

**Comhairle na Gàidhealtachd
The Highland Council**

**Buidheann Buileachaidh na Gàidhlig – 12 Samhain 2015
Gaelic Implementation Group – 12 November 2015**

Agenda Item	6
Report No	GIG 12-15

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

Report by the Head of Policy and Reform

Summary

This Report provides Members with an update on the implementation of Gaelic Language Plan 2012-16 Theme 4, 'What we will do for Gaelic in the Workplace'.

The Report contributes to the delivery of:

- Scottish Government's National Performance Outcomes.
- Scotland's National Gaelic Language Plan across its Development Areas.
- The Programme of The Highland Council; and
- The Highland Council's Gaelic Language Plan.

1. Background

1.1 The Workplace Theme is reproduced at **Appendix 1** below for ease of reference. The Theme has three Strategic Aims and the undernoted provides a progress report on implementation

1.2 The Report details the developments within Key Performance Results in Strategic Commitments 1, 2, and 3 in 'What we will do for Gaelic in the Workplace'.

Strategic Commitment 1

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

Strategic Commitment 2

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

Strategic Commitment 3

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

2. Translation

2.1 For the period January to October 2015, a significant number of translation requests have been administered in order to increase Gaelic usage and the profile of the Gaelic language and internal Gaelic services across the Council to increase the use and profile of Gaelic in dealings with external partners, stakeholders and contacts.

These are detailed under the sub-headings below from **3 – 7**.

3. Signage

- 3.1 Requests from within the Highland Council included 54 building signage projects for external and internal signage in Council offices, town halls, depots, schools, nurseries, libraries, museums and sports centres.
- 3.2 Assistance regarding 22 signage projects was also provided to external partners and bodies including Ainmean-Àite na h-Alba, Sustrans, Transport Scotland, Crown Vets, SNH and UHI.

4. Marketing and Publicity Materials

- 4.1 Some 13 requests were returned for displays, information boards and posters in Council-owned buildings, particularly schools, offices and museums – thereby increasing the visual presence of Gaelic in the workplace and in wider Council-owned properties. In addition, 86 requests were administered for advertising and information leaflets relating to Council services and events.

5. Corpus Development

- 5.1 A large number of corporate documents have been provided, either fully bilingually or incorporating Gaelic headings and sub-headings. These include 114 separate committee agendas and minutes, and 123 miscellaneous corporate reports. In addition, 43 Gaelic job adverts have been published and 13 press releases have been uploaded bilingually to the Council's website.
- 5.2 Council officers submitted 6 requests for Gaelic headings for PowerPoint presentations, while there have been 7 requests for e-mail signatures, job titles, out of office messages, and business cards from Highland Council staff.
- 5.3 'Gaelic' has been added to the list of 'implications' along with 'legal', 'equality', 'climate change/carbon' that are taken into consideration in all Council Committee Reports.
- 5.4 The Gaelic Team is liaising with Net-call (the company who record messages for the Call Centre) the Call Centre in Alness, and Digital Services to introduce a standard recorded Gaelic welcome on the Council's Call Centre systems and this will be finalised in early December. This will increase the use and profile of Gaelic when dealing with external partners, stakeholders, contacts and all members of the public who contact the Call Centre.

6. Correspondence

- 6.1 Some 24 requests from Highland Council staff related to Gaelic translation of emails, letters and formal invitations to ensure bilingual drafts of correspondence were sent to external partners.

6.2 Several requests for Twitter and Facebook postings were also administered, thereby increasing the use of and profile of Gaelic in dealings with external partners, stakeholders and contacts.

7. Advocacy Role

7.1 Linguistic advice has been regularly provided to colleagues as well as pronunciation assistance regarding general phrases and recorded telephone messages for the Council.

7.2 General assistance totalling 25 requests regarding documents such as website materials, publicity and advertising materials, lists of names and participation regarding linguistic and grammatical consultation was provided to external partners and bodies including Bòrd na Gàidhlig, Care and Learning Alliance, Celtic Media Festival, Blas Festival, Stòrlann Nàiseanta na Gàidhlig, Historic Scotland, The Purple Saltire, Highlands and Islands Airports Limited.

7.3 In addition, some 14 miscellaneous requests were received from members of the public for Gaelic house-names, interpretation of place-names, gravestone inscriptions etc.

