

South Ayrshire Council
Gaelic Language Plan
Annual Progress Report 2015-16

1. Introduction

1.1 During 2015-16, the Council has made steady progress in taking forward the commitments within the second year of its Gaelic Language Plan with particular progress within Educational Services. This annual progress report sets out how the Council has taken forward its core commitments to use and facilitate the use of Gaelic in relation to its main business functions and how it has helped implement the National Gaelic Language Plan.

2. Gaelic Medium Education within South Ayrshire

2.1 *School Based Learning*

Five members of Queen Margaret Academy Cluster staff have attended either one or two weeks in Gaelic immersion at approximately SCQF Level 4 as part of Sabhal Mor Ostaig short Easter or Summer courses during the 2015/16 session. The formal evaluation report of the 2015/16 training programme will be analysed to highlight the South Ayrshire Council feedback on:

- how well the course met the needs and expectations of the participants;
- the structure, content and delivery of the course;
- materials and methods used e.g. the Go!Gaelic website;
- confidence in the participants ability to deliver Gaelic;
- the next steps after the course; and
- how the participants envisage using Gaelic in their situation.

Although the evaluation indicated very positive feedback, it will be useful for the development of Gaelic training within South Ayrshire to have a fuller understanding of the local picture from such an analysis.

This year, four additional primary practitioners have been undertaking Gaelic Language Primary School training on the Stirling University campus. The training is funded through Scottish Government and practitioners will attend 18 full days training over the course of session 2016/17. These sessions should up-skill practitioners to be able to support Gaelic language learning in the primary schools. All four practitioners are from the same school cluster. The course supports practitioners to build confidence in delivering Gaelic, creating lessons, signposting to resources and having the opportunity to use the Go!Gaelic website. The practitioners also have access to the Go!Gaelic app that allows them access to this vocabulary and audio resource through tablets and smartphones.

This is a partnership project and in total there are 32 participants in this training from the following local authorities: Argyll and Bute, East Ayrshire, East Dunbartonshire, Edinburgh, Glasgow, North Lanarkshire, Stirling and West Dunbartonshire.

Arrangements are currently underway to organise a Gaelic Language Primary School (GLPS) Conference to be held on Friday 3 March 2017 in central Scotland at which the Deputy First Minister will give the opening address. In addition, later this year, the partnership will be undertaking a Gaelic Language Primary School survey. This audit will ask questions to help gain an up-to-date picture of actual delivery of Gaelic which will include:

- the number of Gaelic language teachers;
- the stages they are teaching; and
- the languages they have as 1+2 policy and L3.

With regards to resources to support Gaelic learning, an application for funding was approved by the Scottish Government for a dedicated Gaelic classroom in the Queen Margaret Academy new build school. In addition, the funding provided by the Gaelic Specific Grant has been used to provide resources to support on-going Gaelic language learning.

Educational Services also created a pack of music learning resources and set up a Career Long Professional Learning session for Wednesday 29 September, Council Chambers, Ayr Town Hall. Unfortunately, the session had to be cancelled due to major health issues within the delivery team. However, all the audio files were uploaded to the Gaelic area of GLOW to give access to all schools and arrangements are in hand for the session to take place this academic year.

2.2 ***Gaelic in the Community***

A weekly Gaelic conversation group takes place in Carnegie Library in Ayr. The group is organised by a member of the community and the library assists with the facilitation of this group. Approximately 6 people attend each week and the group is open for anyone who is interested to attend. The group has been promoted through the internal communications bulletin and the Equality Champion's network as well as within the Libraries Service itself.

2.3 ***Gaelic in the Council***

2.3.1 **Libraries**

The stock of Gaelic language books continues to grow and there are currently 78 such books in stock, in both fiction and non-fiction, for adults and children in libraries across South Ayrshire. In addition, they are available throughout South Ayrshire via the online catalogue.

Unfortunately, there are currently no Gaelic e-book resources within the Libraries Service as there are none available from the library services e-book aggregator (Overdrive), which provides access to titles that publishers have agreed to let libraries purchase. However, Gaelic Medium Book Bug Packs are available and, as mentioned above, the Gaelic Conversation group is held within and supported by the library.

2.3.2 Employees

The Council has also promoted the implementation of the Plan through its nominated Plan lead officers and Equality Champion's network which includes representatives from each Directorate. There are currently seventeen Equality Champions and each has received a hard copy and an electronic version of the Plan which they promote within their Directorates.

