

# Welsh Language Standards: Annual Report 2015-16

From 30<sup>th</sup> March 2016 all local authorities in Wales have a statutory duty to comply with new regulation Welsh language standards which explain how they as organisations should use the Welsh language in different situations.

The Welsh Language (Wales) Measure 2011 established a legal framework to impose duties on certain organisations to comply with standards in relation to the Welsh language by way of sub-legislation (Welsh Language Regulation Standards). The standards issued to the City of Cardiff Council are listed in 'The City of Cardiff Council Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011 – **see appendix 1**. A copy of the standards which is referred to in this report is also available from [www.cardiff.gov.uk/bilingualcardiff](http://www.cardiff.gov.uk/bilingualcardiff) .

The standards replace the Council's former Welsh language scheme which was created as a requirement of the Welsh Language Act 1993. As this is a report on our compliance with the Welsh language standards in 2015-16 which were only in force from 30<sup>th</sup> March 2016 this report will primarily focus on the actions that the Council has taken to prepare to comply with the new standards, as well as providing certain information which we are required to under these standards.

## 1. Introduction

The Council is committed to realising our vision of creating a truly bilingual Capital city for Wales which provides an equally high quality service in both Welsh and English for our citizens.

We are already complying with the majority of the requirements of the standards through our previous Welsh Language Scheme so we are relatively well placed to meet the new legislative requirements due to the amount of work undertaken prior to the introduction of the Welsh language standards.

The main principal of the legislation (standards) is to ensure that the Welsh language is treated no less favourably than the English language, with the emphasis on actively offering and recording language choice rather than the onus being on the individual service user or employee to request information or services in Welsh.

The standards are listed in the following categories

- **Service delivery standards:**

In relation to the delivery of services in order to promote or facilitate the use of the Welsh language, or to ensure that it is treated no less favourably than English.

- **Policy making standards:**

Require organisations to consider what effect their policy decisions will have on the ability of persons to use the language and on the principle of treating Welsh no less favourably than English.

- **Operational standards:**

Standards which deal with the internal use of Welsh by organisations.

- **Promotional standards:**

Require organisations to adopt a strategy setting out how it proposes to promote and facilitate the use of Welsh.

- **Record keeping standards:**

These standards make it necessary to keep records about some of the other standards, and about any complaints received by an organisation. These records will assist the Commissioner in regulating the organisation's compliance with standards.

The Welsh language standards have been drafted with the aim of:

- Improving the services Welsh-speakers can expect to receive from organisations in Welsh
- Increasing the use people make of Welsh-language services
- Making it clear to organisations what they need to do in terms of the Welsh language
- Ensuring that there is an appropriate degree of consistency in terms of the duties placed on organisations in the same sectors.

Each local authority has been issued with a compliance notice from the Welsh Language Commissioner which lists the standards and compliance date which the organisation is expected to comply with. The City of Cardiff Council has been issued with **171** standards, of which 155 have a compliance date of 30<sup>th</sup> March 2016.

<b>The City of Cardiff Council</b>				
<b>Categories</b>	<b>Compliance date 30 March 2016</b>	<b>Compliance date 30 September 2016</b>	<b>Compliance date 30 September 2018</b>	<b>Total</b>
<b>Service Delivery</b>	85	3	0	88
<b>Policy Making</b>	16	0	0	16
<b>Operational</b>	41	7	1	49
<b>Record Keeping</b>	13	1	0	14
<b>Promotional</b>	0	4	0	4
<b>Total</b>	155	15	1	<b>171</b>

This report outlines our progress to date and also key data which we are required to report on under the standards.

The Annual Monitoring Report will be agreed and approved by full Council on **30<sup>th</sup> June 2016** prior to being published on the Council's website in accordance with the requirements of the standards.

The report will be available to download on the Council's website from the 30<sup>th</sup> June 2016 [www.cardiff.gov.uk/bilingualcardiff](http://www.cardiff.gov.uk/bilingualcardiff)