8. Civic Role

9.1 Where possible Gaelic is used at Civic events, for visiting Organisations and Groups some of which are from other European Countries.

9.2 All of the above increases Gaelic usage and the profile of the Gaelic language internally within all the Council Services across the Council. It also increases the use and profile of Gaelic in dealings with external partners, stakeholders, contacts and members of the public.

10. Staff Gaelic Skills Survey 2016.

10.1 GLP 2012-16 contains statutory commitments for the Council to:

- establish up to date baseline data, by conducting a Gaelic language skills audit; which will include Gaelic usage within the Council;
- review the need for updated workplace Gaelic Awareness sessions for Members and Council Staff; and
- organise sustainable progressive language courses for staff.

10.2 We have worked with the University Of Aberdeen/Soillse – the Gaelic Research network - to formulate a detailed Survey which will collect data on the Gaelic skills levels across Services. It will also help identify those teachers who might wish to undertake training as Gaelic Medium teachers and assess the demand for Gaelic learning opportunities and builds on the findings of the 2014 Survey of teaching staff.

10.3 The data from this Survey will be used to inform the Gaelic in the Workplace Theme in The Council's next Gaelic Language Plan, which it will be required to prepare under the Gaelic Language (Scotland) Act 2005.

10.4 Language skills audits are generally undertaken as part of a bilingual skills strategy for organisations, which can enable an organisation to increase its capacity to offer a bilingual service. In this case, the Highland Council survey has as its primary set of aims:

- To ascertain the current level of bilingual skills of staff according to their team, service and workplace
- To identify staff interested in Gaelic language training for work and other purposes
- To identify staff who may be willing to use Gaelic at work in some capacity
- To ascertain the current level of bilingualism in service provision

A set of secondary aims are:

- To promote awareness of Gaelic bilingualism issues at work
- To promote awareness of the Gaelic Language Plan
- To understand patterns of uptake and use of Gaelic support and training offered to date
- To ascertain staff views on the Council's use of Gaelic in services

10.5 Whilst this will be primarily an online exercise, paper copies will be made available to the c. 2,500 staff that do not have access to email. The most efficient mechanism for distribution and return of paper copies will be identified in consultation with Corporate Services.

11. What are the next steps for the Draft Gaelic Skills Survey?

11.1 Revisions are being made to the first draft of the schools-based staff questions, and these will be integrated into the online version of the main survey. The first English online and paper versions of the survey are to be made available in by the end of February 2016 and will then be translated into Gaelic.

11.3 Following further quality assurance of both the on-line and hard copy version of the Survey it will be subject to consultation with the Council's Trade Unions prior to finalising and distribution. Both the paper and online versions will then be revised accordingly and made available for piloting.

11.3 The date of release of the survey in 2016 has still to be agreed; but will depend upon the level of revisions proposed through the pilot/review process and the administrative requirements. The timing of the release is critical to maximise the response rate.

12. The Highland Council Employee Survey 2010, 2012, and 2015

12.1 Highland Council has conducted an Employee Survey approximately every 2 ½ years. It is undertaken by an independent survey provider who issues the surveys, receives the responses, analyses the results and provides an independent report.

The Survey was sent to every member of staff:

- An electronic questionnaire to all Highland Council staff with e-mail accounts including teachers
- A paper survey with a reply paid envelope to all other staff. The paper surveys were addressed to each individual and sent to their workplace. Staff without a Highland Council e-mail were also given the option to complete on-line by logging on to a secure website using their own devices.

Staff were given time to complete the questionnaire during working time.

12.2 There was a total of 3831 responses giving an overall response rate of 36%, which is an increase of 3% points since the last Employee Survey was undertaken in 2012.

12.3 The following is a breakdown in relation to the 2 questions pertaining to Gaelic in the Employee Surveys of 2010, 2012, and 2015.