Regarding training, employees have available to them, through the Resource Library, the 'Gaelic Awareness Course' which was developed by BBC. This is provided through the Council's online training facility - COAST, and therefore the Council is able to monitor uptake of this course by employees. The 'Gaelic Awareness Course' was accessed by 7 employees from October 2015 to October 2016.

The Council, as part of its requirement to meet the Bòrd na Gàidhlig's guidance on the development of Gaelic Language Plans, agreed to conduct an audit of staff language skills (including Gaelic). The staff language skills audit was promoted within the internal communications bulletin and Equality Champions promoted participation within their Directorates. The audit was carried out over four weeks and a total of 102 employees completed the survey. Employees were asked to complete a range of questions to discover any additional language skills that the staff currently have (including Gaelic) and to identify staff who would like to learn additional language skills. To ensure the inclusion of all staff, arrangements are in hand for the additional languages to be identified within the Oracle self-service facility when it comes on stream.

With regards to promoting Gaelic in South Ayrshire, nearly half of all respondents felt that the use of Gaelic should not be increased within South Ayrshire. However, more than a third thought that it should be promoted to a slight extent. The audit highlighted that a very small number of participants had a basic understanding of Gaelic and would be interested in learning a 'few simple phrases.' The employees that are identified as having an interest in learning Gaelic will be signposted to the 'Gaelic Awareness Course' on COAST and the Gaelic Conversation Group held within the library.

2.3.3 Customer Service

Copies of the Plan and Gaelic information are available in Customer Services Centres. The Council does not produce leaflets, but instead makes available through displays, notices and internal communications channels as appropriate Gaelic information received or supplied by Gaelic organisations or provided by services.

3. Identity

Rationale: The presence of Gaelic in the corporate identity and signs of a public authority greatly enhances the visibility of the language, increases its status and makes an important statement about how Gaelic is valued and how it is given recognition. Developing the use of Gaelic through signage can also enrich the vocabulary of Gaelic users, raise public awareness of the language and contribute to its development.

South Ayrshire Council recognises the importance of extending the visibility of Gaelic and increasing its status.

Action	Lead	Timescale	Progress
Corporate Identity			
We will develop a policy for the use of Gaelic in the corporate identity including consideration of bilingual logos. On approval by Council logos would be bilingual with equal respect for Gaelic and English and be implemented at the first rebranding opportunity	Policy and Performance	Ongoing	The corporate identity was refreshed prior to the development of the Plan and therefore this work will go forward to the next rebranding exercise.
Introduce Gaelic in email straplines	Policy and Performance	Ongoing	As above this action will be taken forward at the next rebranding exercise.
Signage (internal and external):			
South Ayrshire Council Roads Service will be provided by Ayrshire Roads Alliance led by East Ayrshire Council from 1 April 2013 and therefore Gaelic Road signage will be developed as detailed in the East Ayrshire Gaelic Language Plan.			To date no road signage has been required to be replaced in South Ayrshire by the Ayrshire Roads Alliance. Any changes to signing design will be required to be agreed by South Ayrshire Council before implementation.
We will introduce the use of bilingual titles for Gaelic festivals and campaigns that are Council led or funded, demonstrating equal respect for the languages.	Policy and Performance, Directorates	2016 onwards	To date, there have been no Gaelic festivals or campaigns.

4. Communications

Rationale: The use of Gaelic at the initial point of contact that members of the public have with a public authority increases the visible and audible presence of the language, and contributes to the sense that the use of Gaelic is possible and welcome. In addition to raising the profile of the language, it also creates opportunities for its practical use and encourages members of the public to use Gaelic in subsequent dealings with the public authority.

The use of Gaelic in interactions with the authority by mail, e-mail and by telephone is important in creating practical opportunities for the use of the language, and in contributing to the sense that its use is possible and welcome. The presence of Gaelic in a wide range of bilingual forms and Gaelic only forms can also greatly enhance the visibility and prestige of the language. The preparation of Gaelic forms, applications and similar documents, can also assist in expanding the range of Gaelic terminology and the awareness of the Gaelic-speaking public of such terminology, thus helping the development of the language itself.

South Ayrshire Council recognises the importance of creating opportunities for the practical use of Gaelic in a wide range of everyday situations and is committed to increasing its level of provision in this area.

