



Caerdydd  
Ddwyieithog



# Welsh Language Standards Annual Report 2016-17

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

From 30<sup>th</sup> March 2016 all local authorities in Wales have a statutory duty to comply with 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. 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) .

## 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. The Bilingual Cardiff Strategy will assist us in facilitating and promoting the Welsh language in Cardiff and help us achieve our ambitious vision of a truly bilingual capital city for Wales.

The new Welsh language standards came into force in March 2016 under the Welsh Language (Wales) Measure 2011, replacing the Council's former Welsh language scheme which was created as a requirement of the Welsh Language Act 1993.

The principal aim 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 had a compliance date of 30<sup>th</sup> March 2016 and 15 with a compliance date of 30<sup>th</sup> September 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 Welsh Language Standards Annual Report will be agreed and approved by full Council prior to being published on the Council's website in accordance with the statutory requirements of the standards.

The report will be available to download on the Council's website from the **30<sup>th</sup> June 2017** [www.cardiff.gov.uk/bilingualcardiff](http://www.cardiff.gov.uk/bilingualcardiff)

## 2. Achievements

- The Bilingual Cardiff 5 Year Welsh Language Strategy was published in March 2017 following cabinet and full Council consideration. It sets out our priorities for facilitating and promoting the Welsh language in Cardiff with our partners, starting our journey to become a truly bilingual capital for Wales.
- Bilingual Cardiff return **97.1%** of translation requests by agreed deadlines (**8,352,966** words). The team translated more words than any previous year. A **64.7%** increase in the number of words translated compared to 2015-16.
- Entered into a Service Level Agreement with the Vale of Glamorgan Council and Bridgend County Borough Council to provide Welsh Translation Services.
- **800** staff completed the Corporate Welsh language awareness e-module in 2016-17, and a total of **1946** staff have completed the module to date (25.5.17).
- **184** staff attended corporately funded Welsh language training in 2016-17.
- The Council advertised **54** Welsh Essential posts and a further **141** posts where Welsh was a desirable requirement.
- The Council published its Welsh in Education Strategic Plan 2017-2020 in March 2017 which will act as a key driver to ensure that children are able to develop their Welsh skills, and create new speakers, to support Welsh Government's vision of having a million Welsh speakers by 2050.
- 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.
- Promotion and communication of a series of corporate guidelines created to assist staff in complying with the Welsh language standards.
- A standing article in Council's Core Brief and the circulation of the Welsh Matters monthly brief (distributed via the Welsh language coordinators network) to update on developments within the Welsh language agenda or any complaints received against the Welsh language scheme/standards.

## 3. Bilingual Cardiff: 5-year Welsh Language Strategy 2017-2022

Standard 145 of the Welsh Language Standards (No.1) Regulations 2015 requires the Council to produce and publish a five year strategy by the 30th of September 2016 which sets out how we will promote and facilitate the use of Welsh. The Bilingual Cardiff strategy 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 and draft strategy: a million Welsh speakers by 2050 (published August 2016).

Public consultation on the strategy was carried out in the autumn last year with over 70 per cent of respondents either strongly agreeing or tending to agree with the vision of a truly bilingual Cardiff and over 53 per cent agreeing with the target of increasing the number of Welsh speakers in the city. As part of the consultation a workshop event was held on the 20<sup>th</sup> of October with our 26 main partners and stakeholders.

Attendees included Welsh Government, the Welsh Language Commissioner, Cardiff University, the Public Service Board organisations, Menter Caerdydd, and Urdd Gobaith Cymru.

This is a strategy for the city as a whole, not for any one organisation. Delivering the strategy will therefore rely on partnership working: between public sector partners; between the public, private and education sectors; and, most importantly of all, with the people of Cardiff. The platform for doing this is already in place. The Bilingual Cardiff conference, convened by the Council, brought partners from across the city together and led to the idea for a new and dedicated facility in the city which would showcase the Welsh language and Welsh culture as well as creating new opportunities for people to socialise, participate and express themselves in a bilingual atmosphere. As a result Yr Hen Lyfrgell, Cardiff's Welsh Culture Centre opened in February 2016 in the Old Library building. This centre – and the partnership approach that it represents – will play a key role in the promotion of the Welsh language in the city and the implementation of this strategy's priorities.