12.4 Employee Survey 2010 Results pertaining to Gaelic are as follows:

12.5 Q15 C, I am supportive of the Council's promotion of the Gaelic language and culture **46%**

12.6 Q30, How familiar are you with the Gaelic language?

Speak conversational Gaelic	3%
Speak intermediate Gaelic	1%
Speak basic Gaelic	10%
Do not speak Gaelic at all	84%
Not stated	2%

12.7 Employee Survey 2012 Results pertaining to Gaelic are as follows:

12.8 Q15 C, I am supportive of the Council's promotion of the Gaelic language and culture **49%**

12.9 Q30, How familiar are you with the Gaelic language?

Speak conversational Gaelic	3%
Speak intermediate Gaelic	1%
Speak basic Gaelic	10%
Do not speak Gaelic at all	84%
Not stated	1%

12.10 Employee Survey 2015 Results pertaining to Gaelic are as follows:

12.11 Q12/5, I am supportive of the Council's promotion of the Gaelic language and culture **56%**

12.13 Q27 How familiar are you with the Gaelic language?

Speak conversational Gaelic	3%
Speak intermediate Gaelic	1%
Speak basic Gaelic	10%
Do not speak Gaelic at all	85%

Not provided

1%

- 12.14 As we can see there is a significant increase of 10% between the 2010 Employee Survey and 2015 Employee Survey in relation to the support for the promotion of the Gaelic language and culture.
- 12.15 The responses to each question were broken down by Service, Section within each Service, job family, age and all the other equalities characteristics. 71% of Chief Executives Service supports the promotion of Gaelic and 47% of Community Services support the promotion of Gaelic.
- 12.16 The information relating to the 2 questions on Gaelic will provide and form a basis for the All Staff Gaelic Skills Survey and relate to Strategic Commitment 1 in increasing Gaelic usage and the profile of the Gaelic language across all the Council Services and Strategic Commitment 2 which identifies and provides developmental opportunities for staff to learn Gaelic or improve their Gaelic skills.

13. Gaelic Immersion Course for Teachers (GIfT)

- 13.1 **GIfT** identifies and provides developmental opportunities for English Medium teachers who are currently employed by the Council to learn Gaelic and/ or improve their Gaelic skills with a view to transferring to Gaelic Medium Education.
- 13.2 **GIfT** is a one-year full-time course delivered by the Universities of Strathclyde and Edinburgh with financial support from Bòrd na Gàidhlig, the Scottish Government and Local Authorities. Successful completion of the course will lead to a Post Graduate Diploma and consists of 120 course credits at Masters level.
- 13.3 It has been designed for qualified teachers who have intermediate Gaelic language competence (similar to Higher Gaelic or equivalent) and are committed to working in GME, either in the primary sector or as secondary subject specialists teaching through the medium of Gaelic. It is a full-time, intensive course to ensure rapid progress towards advanced competence in Gaelic and the development of the specialist pedagogical skills required for Gaelic medium education.
- 13.4 There are currently 5 Highland Council teachers on the **GIfT** Programme. The Programme is being delivered from Millburn Academy and is being tutored by former Gaelic Secondary teacher, Mr Iain MacIlleChiar.
- 13.5 Teachers on the course have the opportunity to participate in Gaelic CLPL courses running throughout the year.
- 13.6 The course follows the school year and the teachers who are on secondment are expected to return to teach through the medium of Gaelic. This follows examples from other countries with Lesser Used Language Education.

14. Gaelic Classes

- 14.1 The Gaelic Team organise a programme of Gaelic classes across the Highland Council area and Council staff attend a number of the classes. Elected Members, Council staff and parents/ guardians of children who attend Gaelic Medium Education are offered discounted rates. The classes identify and provide developmental opportunities for Members and Officers to learn Gaelic and/or improve their Gaelic skills.

15. Gaelic in the Workplace GLinW

- 15.1 GLinW project will support and implement the training and development outcomes from the Council All Teacher Survey and from the All Staff Gaelic Skills Survey. The project will support training needs identified for staff especially teachers. The project will offer a programme of Gaelic language courses delivered by Sabhal Mòr Ostaig. The courses will be designed in relation to the outcomes of the aforementioned Survey results and the training needs of Council staff.
- 15.2 This will increase the opportunities for staff especially teachers to learn some Gaelic before they embark on the GiFT course.
- 15.3 GLinW will be developed according to the outcomes of the training and development outcomes from the Council's All Teacher Survey and from the All Staff Gaelic Skills Survey. This will identify and provide developmental opportunities for staff especially teachers to learn Gaelic or improve their Gaelic skills.