## 2. Achievements & Challenges

### Achievements

- The Council worked in partnership with stakeholders on the creation of a Welsh cultural centre in the city centre ('Yr Hen Lyfrgell') which opened in February 2016. The centre offers a variety of services, facilities as well as a full program of activities including a Cafe Bar and restaurant, a shop selling Welsh products, a Welsh medium crèche, Welsh lessons for learners, performance area, conference facilities, function rooms and Cardiff Story Museum.
- Bilingual Cardiff return **94.2%** of translation requests by agreed deadlines (**5,069,914** words). The team translated more words than any previous year.
- The Corporate Welsh language awareness e-module which was developed in partnership with 4 other local authorities was launched in September 2015. To date **981** staff have completed in 2015-16.
- The Council advertised more Welsh Essential posts than any previous year (**52**) and a further **136** posts where Welsh was a desirable requirement.
- Bilingual Cardiff have purchased simultaneous translation equipment and trained 2 translators to deliver this service in-house to all service areas as well as partner organisations.
- Bilingual Cardiff have created a series of corporate guidelines in order to assist staff in complying with the new standards and continue to publish the monthly Welsh language brief for Council all staff (distributed via the Welsh language coordinators) to update on developments within the Welsh language agenda or any complaints received against the Welsh language scheme/standards.
- **123** staff attended corporately funded Welsh language training in 2015-16.
- Promoted a successful '*Diwrnod Shwmae*' event across the council in October. An event which was aimed at encouraging staff to greet each other in Welsh or use any Welsh they might have.
- An internal marketing campaign to raise staff awareness of the Welsh language standards ("Are you ready for the Welsh language standards?")

- Bilingual Cardiff now offers a full translation service for all our partners and associated organisations. This includes simultaneous translation services for events, conferences, meetings and interviews as well as text translation. These services are advertised on Yr Hen Lyfrgell website <http://www.yrhenlyfrgell.wales/services>

## Challenges

Whilst it is not our intention to challenge any of the duties at present, it must be noted that there are a number of standards which may pose a significant challenge to the Council, both in financial terms as well as potential resource implications, specifically:

### Standard 62

This standard relates to ensuring that Welsh appears first on all signage, which the Council supports in principle, and did not oppose during consultation. However, although permanent signs will be replaced during maintenance works and are cost neutral, we will need to ensure that contactors working on behalf of the Council comply with this standard in relation to temporary signs also.

### Standard 64

This standard requires us to ensure that our main reception area can provide an equal service in Welsh and English within 6 months (30<sup>th</sup> March 2016) with all reception areas being subject to this standard within 9 months (30<sup>th</sup> September 2016).

Fully meeting the requirements of this standard within the allocated timeframe poses a significant challenge, not least as Welsh speakers remain under represented in our workforce (4.78% as of 31 March 2016). However, measures have been put in place to achieve this with an action for all managers to assess their team's capacity to deliver bilingual services incorporated into every Directorate business plan since April 2015. As part of the assessment all frontline staff are offered corporately funded Welsh language lessons as a matter of course, with manager's eager to upskill the current workforce in order to meet these requirements in the first instance.

'Welsh essential' posts can also be advertised externally in order to ensure that these posts are filled by bilingual staff thereby increasing the number of Welsh speakers in the workforce.

There are other standard which will be challenging, however, overall, we are broadly content with the standards in our Final Compliance Notice and have no intention of challenging any of the current standards. Work is already underway to raise awareness of the standards through management team briefings, the Welsh language coordinators and champions' network, the Welsh matters monthly newsletter to all Directorates as well as a standing item in the monthly corporate Core Brief and on the Bilingual Cardiff intranet page.

During management team meetings managers were asked to identify risks within their own Directorates and these will be incorporated into the 2016-17 service area business plans. It is envisaged that this approach as agreed in SMT on 27<sup>th</sup> October 2015 will ensure that we will be in a position to meet the vast majority, if not all, of the requirements by the deadline specified.

Should our organisational situation change significantly in the future, the decision not to challenge present or future duties may be revisited.

### **3. Yr Hen Lyfrgell – Cardiff’s Welsh Cultural Centre**

The establishment of Cardiff’s Welsh Cultural Centre based at the Old Library was approved by Cabinet on the 28<sup>th</sup> May 2015.

A new Welsh Cultural Centre (‘Yr Hen Lyfrgell’) based at the Old Library building opened in February 2016. The aim of the centre is to promote and celebrate Welsh as a living language in the capital city in a friendly and welcoming centre open to all citizens of Cardiff and its visitors. Yr Hen Lyfrgell offers a variety of facilities and activities in a sociable and inclusive atmosphere where the Welsh language and culture is at the heart of everything.

There is cafe, bar and restaurant serving Welsh food and drink, a shop selling quality Welsh goods, a book shop, a children’s crèche, teaching rooms offering courses for Welsh learners, a flexible performance and exhibition area, and the Cardiff Story Museum.

Showcasing ‘the best of Cardiff and Wales’, Yr Hen Lyfrgell is an energetic and innovative centre which aims to attract Welsh speakers and non-Welsh speakers alike, from Cardiff and beyond. A unique visitor attraction where the Welsh language will be used to celebrate everything that is great about Wales and its capital city - its culture, heritage and people.

