

Cabinet Office Guidance

Issue to be covered in assessment of implementation of English Language Requirements – one year on

Implementation and Impact Focus	Assessment Questions/Indicators/ Evidence
Overall narrative on impact and implementation	Overall – how has implementation gone? What has worked well and what particular aspects of implementation of the duty have been most challenging? How has the duty affected organisation, employees and public service users?
Implementation/ Impact: Employees/ Workforce	<p>Testing/ Training/ Redeployment/ Dismissal:</p> <ul style="list-style-type: none"> • How many staff that have undergone English or Welsh Language proficiency <u>testing</u> since the introduction of the duty? • How many public facing workers have received English or Welsh language <u>training</u> since implementation of the duty (and as percentage of public facing staff in the organisation if possible) • How many members of staff were <u>redeployed</u> to non-public facing roles because they did not meet the required language standard? • How many members of staff were dismissed because they did not meet the required language standard? <p>Impact on BAME and disabled public sector workers - discrimination, mistreatment etc.:</p> <ul style="list-style-type: none"> • What is the total number of grievances raised by employees as a result of the duty e.g. associated with the way a complaint from a member of the public has been handled or due to perceived discrimination and mistreatment e.g., repeated testing or re-deployment to a lower paying role etc. • What action (if any) has been taken to <u>support staff</u> who have been subjected to vexatious complaints e.g. made on the basis of accent, speech impediment or other communicative disability or national or racial identity? • Are there any cases that have gone to <u>tribunal</u>?
Implementation/ Impact: Organisations	<p>Burden:</p> <ul style="list-style-type: none"> • How would you rate the overall burden on the organisation of implementing this duty in terms of time and resources, and why? (on a scale of 1 to 7 to allow a summary measure across all bodies) <p>Scale/ Scope:</p> <ul style="list-style-type: none"> • How many public facing roles have you identified in your organisation?

	<ul style="list-style-type: none"> • What is the breakdown of roles and professions have been identified and categorised at which fluency levels? <p>Standards/ Collaboration:</p> <ul style="list-style-type: none"> • To what extent has this categorisation been commonly identified with other public bodies e.g. through common guidance, charters or MoUs? • Has a standard level of language proficiency been adopted? If so what is it? <p>Complaints:</p> <ul style="list-style-type: none"> • How many legitimate complaints have been received from members of the public on non-compliance to the duty? • How many complaints have been received from members of the public on non-compliance to the duty which were judged as vexatious, oppressive, threatening or abusive? <p>Recruitment processes:</p> <ul style="list-style-type: none"> • In what way (if any) have recruitment processes changed to support implementation of the duty e.g. are candidates' language skills now tested? • Is there any evidence on the impact of these changes e.g. have any posts/roles not been given specifically as a result of candidates not meeting the required standard? • How well does it align with existing standards, legal obligations and existing practices/procedures <p>Costs:</p> <ul style="list-style-type: none"> • What costs have been incurred for English or Welsh language training for public facing staff since implementation of the duty? • Aside from training – are there any other costs that have been incurred due to implementation of the duty? Can you provide the nature of these costs e.g. redeployment, familiarisation etc and where possible estimates.
<p>Impact: Public service users</p>	<p>Public perception and confidence:</p> <ul style="list-style-type: none"> • Is there any evidence that public perception of services has changed since the implementation of the duty? <p>Impact on service quality:</p> <ul style="list-style-type: none"> • Is there any evidence or examples of benefits/ or positive impact resulting from implementing the duty? • Any negative impacts or perceived negative impacts?