Over the last 25 years, the number of Welsh speakers in Cardiff has more than doubled with the latest census figures indicating that over 16% of the city's population have one or more skills in the Welsh language. As the city grows our aim in this draft strategy is to increase both the number and percentage of Welsh speakers and learners in Cardiff. We fully support and share the Welsh Government's vision for a million Welsh speakers by 2050. In order for Cardiff to play its part in achieving this vision, we would need to increase the number of Welsh speakers (aged 3+) in Cardiff by 15.9% from 36,735 (2011 Census) to 42,584 (2021 Census).

Supporting young people, families and communities to learn and speak Welsh will also be at the heart of delivering our ambitions. Recent years have seen a significant increase in the growth of Welsh medium education in the city with an ever increasing number of our children and young people now receiving their education in Welsh. The education system and the Council's Welsh in Education Strategic Plan will play a key role in ensuring the future growth of the language as we aim to increase the number of children – and parents – who have the opportunity to learn and speak Welsh, and have opportunities to use the language outside the school gates.

The Bilingual Cardiff strategy is the first Welsh language promotional strategy for the City of Cardiff Council and was published in March 2017 following cabinet and full Council consideration. It sets out our priorities for facilitating and promoting the Welsh language in Cardiff with our partners, starting our journey to become a truly bilingual capital for Wales.

The strategy was approved by full Council on the 23<sup>rd</sup> of March 2017 and is available to view at [www.cardiff.gov.uk/bilingualcardiff](http://www.cardiff.gov.uk/bilingualcardiff)

#### **4. Welsh in Education Strategic Plan 2017-2020**

##### **WESP Mission Statement**

Every child in our city feels confident in Welsh by 2050 to contribute towards creating a truly bilingual Cardiff where the Welsh language is protected and nurtured for future generations to use and enjoy.

## WESP Vision

Cardiff's education system will act as a key driver to ensure that children are able to develop their Welsh skills, and create new speakers, to support Welsh Government's vision of having a million Welsh speakers by 2050.

## WESP Values

Over the next three years, 2017-2020, the strategic aims of this Welsh in Education Strategic Plan are for educational provision in which:

- Welsh-medium education and childcare is **available** to all, with effective transition between ages and phases;
- Pupils have **improved fluency** and use of the Welsh language across all community, faith and foundation schools in Cardiff.
- Provision is **Inclusive**, overcoming barriers, providing opportunities for any young person to achieve a good education through the medium of Welsh;
- We **celebrate** and promote the Welsh language, through high quality teaching and challenging children's learning abilities;
- We **promote** the wider use of Welsh outside the classroom through play, leisure and holiday care and youth opportunities as well as beyond school in Further and Higher Education, training and employment.

Every three years each local authority in Wales is required to submit a three-year Welsh in Education Strategic Plan (WESP). A WESP is a plan that details the strategic direction for the planning and delivery of Welsh-medium and Welsh-language education in the authority.

Cardiff's Welsh in Education Strategic Plan covers the period 2017-2020. The Plan is underpinned and informed by Welsh Government's current Welsh-medium Education Strategy (April 2010) and policy statement for 2015-16 (March 2016) as well as being an integral part of the Bilingual Cardiff: 5 Year Welsh Language Strategy (2017-2022).

The target to increase the number of Welsh speakers in Cardiff in line with the Welsh Government's vision will largely be achieved through the WESP and the Education system. The aspirations within Cardiff's WESP are in line with Bilingual Cardiff five year strategy and this is reflected through aligned visions and specific actions being reflected in both documents.

Both strategies share the same vision which is to realise the Welsh Government's vision of a million Welsh speakers in Wales by 2050 and to develop a bilingual Cardiff with Welsh-medium education and childcare that is available to all, and where the Welsh language is protected and nurtured for future generations to use and enjoy.

The strategy was approved by the Cabinet on the 16<sup>th</sup> of March 2017 and is available to view at <https://www.cardiff.gov.uk/ENG/Your-Council/Strategies-plans-and-policies/Documents/Welsh%20in%20Education%20Strategic%20Plan.pdf>

## 5. Complaints against the Welsh language standards 2016-17

During 2016/17, a total of 17 public complaints were received in relation to the Welsh Language Standards – please see **Appendix I** for further information. Whether the complaints were received in the medium of English or Welsh they were dealt with in accordance with the corporate complaints procedure.