Yr Hen Lyfrgell is made possible through effective partnership working with the Welsh Government and Cardiff based organisations – Menter Caerdydd, Cardiff University, Clwb Ifor Bach, Cardiff Story Museum, Mudiad Meithrin, Mela and Bodlon.

### **4. Complaints against the Welsh language scheme / Welsh language standards 2015-16**

During 2015/16, a total of **28** complaints were received in relation to the operation of the Welsh Language Scheme (or Welsh language standards). Whether the complaints were received in the medium of English or Welsh they were dealt with in accordance with the corporate complaints procedure. Please see **Appendix 3**.

The Corporate Complaints policy has recently been updated to reflect certain requirements arising from the introduction of the Welsh language standards including confirming that the Council welcomes complaints in both Welsh and English, and will respond in whichever language in which we are contacted.

The policy has been well publicised and all Directorates are required to complete a Complaints Monitoring Form each quarter in order to report the number of complaints they have received that relate to the Welsh Language Scheme.

## **5. Posts advertised in 2015/16**

During 2015/16 **991** new and vacant posts were advertised in accordance with the Council's Corporate Welsh Language Skills Strategy. Please see **Appendix 5**.

**52** posts were advertised where Welsh language skills were essential.

**136** posts were advertised where Welsh language skills were desirable

**803** posts were advertised where Welsh language skills were deemed not necessary at present.

Please note that these figures also include re-advertised posts.

The Council does not currently hold information regarding Welsh language skills which need to be learnt when appointed to posts as under the Council's Welsh Language Skills Strategy posts are either designated Welsh essential, desirable or not required. There have been occasions where posts have been re-advertised with the requirement for the successful applicants to attend Welsh language training.

## **6. Welsh Language Training & Welsh Medium training courses**

The City of Cardiff Council has been issued with standard 128 which states that we are required to provide training in Welsh for staff in the following areas, if they are provided in English:

- Recruitment and interviewing;
- Performance management;
- Complaints and disciplinary procedures;
- Induction;
- Dealing with the public; and
- Health and safety.

The compliance date for this standard is 30 September 2016 therefore staff attending Welsh medium training in the areas listed above have not been recorded in 2015/16.

**82** staff attended Welsh language training courses in 2015/16 and a further **41** staff attended a 2 day Welsh language taster course in June & July 2015.

The number and percentage of staff who received Welsh language and Welsh language awareness training is monitored closely and individual records kept on DigiGov (internal HR system). Please see **Appendix 4** for breakdown of staff who have attended these courses.

In September 2015 the new Welsh Language Awareness training e-module was made available to staff on the Cardiff Learning Pool site.

**981** Staff have completed the Welsh language awareness module in 2015-16

**90** Staff had started and are currently undertaking the module.

**45** Health & Social Care managers have attended our 'Mwy na Geiriau / More than Just Words' Welsh language awareness training in 2015-16.

## **7. Employees Welsh Language Skills**

With the development of DigiGov and the opportunity for staff to validate their own personal data, this has enabled the Council to record the Welsh language ability (and other languages) of staff. As of 31<sup>st</sup> March 2016 **6,368** (non-school based) staff are employed by the City of Cardiff Council and of these a total of **4,516** staff have validated their entries on the DigiGov system. From these **216** staff have stated they have Welsh language skills. This represents **4.78%** of those registered on the system. Further roll-out of DigiGov will need to be undertaken with other areas of the Council (specifically school based employees), which will enable wider monitoring. Articles have featured in the Welsh Matters brief reminding staff of the need to update their entries on DigiGov.

A survey letter was sent to non-school based staff in April 2016 advising them of the standards and asking them to note their Welsh language skills and language preference. This survey will be sent to school based staff in early 2016 and to all new employees which will allow the Council to fully comply with the requirements of standard 127 (assessing employees Welsh language skills) and standard 100-104 (employee language preference). The data captured from this exercise will be reported in the 2016-17 Welsh language standards Annual Report.

## **8. Mwy na Geiriau / More than just Words**

*Strategic Framework for Welsh Language in Health, Social Services and Social Care*

### **Progress Report 2015 – 16**

The introduction of the Welsh Language Standards has resulted in more corporate responsibility for ensuring provision of bilingual services both in social care and the council as a whole.