Action	Lead	Timescale	Progress
Reception:			
Welcome signs within Educational establishments will be amended to ensure inclusion of Gaelic which would demonstrate equal respect for Gaelic and English.	Educational Services	2014-15 session	All schools now have welcome signs which include Gaelic, English and a variety of languages used in South Ayrshire Schools (Spanish, German and Polish). Individual schools decided on the most appropriate design of the signage for their school due to the different layout at receptions. In addition, where available, schools use projection screens to provide a variety of information and as far as possible include the Gaelic welcome signs.
Welcome signs within Council Buildings, when being refurbished, will be amended to include Gaelic	Resources, Governance and Organisation	2014-17	There has been no replacement of Welcome signs during the last year.
Introduce Gaelic awareness information within Customer Services Centre TV facility and waiting area resources	Employee and Customer Services	2015	The Gaelic Language Plan was promoted as a news item within the Customer Services Centre TV facility and waiting area resources throughout the Council.

Action	Lead	Timescale	Progress
Mail and E-mail			
Following a successful bid for teaching resource we will promote the use of bilingual job titles and email signatures for staff with Gaelic in their remit and staff in front line services supporting Gaelic education	Educational Services	2015 - 2017	The translation of bilingual job titles and email signatures has been completed for relevant staff members and will be rolled out as part of future rebranding.
Following staff awareness training staff will be encouraged to use bilingual job titles and email signatures	Directorates and Educational Services	2015 - 2017	As above, the translation of bilingual job titles and email signatures has been completed for relevant staff members and will be rolled out as part of future rebranding.
Forms			
Schools translate forms and completion guidance upon request	Educational Services	Ongoing	There have been no requests to date.
Services translate forms and completion guidance upon request	Directorates and Educational Services	Ongoing	There have been no requests to date.
Public Meetings:			
Public meetings where the subject matter relates principally to Gaelic and participants include Gaelic speakers who require Gaelic interpretation would be provided with a Gaelic interpreter.	Directorates and Educational Services	Ongoing	<p>There have been no public meetings relating principally to Gaelic to date. However, Educational Services had hoped to have a high profile Gaelic speaking person to introduce the Town Hall event in June 2016. This event did not progress due to health issues within the delivery team, as mentioned above.</p> <p>The English as an Additional Language (EAL) Parent Forum took place on Tuesday 25 October 2016. Languages requested and translators provided on the day included Polish, Punjabi, Spanish, Dari, Hungarian, Turkish, Arabic and Mandarin.</p>

Action	Lead	Timescale	Progress
Educational Services Gaelic events will be notified to Gaelic community groups	Educational Services	Ongoing	There have been no Educational Services Gaelic events to date. However, information on Gaelic events is promoted where possible e.g. the Gaelic Learners conference flyer was disseminated across Educational Services.
Complaints Procedure			
The Council will record the number of complaints received in Gaelic to inform our Specific Equality Duty to gather information and use it to inform better service delivery.	Employee and Customer Services	2016 and ongoing	There have been no complaints received in Gaelic to date.

5. Publications

Rationale: The use of Gaelic in a range of printed material can assist Gaelic development in a variety of ways. It helps increase the visibility of the language, it enhances Gaelic's status by being used in high profile publications, and it can help develop new and enhance existing terminology. The use of Gaelic in the media helps demonstrate a public authority's commitment to making important information available through the medium of Gaelic, as well as enhancing the visibility and status of the language. As more people access information about public authorities through their websites, making provision for the use of Gaelic can significantly enhance the status and visibility of the language.

South Ayrshire Council is committed to increasing the use of Gaelic in these areas where the subject matter is of most interest to the general public or relates specifically to Gaelic issues.

Action	Lead	Timescale	Progress
Public Relations and Media:			
Publicise Council successes and events related to Gaelic including Education, Arts and Culture and community life.	Policy and Performance	2015 and ongoing	<p>The Council publicises successes and events on both the intranet and external website. Gaelic events and award successes are publicised as they occur e.g.</p> <ul style="list-style-type: none"> • press releases were issued on the Gaelic Language Plan Annual Progress Report 2014-2015 • the Communications team promoted a Gaelic concert which was part of the Celtic Connections Festival 2016 to all employees through the Council's intranet resource.
Printed Materials			
Continue to provide translation of documents upon request by South Ayrshire residents (as promoted on all key Council documents).	Policy and Performance	2015 and ongoing	There have been no requests to date.

