
- 4.5 KPR 3. As a first step, we are currently translating all the headings and sub headings in the Council's template Contract documentation, for our Procurement colleagues in the Finance Service.
- 4.6 In addition, and building on an already established clause in the Council's standard Grants documentation; we are looking to agree a standard clause regarding Gaelic to be used in all SLAs/SDCs/Contracts across the Council.
- 4.7 We continue to maintain links with academic experts on Gaelic orthography and, as illustrated by presentation to the GIG, we continue to work closely with Ainmean Aite na h-Alba (AAA) as national experts on Gaelic place names.

5. Implications

- 5.1 There are no additional implications associated with this Report at present

6.	Recommendations
6.1	<p>The Group is invited to:</p> <ul style="list-style-type: none"> • comment on progress in implementing Theme 4; • agree that we take forward a Gaelic Skills Audit and Bilingual Skills Strategy; • agree that we take forward the inclusion of Gaelic in the Service Centre; • agree that we further examine the possibility of creating a bilingual Gaelic micro-site within the Council's main website; • agree that we explore the possibility of rolling out new sessions on <i>Gaelic in the Council/Gaelic Awareness</i>; and • agree that we establish a standard clause regarding Gaelic to be used in SLAs/SDCs/Contracts across the Council.

Designation: Director of Education, Culture and Sport

Date: 1 August 2014

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APPENDIX 1

Theme 4 - What we will do for Gaelic in the Workplace

Strategic Commitment 1

We will increase Gaelic usage and the profile of the Gaelic language and internal Gaelic services, across the Council.

Partners

Bòrd na Gàidhlig, Local Authorities, Sabhal Mòr Ostaig.

Key Performance Results

- A Gaelic Impact Assessment will be included as part of the “risk” checklist for policy initiative consideration.
- “Gaelic” will be added to the list of “Implications” that are taken into consideration in all Council Committee Reports.
- Database to identify a network of Gaelic contacts across Services.
- Introduction of a standard bilingual welcome for Council Reception staff including the Service Centre and Service Points; to signal increasing normalisation of Gaelic within the Council.
- Restructuring and consolidation of the Gaelic elements on the Council Website.

Enabling Actions

- (i) Council Senior Management Team will ensure that, when Council policies and initiatives are being scoped, account is taken of the potential impact on Gaelic.
- (ii) Issue a circular to all Council Services, including Headquarters, Service Points and the Service Centre; complemented by a news release - reinforcing the message that customers who contact the Council and wish a response in Gaelic, are guaranteed a response in Gaelic.
- (iii) Develop “*Welcome*” phrases for relevant Members or staff for use at meetings or other Council events; provide individual training or coaching where appropriate; and use the Council’s online Bilingual Toolkit.
- (iv) Requirement for all Services to use the internal Gaelic translation service for quality and consistency.
- (v) Review all pages relating to Gaelic on the website; and create a new, unified area which will include information on Gaelic Education, bilingualism, the learning toolkit, Gaelic developments across the Council and links with partners.

Theme 4 - What we will do for Gaelic in the Workplace

Strategic Commitment 2

We will identify and provide developmental opportunities for Members and officers to learn Gaelic or improve their Gaelic skills.

Partners

Clì Gàidhlig, Sabhal Mòr Ostaig

Key Performance Results

- Organise Gaelic Awareness Training for new Members as part of their Induction process.
- Increase the number of Members and staff who participate in Gaelic language courses and awareness training.

Enabling Actions

- (i) Establish up to date baseline data, by conducting a Gaelic language skills audit; which will include Gaelic usage within the Council.
- (ii) Review the need for updated workplace Gaelic Awareness sessions for Members and Council Staff.
- (iii) Organise sustainable Ulpan progressive language courses for staff.
- (iv) Explore the potential for using external funding sources to support Gaelic learning in the workplace.

Theme 4 - What we will do for Gaelic in the Workplace

Strategic Commitment 3

We will increase the use and profile of Gaelic in dealings with external partners, stakeholders and contacts.

Partners

Community Planning Partnership, including Forestry Commission Scotland, Scottish Natural Heritage, the Crofters Commission, University of the Highlands & Islands, NHS Highland, Northern Constabulary, Highlands & Islands Fire & Rescue Service and Highlands & Islands Enterprise

Key Performance Results

- Completion of a scoping exercise on sharing expertise, staff numbers and resources in the provision of Gaelic Language training courses for public sector staff in Inverness.
- Gaelic to be included in the Council's deliberations on the **Integrating Care in the Highlands** exercise and interfaced with NHS Highland's Gaelic Language Plan.
- Gaelic language criteria included within Council Grants, Service Delivery Contracts, Service Level Agreements and Commercial Contracts.

Enabling Actions

- (i) Contact public sector organisations, initially in Inverness, such as Forestry Commission Scotland, Scottish Natural Heritage, Crofters Commission, University of the Highlands & Islands, NHS Highland, Northern Constabulary, Highlands & Islands Fire & Rescue Service and Highlands & Islands Enterprise to scope potential joint provision of Gaelic awareness or language learning courses. If Inverness proves successful, we will look at other similar opportunities within the Highlands.
- (ii) Undertake an assessment of the demand for, and the potential to provide, opportunities for Gaelic speaking senior citizens to speak and hear Gaelic within publicly funded care provision.
- (iii) Keep abreast of Gaelic Corpus issues including Gaelic orthographic developments and issues relating to translation and interpretation quality control and accreditation.
- (iv) Work in collaboration with and support, Ainmean Àite na h-Alba, as the national experts on Gaelic place names.
- (v) Review the Gaelic content within Standard Contracts, Service Delivery Agreements and associated Schedules.