The legislation behind the Welsh Language Standards has helped to reinforce the important requirements of Mwy na Geiriau. The new Follow-on Strategy for Mwy na Geiriau and its action plan for 2016-19, links each of its objectives now to the relevant part of the Welsh Language Standards.

This leaves the Social Services Directorate to focus on the importance of language need and the active offer in the field of social services, with an emphasis on supporting the staff to be able to meet the requirements of both the Mwy na Geiriau and the Welsh Language Standards.

### **Achievements over 2015-16**

- Communication of corporate guidance on the Welsh Language Standards to all Social Services Staff and to managers with specific responsibilities.
- Delivered half day training sessions on Welsh Language Awareness with an emphasis on Mwy na Geiriau / More than Just Words to 45 managers from adults and children's services (totalling 85 social services managers).

Key priority for 2016-17 will be working towards the completion of awareness raising for all staff in social services.

- Delivered presentations to the Independent care provider managers on the expectations of the Strategy and the Welsh Language Standards. Also, held sessions on the importance of Welsh language need in social care, with undergraduates on the social work degree course at Cardiff University and Cardiff Metropolitan University.
- Welsh language skills assessments have been completed for staff in adult services and working towards full completion in children's services.
- Worked with an independent Welsh tutor to put together a training programme of basic Welsh for care staff in domiciliary care.
- Worked with electronic record system (Care First) implementation managers to ensure that language preference can be recorded and progress is being made towards recording the Active Offer.
- Working with the commissioning team to ensure that the use of Welsh language is now included in the monitoring of care homes. Monitoring already exists for domiciliary care services through customer satisfaction surveys. We are currently looking at the legal



implications of the independent sector compliance and the wider issues of commissioning for all care services.

- Represented the Local Authority at national Welsh Language Champions for Mwy na Geiriau meetings and workshops over the year.
- The Director of Social Services and his Senior Management Team have taken an active interest in the progress of this work, with regular reports being requested.
- Annual Director's Report and Directorate Business Plan contains sections on the Welsh language and the Delivery Plan actions include an objective to increase Directorate capacity to deliver bilingual services during 2016/17.

## **9. Monitoring & Overseeing Compliance with the Standards**

During November 2015 all Directorates were asked to complete a mapping exercise to identify standards that pose a challenge to their teams, and to include relevant actions within their service delivery plans. Specific actions relating to complying with the standards have been included in all service area business plans for 2016/17 as well as a corporate action relating to ensuring sufficient capacity to deliver bilingual services.

The Cardiff Improvement System (CIS) will continue to be the authority's main tool for monitoring compliance with the new Welsh Language Standards. All 171 standards will be grouped and entered as improvement actions (IACs) into the required database on CIS. Each action will appear against each of the Directorates in order to ensure that all Directorates are aware of every measure, as well as responsibility and target date. More specific standards will only be allocated to the relevant Manager within the relevant Directorate.

Directorate Welsh Language Coordinators and Champions who observe instances of non-compliance with the Standards in the course of their work will log them as required Improvement Actions (IACs) on CIS. They will work to ensure that the standards allocated to their Directorate are achieved within the timescale and will update the CIS system accordingly.

The Welsh Language Champions or relevant manager will update the CIS database to enter a comment on IACs which are progressing on target or completed. Overdue actions as reported by the Coordinators and Champions will be discussed at Management Team meetings where appropriate actions will then be updated accordingly. This ensures that Managers and Senior Officers will become aware of instances of non-compliance as well as areas for improvement within their Directorate.

Matters relating to the Welsh language will report through the Terms of Reference of the Policy Review and Performance Scrutiny Committee and the Bilingual Cardiff Member group.

## 10. Promoting & Facilitating the Standards - Actions to Date

Please see below additional measures that have been put in place to ensure compliance with any new requirements resulting from the Welsh language standards.

# SERVICE DELIVERY STANDARDS

## ACTIONS TO DATE

### CAPTURING LANGUAGE CHOICE

SAP Customer Records Management system (CRM) has been designed to record service users' language choice. Each Directorate or service area will have a database (e.g. Care First / Civica) which has the capacity to record or note language choice but at present this information cannot be shared or transferred.

Parts of C2C recently went live with the SAP CRM database which gives a single view of the customer and records language preference against the customer record when they contact the Council. The existing C2C database does this also. At present the information held in these systems cannot be transferred to other databases or to other Directorates. The long term goal is to roll out these services to all parts of the council where appropriate.

Each Directorate will have a nominated contact who would be able to view an extract of the customer records from both systems in a collaboration area in SharePoint.