The Council were also subject to 19 investigations into the possible failure to comply with standards under section 71 of the Welsh Language Measure (Wales) 2011 by Welsh Language Commissioner. Of these the Council has received:

- **4 Final Decisions** confirming that we've **breached** the Welsh language standards in relation to \* temporary road signs, temporary event signs, telephone service by Planning, and an online Council tax form which was not available in Welsh at the time.
- **1 Final Decision** confirmed that we have **not breached** Welsh language standards in relation to a telephone service by C2C.
- **4** of these investigations have been **discontinued** relating to an incorrect sign at Cardiff Harbour, Rent Smart Wales website, web pages on the Cardiff ModernGov site, and English address on electoral voting cards.

The Council is currently awaiting final decision notices on 10 investigations. A register of enforcement action is available to view on the Welsh Language Commissioner's website

<http://www.comisiynyddygydraeg.cymru/English/Enforcement/Register%20of%20enforcement%20action/Pages/theregister.aspx>

The Corporate Complaints policy was updated in 2015-16 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 Standards.

## 6. Posts advertised in 2016-17

During 2016/17 **1394** posts were advertised - Please see **Appendix II** for further breakdown.

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

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

**1199** 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.

## **7. 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.

**117** staff attended Welsh language training courses in 2016/17 and a further **67** staff attended a 2 day Welsh language taster course in June & July 2016.

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

In September 2015 the new Welsh Language Awareness training e-module was made available to staff on the Cardiff Academy Learning Pool site. **800** staff have completed the Welsh language awareness module in 2016-17, and **1946** staff have completed the module since its launch (as of 25.05.17).



44 staff from adults and children's services have attended face to face Welsh Language Awareness training, with an additional 95 having completed the online module. Sessions are already arranged for more direct, team based Welsh language awareness sessions during 2017/18. This is particularly aimed at social care staff, who find it more difficult to attend off site training sessions.

#### **Welsh Language Standards 128-132 (internal training)**

Arrangements are in place to ensure that staff can request to receive their training through the medium of Welsh in accordance with standard 128. In 2016-17 one member of staff requested Performance Management training in Welsh. All the information for the course was provided in Welsh; however the course itself was delivered in English as there were not sufficient numbers to deliver the course in Welsh.

### **8. Employees Welsh Language Skills**

With the development of the HR System (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 31st March 2017 6,149 (non-school based) staff are employed by the City of Cardiff Council and of these a total of 4,274 staff have validated their entries on the HR system. From these 242 staff have stated they have Welsh language skills. This represents 5.7% of those registered on the system. Further roll-out of the HR System (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 the HR system.

<b>LEVEL</b>	<b>Reading No. of staff</b>	<b>Writing No. of staff</b>	<b>Speaking No. of staff</b>
<b>None/Very Basic</b>	36	47	38
<b>Fair</b>	50	62	46
<b>Good</b>	69	65	79
<b>Very Good</b>	87	68	79

<b>TOTAL</b>	<b>242</b>
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## **9. Mwy na Geiriau / More than just Words**

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

#### **Progress Report 2016 -17**

Progress in the Social Services Directorate continues following the introduction of the Welsh Language Standards. They strengthen the corporate responsibility for ensuring provision of bilingual services both in social care and the council as a whole and 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 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 as well as the Welsh Language Standards. These requirements cover the areas of National and local Leadership; mapping and profiling; service and workforce planning; promotion and engagement; professional education; Welsh in the workplace and regulation and inspection.

#### **Achievements over 2016-17**

- In terms of leadership, one senior officer has now been appointed as a Welsh Language Champion to cover the Directorate of Social Services, bringing adults and children's service together. The Director of Social Services retains a good level of oversight and leadership in relation to Welsh language development matters.
- Welsh Language awareness training has continued with staff attending face to face training as well as completion of the E-module on the Council website. Bespoke training has been delivered to care staff who will be working in the Dementia Day Care Centre, which is due to open during 2017/18.
- Continued to hold 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. The theme is continued through professional placements and induction programmes with Cardiff Council and is a mandatory element of the training programmes for the First Year in Practice award.
- A survey was issued to all staff in the Directorate to profile the specific skills, confidence and training needs of Welsh speaking staff and learners. Action has already been in progress to encourage new learners and existing Welsh speakers to undertake training to increase

their confidence across the service. The profile of the language and need for Welsh speakers to make themselves known has been increased by issuing the survey.