Action	Lead	Timescale	Progress
Websites:			
The introductory page of the Council's Equality and Diversity section of the Council website will be provided bilingually.	Policy and Performance	2015	The Council's Equality and Diversity webpages are currently being refreshed and the introductory section is now provided bilingually.
The Council's Equality and Diversity section of its website and intranet 'Re-Wired' will include a Gaelic Resource.	Policy and Performance	2015-16	<p>The introductory section of the Council's Equality and Diversity intranet pages is now provided bilingually. The intranet page also provides information on the Gaelic Conversation Group and a link to the Libraries Events page which provides further details of the group.</p> <p>The link to the Educational Services Training Platform (GLOW) is also provided on the intranet page.</p>
Exhibitions:			
Progress the introduction of Gaelic into our permanent and semi permanent exhibition and collection labels and information	Museums and Galleries Service	2015	There are no longer any permanent or semi-permanent exhibitions in South Ayrshire. Therefore, it is not practical to translate collection labels and information to Gaelic due to the quick turnaround of exhibitions.

6. Staffing

Rationale: In order to deliver services through the medium of Gaelic, it is necessary to develop the requisite job skills and language skills of staff. The provision of language learning for staff helps promote adult Gaelic learning and promotes Gaelic as a useful skill in the workplace. The identification of jobs in which Gaelic is a designated skill will contribute greatly to the status of the language and to identifying it as a positive skill to acquire.

The use of Gaelic in advertising also helps recognise that Gaelic should be used in public life and that Gaelic users have an important role to play within a public authority. Whatever the level of Gaelic skills required it is important that authorities ensure that Gaelic is a genuine occupational requirement. Authorities should adopt and apply objective criteria to ensure appointments are made in each case on a fair and consistent basis, and reflect the identified skills needs of the post.

South Ayrshire Council recognises the importance of seeing Gaelic as an important job skill and of identifying situations in which its use is essential or desirable. South Ayrshire Council also recognises the importance of enabling staff to develop their Gaelic skills if they wish to do so.

Action	Lead	Timescale	Progress
Training (including developing and strengthening Gaelic language skills and Gaelic awareness):			
We will conduct a staff language skills audit as part of the employee survey to identify the current language skills of employees across the Council including Gaelic, and gather information on those who would like to further develop their language skills.	Employee and Customer Services	2016	Action completed.
Development of a COAST online Gaelic Awareness package	Employee and Customer Services	2015	Action Completed.
Language Learning: (Wider opportunities for Gaelic language learning)			
From the staff language skills audit we will identify the most appropriate best methods to provide language training to employees who expressed a desire to learn Gaelic.	Employee and Customer Services	2016 - 2017	The employees that are identified as having an interest in learning Gaelic will be signposted to the 'Gaelic Awareness Course' on COAST and the Gaelic Conversation Group held within the library.

Action	Lead	Timescale	Progress
We will provide information on Gaelic awareness/Gaelic language classes to all employees via the Intranet /COAST/GLOW.	Directorates and Educational Services	2016 onwards	Teaching resources are uploaded to the staff area of GLOW. Within the 2+1 area of GLOW there are Gaelic resources in place. The pack of music resources developed by Educational Services was uploaded to GLOW (see main text above). Details of the Gaelic Conversation Group are available on the intranet page for all staff to access.
Following a successful bid for teaching resource we will support employees involved in delivering Gaelic Medium education to develop their language skills	Educational Services	Lifetime of the Plan	<p>Practitioners are being upskilled in the Queen Margaret cluster. The Depute Head Teacher from Onthank Primary School visited the Queen Margaret Academy cluster to upskill teaching staff through song to nursery class, P1 and P2. A good relationship has been formed and this will be repeated.</p> <p>Funding has been approved by the Scottish Government to provide a dedicated Gaelic classroom in the Queen Margaret Academy new build school.</p>
Recruitment:			
Relevant roles/jobs will be assessed as Gaelic essential/desirable posts	Employee and Customer Services	2014 onwards	Ongoing.
Advertising:			
Job advertisements for Gaelic specific jobs/roles will provide information on the need for knowledge and fluency of the Gaelic language.	Employee and Customer Services	2014 onwards	Ongoing as required.