### CORRESPONDENCE

All external Council emails as well as the new corporate letterhead include the following statement within the footer in order to comply with the requirements of standards 2, 3 & 7.

*Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg a Saesneg a byddwn yn sicrhau ein bod yn cyfathrebu â chi yn eich dewis iaith boed yn Gymraeg, yn Saesneg neu'n ddwyieithog dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn creu unrhyw oedi.*

***The Council welcomes correspondence in English and Welsh and we will ensure that we communicate with you in the language of your choice, whether that's English, Welsh or bilingual as long as you let us know which you prefer. Corresponding in Welsh will not lead to any delay.***

Guidelines on Communicating Bilingually have been published on the Bilingual Cardiff intranet page to assist staff on complying with these requirements.

### **TELEPHONE CALLS**

New staff guidelines on Welsh language calls have been published to assist staff in complying with these requirements.

The vast majority of telephone calls are received by the Council's C2C contact centre which has a dedicated Welsh language team.

On the central phone directory staff can filter to view all Welsh language speakers within their service areas / Directorates.

### **MEETINGS**

New staff guidelines on holding bilingual meetings have been published to assist staff in complying with these requirements.

The Bilingual Cardiff team will provide in-house simultaneous translation services for all Directorates and services areas.

### **DOCUMENT & FORMS**

#### Meetings (41)

Bilingual agendas and minutes will be uploaded via the Cardiff Modern.Gov site.

The Council's web content request form and translation request form remind all staff to include the following wording in accordance with standards 49 and 50A.

***This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg.***

***This form is available in Welsh / Mae'r ffurflen hon ar gael yn Gymraeg.***

### **SIGNS & NOTICES**

Strategic Planning, Highways, Traffic & Transportation Directorate will ensure that the Welsh first bilingual signage requirement is in all relevant tenders, contracts etc. and that this requirement is implemented and monitored. The requirement for Welsh text to be positioned first has also been reiterated to all contractors.

New guidance note on signs & notices have been published to make staff aware of these requirements.

### **WEBSITES & ONLINE SERVICES**

Welsh language requirements are actively considered as part of any project brief or new project mandate as part of the statement of requirements.

ICT will continue to advise customers of their responsibility to provide Welsh language material for all customer facing projects at the project brief phase of all IT related projects. It is the customer's responsibilities to determine whether they require bilingual aspects of any new system after receiving this advice so it is their responsibility to satisfy themselves that they are meeting the standards.

The Web Team will conduct manual audit of all sections of [www.caerdydd.gov.uk](http://www.caerdydd.gov.uk) to ensure Welsh is published on every page. This will involve checking pages, forms, docs, links, etc.

English / Cymraeg option appears in global navigation of the website. This provides direct link between English and corresponding Welsh content.

### **RECEPTION SERVICES**

New guidelines on bilingual reception services have been published to assist staff in complying with these requirements.

We continue to implement the Council's Corporate Welsh Language Skills Strategy which aims to increase the number of staff with Welsh language skills in frontline posts. This Strategy ensures that the linguistic requirements of all frontline posts are assessed and designated Welsh essential, Welsh desirable or no linguistic requirement accordingly.

A mapping exercise of hubs, libraries and leisure centres receptions was undertaken in 2015-16 to assess our current compliance with the standards. The bilingual reception guidelines have also been sent to all reception managers.

We continue to provide a flexible package of corporately funded Welsh language courses for staff run by Welsh for Adults (Cardiff University). Staff can attend over 100 courses across Cardiff & the Vale of Glamorgan at times and locations what suit them and their work.

### **AWARDING GRANTS**

Relevant grant documents have been updated to reflect the new requirements and all grant applicants are asked their language preference.

### **AWARDING CONTRACTS**

Tender specifications have been updated to reflect the new requirements.

New “Selling to the Council Guide” will include the following statement.

***“In accordance with the Welsh Language Standards (The City of Cardiff Council Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011) tenders may be submitted in the English or Welsh language. A tender for a contract submitted in Welsh will not be treated less favourably than a tender submitted in English (including, amongst other matters, in relation to the closing date for receiving tenders, and in relation to the time-scale for informing tenderers of decisions). The Council will communicate with tenderers in the language of their choice, whether that’s English, Welsh or bilingual.”***

The Bilingual Cardiff team will provide in-house simultaneous translation services in any tender interviews, and the standard Terms and Conditions for service contractors will contain an updated clause which addresses the new legislative requirements.

Officers in the Council’s Legal department have been instructed to include the following updated Welsh language clause in all contracts.