- Questions to record the individual's Welsh language preference and the Active Offer have been added to the CareFirst record system. Members of the public who are not direct users of our services may sign up to the Disability Index, where their language choice is recorded. Disability Index newsletters are also sent out based on language preferences of subscribers. It is anticipated that the Care First record system will in the future be replaced by the Community Care Information System (WCCIS). Cardiff representatives have highlighted the need to consider the Welsh language and have been reassured that there is a Welsh Language work-stream in relation to WCCIS.
- Discussions have progressed between Social Services, Bilingual Cardiff and Commissioning staff to identify how most effectively and appropriately to communicate the Welsh Language requirements to third party providers of services. A consistent approach which extends beyond social care to all council providers is currently being explored. Engagement with the Independent Sector remains a priority for the year ahead.
- The Welsh Language Co-ordinators from Adults and Children's Services contributed to the production of the Population Needs Assessment, which was completed and published this year.
- 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 2017/18.

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

To monitor compliance with the new Welsh language standards, the standards issued to the City of Cardiff Council have been grouped and entered as improvement actions for each directorate on the Cardiff Improvement System (CIS), please see **Appendix IV**. Each action appeared against each of the Directorates in order to ensure that all Directorates are aware of every measure, as well as responsibility and target date.

The CIS is currently the authority's main tool for monitoring compliance with the new Welsh language standards, although we have now included improvement measures specific to each Council directorate in all directorate business plans from April 2017 onwards in order to ensure further corporate ownership of the requirements of the standards.

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

## **11. 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 CRM (C4C) and the legacy C2C application both record a customer language preference for customers who engage with the council through its central contact method (C2C). At present, between C2C and C4C there are c.10,500 customer records marked with a language preference for Welsh. This information is available to be shared using collaboration areas in SharePoint however access should be co-ordinated through Bilingual Cardiff for interested parties.

Individual directorates will manage their own customer records and any preferences however; the information is not shared across the authority at present.

### 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.

All directorates have been issued with the following improvement actions relating to correspondence:

**WELSH LANGUAGE STANDARDS: CORRESPONDENCE (1-7)**

Create a data base of an individual's language choice (Welsh/English) and /or ensure that you have a process in place for recording language choice e.g. SAP CRM. Please record the database or process you have in place. Conduct an audit to ensure that all standard letters and emails are sent bilingually and include a statement regarding language choice. Record the results of the audit including additional improvement measures for any non-compliant letters and/or emails.

## **TELEPHONE CALLS**

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.

All directorates have been issued with the following improvement actions relating to Telephone calls:

### **WELSH LANGUAGE STANDARDS: TELEPHONE CALLS (8-22)**

Ensure that all staff within your Directorate have received and are aware of the process for dealing with Welsh language calls (<http://vmweb22.cardiff.gov.uk/cis/viewdocument.php?id=74658>) and record how the information has been circulated. Conduct an internal audit to ensure that staff are following the agreed process as specified in the guidance including answering the phone bilingually and transferring correctly. Record the results of the audit including additional improvement measures for any non-compliance found.

## **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.

All directorates have been issued with the following improvement actions relating to Meetings:

### **WELSH LANGUAGE STANDARDS: MEETINGS (24-34)**

Ensure that all staff within your Directorate are made aware of the Guidance for Holding Meetings (<http://vmweb22.cardiff.gov.uk/cis/viewdocument.php?id=74656>) and record how the information has been circulated. Conduct an internal audit to ensure that staff are aware of the guidance including offering language choice and arranging a simultaneous translator as required. Record the results of the audit including additional improvement measures for any non-compliance found.

## **PUBLIC EVENTS**

The Events Team within the Council ensure that Welsh language requirements are included in contracts for events which the Council is a partner. The Welsh Language Commissioner guidelines and check list for organising events has been communicated to all staff via the Welsh Matters monthly brief.

All directorates have been issued with the following improvement actions relating to Public Events.

### **WELSH LANGUAGE STANDARDS: PUBLIC EVENTS (35-36)**

Ensure that all public events organised or funded by us are bilingual by creating a checklist of the following bilingual requirements for each event: Publicity material, signage, audio announcements and services offered to persons attending the event and ensuring that accurate and up to date records are kept that each element is bilingual for each event.