7. National Gaelic Language Plan Priority Action Areas

7.1 Language Acquisition

Rationale: South Ayrshire Council recognises that a sustainable future for Gaelic requires more people to learn the language and that attention requires to be focused on the home, education and adult learning as the key means of achieving this. We will take the following steps to help create a supportive environment for growing the number of Gaelic speakers in Scotland.

Action	Lead	Timescale	Progress
Gaelic in the Home and Early Years			
1. We will explore surveying the parents and carers of our Early Years establishments to gauge demand for introducing Gaelic medium education in South Ayrshire. We will then discuss with Bòrd na Gàidhlig how to take forward the outcome of the survey.	Educational Services	2015-2016	The Early Learning and Childcare Parents/Carers Survey took place in November 2015. There were a total of 174 respondents - 21% of respondents were interested in the option of their child learning Gaelic in their early learning and childcare establishment, 39% were not interested and 40% had no opinion either way.
2. Following the Staff Skills Audit in Year 1 we will liaise with Bòrd na Gàidhlig on how we can expand Early Years Gaelic Medium provision within the Council area.	Educational Services	2017	Action to be taken forward in 2017
Gaelic in Education			
Following a successful bid for Scottish Government funding, development of Gaelic Medium Education both in Ayr and within outreach schools would be provide.	Educational Services	2015 onwards	Following the visit by the Gaelic Board Link Officer and Monitoring Plans Officer, arrangements are in hand for the lead Quality Improvement Officer to participate in the next meeting to develop the next Council Gaelic Language Plan. This will, of course, include further development of Gaelic Medium Education.
We will liaise with the Bòrd na Gàidhlig's Education Steering Group (NGESG) on establishing Gaelic Medium policies and procedures in accordance with the guiding principles of Curriculum for Excellence.	Educational Services	2015 -2016	The Gaelic Language Plan lead Quality Improvement Officer has attended these meetings where possible.

7.2 Language Usage

Rationale: South Ayrshire Council recognises that creating a sustainable future for Gaelic requires not only increasing the number of people able to speak the language, but increasing actual usage. We recognise the importance of enabling more people to use Gaelic as their preferred and normal mode of communication in an increasingly wide range of daily activities.

Action	Lead	Timescale	Progress
We will make Gaelic Language resources immediately available to Secondary Schools via the Library Management System	Educational Services	2014-2017	Gaelic Language resources are available to Secondary Schools via the Library Management System and this resource will continue to develop on an ongoing basis.
The Council will publicise successes and events related to Gaelic and make publicity materials available on the Council Website and intranet.	Policy and Performance	2014 onwards	The Communications team promoted a Gaelic concert which was part of the Celtic Connections Festival 2016 through our intranet resource to all employees.
<p>We will undertake initiatives within our Libraries Service throughout the life of the Plan such as:</p> <ul style="list-style-type: none"> We will develop a stock of Gaelic materials in South Ayrshire Libraries e.g. Gaelic Dictionaries, which will build a resource on up to date Gaelic Medium materials. Ebooks – we will increase our Gaelic Ebook resources keep the resource available centrally for issue/access. We will ask our Book Bug providers to provide Gaelic Medium books, which would be held centrally and partners made aware of their availability. 	Economy, Neighbourhood and Environment	2014 - 2017	<p>There are currently 78 Gaelic language books in stock, in both fiction and non-fiction, for both adults and children in libraries across South Ayrshire. They are available throughout South Ayrshire via the online catalogue.</p> <p>There are currently no Gaelic e-book resources as there are none available from the library services e-book aggregator (Overdrive) which provides access to titles that publishers have agreed to let libraries purchase.</p> <p>This action is complete - Gaelic Medium Book Bug Packs are available.</p>