***During the **Term** of the **Agreement** the **Contractor** agrees that it will comply with the requirements of:***

- ***The Welsh Language (Wales) Measure 2011 and the Welsh language standards issued to the City of Cardiff Council (Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011) insofar as it relates to the **provision /carrying** out of the \*\*\*\* (**Services, Works, Grant**).***
- ***A copy of the Welsh language standards is available from [www.cardiff.gov.uk/bilingualcardiff](http://www.cardiff.gov.uk/bilingualcardiff)***

#### **COURSES OFFERED BY A BODY**

Adult Community Learning have contacted all learners to ask their language preference (86) and include an additional question to this effect on their evaluation forms. A copy of the survey is available to view on the Council’s website.

## **PROMOTING & FACILITATING**

In order to promote and facilitate the implementation of the standards, the Council has created and updated guidelines for staff. These include:

- A summary of the ‘Service Delivery Standards’
- Communicating Bilingually
- Bilingual Reception Service
- Holding Meetings Bilingually
- Welsh Language Calls
- Guidance Note: Bilingual Signage & Official Notices
- Translation Guidelines

These guidelines are available for staff on the Bilingual Cardiff Intranet and have been regularly promoted to staff through established communication channels including the monthly Core Brief and 'Welsh Matters' newsletters which are distributed to all staff. Regular articles have also appeared on the Council's intranet homepage.

In advance of the standards the Communication team and Bilingual Cardiff have coordinated a promotional campaign which includes regular articles, staff drop in sessions and posters across main Council offices.

Reception signs (standard 67) and email signature logos (standard 134) are also available to staff on the Bilingual Cardiff intranet page as well as a copy of the full standards, annual monitoring reports, and online translation request form.

The web content and translation request form have both been updated to remind staff to include the corporate statements to comply with standards 2, 3 & 7 (Correspondence), 49 (forms) and 50A (documents).

### **TRANSLATION & POLICY ADVICE**

Bilingual Cardiff provides a full Welsh-English and English-Welsh translation and simultaneous translation service for all Council Directorates.

The team offer guidance and advice to all Council staff, along with organisations, companies and individuals who provide services on behalf of the Council, on issues regarding the Welsh language, translation and the Council's commitment under the statutory Welsh Language Standards.

### **WELSH LANGUAGE COORDINATORS & CHAMPIONS**

The Council has a network of Welsh language coordinators and champions across our various Directorates, who support the work of Bilingual Cardiff in implementing the Welsh Language Standards. The role of the members includes

- Ensuring that their Directorate complies with the Council's Welsh language standards.
- Feedback on issues relating to the Welsh language from the Directorate to the group, and vice versa if necessary.
- Feedback on any complaints or issues regarding the Welsh language from services users to the group.
- Distribute relevant documentation and information within service areas.
- Coordinate response for the Annual Monitoring Report for their Directorate.

The coordinators network meet on a monthly basis.

### **BILINGUAL CARDIFF MEMBER GROUP**

The Bilingual Cardiff Member Group is a cross-party group established to take a lead role in developing a truly bilingual Cardiff where citizens and staff of the City of Cardiff Council can access services and support in either language equally through improved partnership working. During 2015-

16 the group met twice to discuss Welsh language matters, primarily the development of the new Welsh Cultural Centre in the Old Library in the city centre. The next meeting is planned for mid-June where the members will consider the future model for the group to pursue with a view to driving the agenda forward.

#### **BILINGUAL CARDIFF: 5 YEAR STRATEGY**

In accordance with standard 145, the Council will create and publish a five year strategy by the 30<sup>th</sup> of September 2016 which sets out how we will promote and facilitate the use of Welsh. This strategy will include a target to increase the number of Welsh speakers within Cardiff as well as specific actions to facilitate the use of the language in line with the Welsh Government's Welsh Language Strategy 2012—17 – **see appendix 6**.

#### **CORPORATE WELSH LANGUAGE SKILLS STRATEGY**

The Welsh Language Skills Strategy (WLSS) was approved by full Council, with full Unions support, in 2009. The purpose of the WLSS is to ensure that we have staff with the linguistic skills required to provide a bilingual service at first point of contact.

The strategy provides a practical toolkit to help managers in assessing their Welsh language requirements, so that certain posts can be advertised as 'Welsh essential' and current staff can be offered Welsh language training.

#### **WELSH LANGUAGE TRAINING**

Staff are supported to use their Welsh language skills when communicating with the public. Currently staff can choose from over 100 approved courses in Cardiff University or in the community, varying from total beginners to fluent speakers at a time and location that best suits them.

