

THE HIGHLAND COUNCIL
GAELIC COMMITTEE - 15 JANUARY 2009

Agenda Item	4.
Report No	G-03-09

Audit of Gaelic in Council Services

Report by Director of Education, Culture and Sport Service

Summary

Under the Gaelic Language Plan there is a commitment to carry out an audit of Gaelic provision of Council services. This will serve two purposes; providing a baseline against which future increases in provision can be met; and helping to identify where those improvements can be made.

This paper provides a draft template for such an audit, which will be carried out at individual Service level. While Service Managers can carry out much of the work required under the audit it is suggested that the final submission be considered and signed off at Director level.

1. Background

- 1.1 The Highland Council's Gaelic Language Plan includes a section of 'Core Commitments' – outlining those actions which the Council seeks to take during the lifetime of the Plan to consolidate and expand upon overall service provision in Gaelic. This is in line with the Plan's core objective of 'normalising' the place of Gaelic in the Council's day to day activities.
- 1.2 As a first stage of this work, a specific item in the Plan identifies an "audit of the use of Gaelic in the delivery of Council services and other Council business, and produce a plan for expansion."
- 1.3 This affects all Services, with Directors being allocated the responsibility of identifying those services which are currently available through Gaelic, and those which could be available in future.

2. Audit outline

- 2.1 To try and achieve a consistency of approach to this audit across all services it is essential that the same template or analysis framework be applied across all Services. A draft template is attached as an Appendix to this paper. It is intended that individual Services will use this to carry out their own audits.
- 2.2 Such an analysis will provide Services with the opportunity to consider their current Gaelic-related activities, but will also be a means by which consideration of future activities can begin.
- 2.3 The audit will help Services to identify the likely resource requirements of such service provision, both financial and personnel, and will help identify

where Gaelic-speaking staff would be either essential or desirable in undertaking this work. This may allow some prioritisation in recruitment, or in providing additional language training for relevant staff.

- 2.4 The draft audit template also incorporates a qualitative assessment of Service awareness and readiness to implement the Gaelic Plan. This will be useful in assessing progress and improvements through the lifetime of the current Plan – to 2011.

3. Recommendation

- 3.1 Members are asked to consider the draft template for an Audit of Gaelic Service Delivery and to make any comments or recommendations as to its content.

Signature:

Designation: Director, Education, Culture and Sport Service

Date: 22 December 2008

Author: Donald MacNeill, Gaelic Development Manager

Ref:

Background Papers

Audit of Gaelic service delivery across The Highland Council

Introduction: This audit of service delivery is a commitment within the Highland Council's Gaelic Language Plan, implementation of which is now a statutory obligation under the Gaelic Language (Scotland) Act, 2005.

Please ensure this audit is carried out as fully and as comprehensively as possible. Any questions or requests for further guidance can be addressed to Donald MacNeill, Gaelic Development Manager.

donald.macneill@highland.gov.uk

Audit questions:

1) Looking across the whole range of services and activities you provide or undertake for the Highland Council, please outline what is currently done in Gaelic – either through the medium of Gaelic or bilingually e.g. bilingual documentation; education provision; carers services. This activity can be undertaken either formally or informally. Table 1 is provided to assist. Please provide a 2-3 sentence outline for each service entry – further detailed information will be sought if required. The Table can be replicated as necessary.

2) For each entry please also provide an estimate of the service-wide time requirement this activity needs. Column 3 is provided for this purpose. If elements of this work are currently undertaken by a third party e.g. translation services, it would also be useful to quantify and provide this information separately (notional table entries are provided here for guidance.)

3) Consider the targets outlined in the Gaelic Language Plan, in particular the section “Gaelic in Council Services” pages 15-24, and indicate which of the activities outlined in Table 1 could be attributed to GLP targets, recording that target in Column 4

4) What level of financial resource is currently required to implement these activities? (Column 5.)

5) Can you list below any members of staff, Gaelic speaking or otherwise, who are critical to the provision of your current undertakings under the GLP? Where these are too numerous, a team designation can be used; e.g X Gaelic speaking teachers; Y Gaelic speaking care workers.

6) Further considering the Gaelic Language Plan – **all sections** – please outline what additional activities your Service needs to undertake to fulfill its obligations under the GLP. Please calendarise these where possible and relate them to Plan actions and outputs. Table 2 is provided to assist with this analysis.

7) What are the estimated resource implications (budgetary and personnel) of carrying out these additional activities. Please record these estimates against financial years and outline any expected trends in resource requirements. (A worked example is provided in Table 2 for guidance.)

8) On a scale of 1 – 10, where 1 is least and 10 is greatest, how aware do you estimate your Service is of its obligations to undertake activity in accordance with the Gaelic Language Plan? Please circle as appropriate.

1 2 3 4 5 6 7 8 9 10

9) What could be done to improve this awareness?

10) On a similar 1 – 10 scale, where 1 is least and 10 is greatest, what is your assessment of the overall readiness of your Service to implement its requirements under the Gaelic Language Plan?

1 2 3 4 5 6 7 8 9 10

11) What needs to be done to improve this readiness?

Audit questionnaire completed by:

Contact details:

Signed by (Service Director)

Date:

Table 1 – Current Service Provision, Resources and GLP alignment

Activity/Service	Outline	Est. FTE requirement	GLP target/action	Expenditure
<i>Bilingual press release</i>	<i>Bilingual press releases as required/ Target of 1/month.</i>	<i>0.1 X days translation</i>	<i>P22 – ‘Marketing strategy’</i>	<i>£estimate</i>

Table 2 Future Service Provision, Resources and GLP alignment

Activity/Service	Outline	FTE estimates	GLP target / activity	<i>Additional Expenditure</i>
<i>Formalise elderly care provision</i>	<i>X number of home-carers and care-home staff in specific locations to be Gaelic speakers by 2011</i>	<i>5 – 2009/10 10 – 2010/11</i>	<i>Pge 19 “Services provided in Gaelic where desirable & feasible”</i>	<i>None – core activity - staff replaced/identified through natural wastage</i>