<ul style="list-style-type: none"> • Bòrd na Gàidhlig information resources will be requested and made publicly available in accessible formats via the Cyber Centre and the 14 libraries with public access PCs. • We will explore the possibility of a Gaelic Open Day event. • We will aim, with the support of volunteers, to include a Gaelic Evening within the libraries programme of events. • The Local History Blog is accessed world-wide and arrangements will be made for a paper to be included on a Gaelic subject. • Libraries Service will ensure that information currently provided in alternative languages is also made available in Gaelic • Libraries will offer to host informal Gaelic social groups • A Gaelic Focus week and Bilingual Story telling sessions can be arranged 			<p>There have been no requests for online Gaelic resources, but the information would be sourced from Bòrd na Gàidhlig and provided in accessible formats as and when requested.</p> <p>This action will be reconsidered in 2017 depending on resources, public interest and support from the Gaelic Conversation group.</p> <p>This action will be reconsidered in 2017 depending on resources, public interest and support from the Gaelic Conversation group.</p> <p>This action has not being taken forward to date due to capacity issues and will be reconsidered when resources become available.</p> <p>There have been no requests to date but the information would be provided if asked for.</p> <p>A weekly Gaelic conversation group takes place in Carnegie Library in Ayr. The group is organised by a member of the community and the library assists with the facilitation of this group. Approximately 6 people attend each week.</p> <p>This action will be reconsidered in 2017 depending on resources, public interest and support from the Gaelic Conversation group.</p>
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7.3 Language Status

Rationale: South Ayrshire Council recognises that the status of a language is affected by its presence in the daily environment and the extent to which it is used, valued and perceived to be valued by those institutions which play an important role in our daily lives.

Action	Lead	Timescale	Progress
Plan developed, agreed by Council and Bòrd na Gàidhlig	Policy and Performance	July 2013 – February 2014	Action Completed.
Ensure Gaelic Language Activity and successes are developed for the media and published within the Council newsletters, communication bulletins and on Council website. Equalities Champions will support awareness raising of the Gaelic Language Plan throughout Directorates.	Policy and Performance	2014 and then ongoing	The Communications Team have ensured Gaelic language activity and news items are promoted internally to Elected Members and staff, and externally as they arise as mentioned above (see 5. Publications). The Equality Champions were briefed on the Gaelic Language Plan in July 2015 and received updates for dissemination through Directorates at their ongoing quarterly meetings. Each of the Equality Champions received electronic and paper versions of the Plan to disseminate within their Directorates.
In addition to the above, develop a Council website and intranet Gaelic resource which will include Gaelic research, information and activity.	Policy and Performance	2015-2016	The introductory section on the Council's Equality and Diversity website and intranet pages is now provided bilingually. The intranet page also provides information on the Gaelic Conversation Group and a link to the Libraries Events page - which provides further details of the group. Further links to the Gaelic Board and other information websites are available on the intranet page as well as copies of the Scottish Government Gaelic Language Plan and the National Gaelic Language Plan.
We will establish links and work with Gaelic voluntary organisations to formally promote Gaelic in our Museums and Galleries Service including Gaelic music and artistic performance within our preview events where music is appropriate.	Economy, Neighbourhood and Environment	2014 and then ongoing	The Libraries and Museums Service currently work with Gaelic speaking volunteers and will continue to include Gaelic music and artistic performance within preview events as appropriate on an ongoing basis.

7.4 Language Corpus

Rationale: South Ayrshire Council recognises the need to strengthen the relevance and consistency of Gaelic, the importance of facilitating translation services and to promote research into the language.

Action	Lead	Timescale	Progress
Examine the extent to which Gaelic is relevant to surveys and research carried out by South Ayrshire Council.	Policy and Performance	2017	As part of a planned consultation with the South Ayrshire 1000 Citizen's Panel on Equality and Diversity in 2017, questions on language and language skills will be incorporated to include the consideration of Gaelic.
Ensure Gaelic Language information research and evidence signposted by Bòrd na Gàidhlig is made available to services	Policy and Performance	2017	The 10 Facts about Gaelic poster published by Bòrd na Gàidhlig was circulated to all Directorates through the Equality Champions network and is available within the intranet Equality & Diversity Gaelic section resource. The Bòrd na Gàidhlig's free App that brings together information on many Gaelic resources that are available in Scotland has been promoted through the Equality Champion network.
Liaise with Bòrd na Gàidhlig and appropriate national bodies to obtain relevant guidance and advice regarding Gaelic language consistency, such as ensuring that interpretation and translation contractors comply with the latest Gaelic Orthographic Conventions and place names used comply with those recommended by Ainmean-àite na h-Alba.	Policy and Performance	2017	This item was actioned during the translation of the Gaelic Language Plan Gaelic Translation and the translation of the introductory section of the equalities web page and intranet page has now taken place, with the help of the Bòrd na Gàidhlig Link Officer. Action will continue to be taken forward in 2017.
We will continue to provide translation and interpretation services via external providers as requested.	Directorates and Educational Services	2014 and ongoing	Ongoing, however to date there have been no requests.