16. Go! Gaelic

- 16.1 Go! Gaelic is a new online learning and teaching support resource for Primary Language Learning (PLL), formerly GLPS. It is a CfE linked programme providing training, support and resources to equip teachers with the necessary Gaelic language skills and teaching methodology to deliver Gaelic as Learners 2 or Learners 3 from Early to Second Level in the primary school. It may also be used through to Secondary phases. The web link is as follows: www.Go-Gaelic.scot

17. Social Media

- 17.1 The Gaelic Team liaise with the Corporate Communication Team to promote Gaelic Events, and Gaelic/ bilingual media releases on Social Media. This assists in increasing Gaelic usage and the profile of Gaelic across all Council Services and externally with all members of the public.

18. Partners, Stakeholders, Organisations and Groups

- 18.1 The Gaelic Team liaise and work with many external partners, agencies and stakeholders to increase the use of, and raise the profile of Gaelic, the following are a just a few examples:

Education Scotland, SQA, The Scottish Parliament, Transport Scotland, Police Scotland, Historic Environment Scotland, Commercial Developers, Site Agents, Community Groups, Community Councils, and the Third Sector.

18.2 The Gaelic Team also provide advice and support to the Gaelic and Gaelic cultural organisations who have a national remit and operate within the Highland Council area, these include An Comunn Gàidhealach, Fèisean nan Gàidheal, Fèis Ròis, Blas, Pròiseact Nàiseanta nan Ealan, Sabhal Mòr Ostaig, Ainmean Àite na h-Alba, Hands Up for Trad, UHI, HIE, FilmG, Stòrlann, Celtic Media Festival, MG ALBA, and Comunn na Gàidhlig.

19. **Ainmean Àite na h-Alba (AÀA)**

19.2 AÀA – Gaelic Place-Names of Scotland – is the national advisory partnership for Gaelic place-names in Scotland. The purpose is to agree correct forms of Gaelic place-names for maps, signs and general use. They draw on the expertise of the partner organisations, local knowledge and historical sources to agree authoritative forms of Gaelic place-names. To ensure consistent spelling they use established principles such as the Gaelic Orthographic Conventions and the guidance they have produced on Gaelic place names.

19.3 SNH and AÀA launched their 3rd place-names booklet at the Skye Book Festival at Aros, Portree in September. The third booklet comprises names in the parish of Strath, in the Broadford/Breakish area of Skye. The booklet has been well received and the project as a whole has been nominated for Community, Heritage & Tourism Award at this year's Scottish Gaelic Awards.

19.4 They have completed names for the Highland Council, The Scottish Parliament, Bòrd na Gàidhlig, Scottish Natural Heritage, Glen Nevis Holidays, Community Rail Project, Transport Scotland, Historic Environment Scotland, Sabhal Mòr Ostaig, Argyll and Bute Council, Ordnance Survey and AECOM – Infrastructure Company. This includes short lists of place-names for maps provided by Bòrd na Gàidhlig to public agencies writing their Gaelic language plans – Aberdeenshire, Dundee, Aberdeen City, Fife, and Moray local authorities to date.

19.5 They are currently working on lists for Historic Environment Scotland battle sites, Argyll and Bute core paths and Bòrd na Gàidhlig Gaelic language plan maps, along with ongoing enquiries for Highland Council and the Scottish Parliament. To date they have received 113 enquires, totalling 493 names, in 2015/16.

19.6 A redesign of the AÀA website is planned for the next financial year. The database functionality is currently under review to ensure maximum usability and structural changes are scheduled through this month and December.

19.7 Their annual target for database entries is 300 place-names, including sound-files and source notes. To date they have entered 285 new entries, 251 source notes and 120 sound files. They expect to reach the 'new entry' target

by the end of this month, allowing them to concentrate on source notes and sound files for the rest of the financial year.

19.8 They continue to work closely with their partners, especially the Council's Gaelic Team, with whom they correspond on a daily basis.

19.9 A large majority of the enquiries from the Highland Council involve street names signage for new housing developments; this forms a vital part of increasing Gaelic usage and the profile of the Gaelic language both internally and externally across the Highland Council area.

20.1 Implications, legal, equality, risk, climate change/carbon clever or Gaelic

20.2 There are no additional Implications associated with this Report at present.

	<p>Recommendations</p> <p>Members are invited to:</p> <ul style="list-style-type: none">• comment on progress in implementing the Gaelic in the Workplace Theme in GLP 12-16;
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Designation: Head of Policy and Reform

Date: 2 November 2015

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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.