There is a corporate budget for Welsh language training, therefore the courses are free for Cardiff Council staff (priority to frontline staff) and staff will get their hours credited for time attending courses.

## **POLICY MAKING STANDARDS**

### **ACTIONS TO DATE**

The Policy Integration Tool has been developed into the **Statutory Policy Screening Tool** to reflect the evolving policy context. If a strategy, policy or activity is being developed within the Council that is likely to impact people, communities or land use in any way then there are a number of statutory requirements that apply. Failure to comply with these requirements, or demonstrate due regard, can expose the Council to legal challenge or other forms of challenge.

Completing the Policy Screening Tool will ensure that all strategies, policies and activities of the City of Cardiff Council comply with relevant statutory obligations and responsibilities. Where a more detailed consideration of an issue is required, the Screening Tool will identify if there is a need for a full impact assessment, as relevant.

The main statutory requirements that strategies, policies or activities must reflect include:

- Equality Act 2010 - Equality Impact Assessment
- Welsh Government's Sustainable Development Bill
- Welsh Government's Statutory Guidance – Shared Purpose Shared Delivery
- United Nations Convention on the Rights of the Child
- United Nations Principles for Older Persons
- Welsh Language (Wales) Measure 2011
- Health Impact Assessment
- Habitats Regulations Assessment
- Strategic Environmental Assessment

The Policy Screening Tool allows the Council to meet the requirements of all these pieces of legislation as part of an integrated screening method that usually taken no longer than an hour. More importantly, it will ensure that the Council's approach is joined up and well informed.

The Tool is embedded in the corporate process. All reports which require a formal cabinet decision must first of all complete a forward plan. The forward plan established if the strategy/policy or activity needs to be subject to the screening tool. If yes, then the process will be completed before the report goes to cabinet for final decision.

The tool is updated on a rolling basis as relevant officers with responsibility for specific areas highlight any change to the policy environment. For instance, the tool has been updated to reflect the specific requirements of Council policy emerging from the Welsh Language (Wales) Measure 2011.

In this way we can encourage joined up decision making and ensure that any development work undertaken within the Council is aware of wider requirements and the potential impact on important matters such as the Welsh language.

To ensure the Welsh language is considered as a central component of any policy development work it has also been included alongside the 9 protected characteristics identified by the Single Equalities Act and features prominently in Everyone Matters (the Council's Strategic Equality Plan). This allows Welsh language to be mainstreamed along with the 9 protected characteristics across the organisation.



Within the screening tool itself, there is a section which prompts a consideration of any impact (positive, negative, neutral or uncertain) on the Welsh language. See below:

Will this Policy/Strategy/Project have a differential impact on any of the following:

- Disability
- Gender Reassignment
- Marriage & Civil Partnership
- Pregnancy & Maternity
- Race
- Religion/Belief
- Sex
- Sexual Orientation
- Welsh Language

The Screening Tool can be completed as a self-assessment or as part of a facilitated session, should further support be needed.

As a critical analysis, a number of major strategies, plans and activities (such as the Corporate Plan) have been considered via the statutory screening tool which has helped policy development; however it is important that a wider awareness of some of the statutory requirements is promoted. It is important that officers across the Council understand the spirit and purpose of the legislation and much of this work is done through the Cardiff academy, particularly Equality Awareness and Welsh language courses.

The Statutory Policy Screening Tool has been revised to meet the specific requirements of the Policy Making standards.

To comply with the new standards, the screening tool now asks:

***Part 4: Welsh Language (Wales) Measure 2011***

		<i>Yes</i>	<i>No</i>	<i>Unsure</i>
<b>4.1</b>	<b><i>Have you considered how the policy could be formulated so that the policy decision would have positive effects, or increased positive effects on opportunities for persons to use the Welsh language?</i></b>			
<b>4.2</b>	<b><i>Does the policy ensure that the Welsh language is treated no less favourably than the English language?</i></b>			

*If you have any doubt about your answers to the above questions, then please consult the Bilingual Cardiff team for advice on (029) 2087 2527 or email: [Bilingualcardiff@cardiff.gov.uk](mailto:Bilingualcardiff@cardiff.gov.uk)*

All completed assessments can be made available, and processes are in place to ensure that all emerging strategies, policies and activities which need to be, are subject to the Screening Tool. The Council has helped ensure that the screening tool is a corporate consideration, observed by all Directorates in the development of new policies, strategies and activities. Responsibility for making the Corporate Team aware of appropriate updates for specific policy areas will sit with relevant services areas.

## OPERATIONAL STANDARDS

### ACTIONS TO DATE

#### **98 Policy on facilitating the use of the Welsh language internally**

A draft policy on using Welsh internally for the purpose of promoting and facilitating the use of the language has been published on the Bilingual Cardiff intranet page pending formal approval of the policy.

#### **99 New Posts**

It is current practice to offer new employees contracts in Welsh or English in accordance with their language preference.

#### **100-104 Staff Employment Correspondence & Documentation**

A survey letter has been sent to all staff in April 2016 advising them of their rights under the standards, as well as asking staff to record their Welsh language skills and language choice.

#### **105-111 HR Policies**

The policies stated in standards 105-111 are available bilingually.

#### **112-119 Complaints & Disciplinary**

The Council's disciplinary and resolution policy has been replaced by a new resolution policy from April 2016. This will include reference to rights of staff who wish to have specific information/process made available in Welsh.

*Under the Welsh Language Standards, employees have the right to make complaints, and respond to complaints or allegations made against them via the disciplinary process in Welsh. The Council will ensure that correspondence, documents and any associated proceedings, meetings and outcomes will be made available in Welsh. We will provide a simultaneous translation service from Welsh to English for associated meetings unless they are conducted in Welsh*

*without translation services.*

### **120 Software**

“Cysgliad” (Welsh spellchecking software) is available to all staff that have PC’s as their desktop interface, and its availability is frequently advertised in the Welsh Matters newsletter and articles on ‘Your Inbox’. Staff can request a copy via the Service Desk. Windows and Office are also available in Welsh, and advice on changing language settings is available from ICT.

### **121-126 Intranet**

ICT, Communications & Bilingual Cardiff will work to ensure that the Council meets its duty to develop a fully bilingual intranet site for staff within the stated compliance dates.

### **127 Assessing language skills**

A survey letter was sent to staff in April 2016 advising them of the standards and asking them to note their Welsh language skills and language preference.

Currently staff are reminded to validate their own personal data on DigiGov (HR system) this has enabled the Council to record the Welsh language ability (and other languages) of staff.

### **128-132 Training**

We are finalising arrangements to ensure that future that staff can request to receive their training through the medium of Welsh in accordance with 128.

Compliance can also be achieved through the All Wales Academy e-training site which is available to all staff as well as the potential of working with other Local Authorities in South East Wales to arrange Welsh medium training.

#### Welsh Language Training

Staff are supported to use their Welsh language skills when communicating with the public. Currently staff can choose from over 100 approved courses in Cardiff University or in the community, varying from total beginners to fluent speakers at a time and location that best suits them.

There is a corporate budget for Welsh language training, therefore the courses are free for Cardiff Council staff (priority to frontline staff) and staff will get their hours credited for time attending courses.

#### Welsh Language Awareness Online Training

In September 2015 the new Welsh Language Awareness training module was made available to staff on the Cardiff Learning Pool site.

The aim of the course is for staff to:

- Understand of the importance of the Welsh language in the delivery of Council services within Wales.
- Understand their own role and responsibilities in delivering Welsh language and bilingual services.
- Assess how they currently deliver Welsh language services and identify areas for improvement.
- Understand and be able to use simple Welsh words and phrases that may be useful when dealing with Welsh speaking service users.

### **136 - Assessing linguistic requirements for each vacant post.**

The corporate Welsh language skills strategy provides a practical toolkit (linguistic assessment tool) to help managers in assessing their team's Welsh language requirements, so that certain posts can be advertised as 'Welsh essential' and current staff can be offered Welsh language training.

Managers are reminded to complete the linguistic assessment forms each time a new post is recruited through the HR DigiGov system.

Due to the number of posts advertised by the Council (991 excluding schools in 2015-16) HR and Bilingual Cardiff are investigating the feasibility of integrating this function (linguistic assessment tool) into the DigiGov recruitment process.

### **137-140 – Application Forms**

Current forms have been updated to comply with the new requirements. All interview offer letters provide a space for individuals to indicate that they wish to use the Welsh language at an interview or at any other method of assessment.

### **141-143 Signs displayed in a body's workplace**

New guidance note on signs & notices have been published to make staff aware of these requirements.

### **144 - Audio announcements and messages in a body's workplace**

Requirement included in the HR People Service Welsh language standards action plan.

## **PROMOTING & FACILITATING**

HR People Services have created an action plan to implement the 'Operational Standards' which they are subject to.

A survey letter has been sent to all staff advising them of their rights under the standards, as well as asking staff to record their Welsh language

skills and language preferences.