## **DOCUMENT & FORMS**

### Meetings (41)

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

The Council's web content request form and translation request form and returning emails 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.**

All directorates have been issued with the following improvement actions relating to Documents & Forms:

### **WELSH LANGUAGE STANDARDS: Forms & Documents (41-51)**

Conduct an audit to ensure that the following are bilingual within your Directorate: • Agendas and minutes for meetings, conferences and seminars that are open to the public. • Forms • Licences • Certificates • Brochures • Leaflets, pamphlets or cards • Policies, strategies, annual reports and plans • Guidelines, Codes of Practice and Rules • Press Statements Record your findings and prepare an Improvement Plan (or IACTs) to address any areas of non-compliance.

## **SIGNS & NOTICES**

Corporate guidance note on signs & notices have been published to make staff aware of these requirements. Contractors working for the Council have also been notified of the requirement to display bilingual signs with the Welsh text positioned first. All directorates have been issued with the following improvement actions relating to Signs & Notices:

**WELSH LANGUAGE STANDARDS: SIGNS, NOTICES & DISPLAY MATERIAL (38, 613 / 6970)**

Conduct an audit to ensure that all existing signs linked to your Directorate are bilingual and create new Improvement Actions to address any instances of non-compliance. Ensure that all staff are aware of the requirement to have bilingual signs and notices with the Welsh text positioned first (all signs after 30th March 2016) and evidence how this has been achieved.

**WEBSITES, ONLINE SERVICES & SOCIAL MEDIA**

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

ICT 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 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 involves checking pages, forms, docs, links, etc, and English / Cymraeg option appears in global navigation of the website. This provides direct link between English and corresponding Welsh content.

The Council operate a fully bilingual corporate social media accounts on Facebook and on twitter. All staff are frequently reminded via established communication channels of the need to ensure that any social media account associated with the Council is available in Welsh.

All directorates have been issued with the following improvement actions relating to Websites, Online Services & Social Media:

**WELSH LANGUAGE STANDARDS: WEBSITES, ONLINE SERVICES & SOCIAL MEDIA (52-59)**

Conduct an audit to ensure that all websites linked to your Directorate are bilingual and put measures in place to address any instances of non-compliance. Ensure that all staff are aware of the requirement that all social media accounts must be bilingual and operate bilingually and record how this information has been circulated.

Planning & Building Control has procured a replacement Case Management Software which includes a new bilingual (skin) website as a deliverable requirement. It is anticipated that this project will be implemented by the end of 2017/18.

**RECEPTION SERVICES**

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.

Bilingual reception services are available in the main Council offices of City Hall and County Hall, however standard 64 relating to other reception areas continues to be challenging. When these posts become vacant and recruited they are designated Welsh essential until the team can guarantee a bilingual frontline service. This is defined as a minimum of 2 staff or at least 10% of larger teams.

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. As well as providing an annual in-house 2 day Welsh taster course to staff we will look to provide further tailored Welsh greeting training to frontline reception staff in 2017-18.

All directorates have been issued with the following improvement actions relating to Reception Services:

**WELSH LANGUAGE STANDARDS: RECEPTION SERVICES (64-68)**

Identify all reception services linked to your Directorate and ensure that they are delivering bilingual services (or are aware of the process in no Welsh speaker is available) by conducting a mystery shopper exercise. Put measures in place to address any instances of non-compliance. Ensure that all staff within your Directorate are made aware of the Bilingual Reception Service Guidance (<http://vmweb22.cardiff.gov.uk/cis/viewdocument.php?id=74654>) and record how the information has been circulated.

**AWARDING GRANTS**

Relevant grant documents have been updated to reflect the new requirements, and all grant applicants are asked their language preference. All directorates have been issued with the following improvement actions relating to Awarding Grants:

**WELSH LANGUAGE STANDARDS: AWARDING GRANTS (71-75)**

Ensure that all grantees are aware of the requirement to comply with the Welsh language standards in so far as they relate to the provision of the service(s) and record how the information has been circulated. Conduct an internal audit to ensure that grantees are aware of how the standards relate to their service and record the results including any additional improvement measures.

**AWARDING CONTRACTS**

Tender specifications have been updated to reflect the new requirements. New “Selling to the Council Guide” includes 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)***

## **EDUCATION COURSES**

Adult Community Learning contacted all learners to ask their language preference (Standard 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. All directorates have been issued with the following improvement actions relating to Education Courses.

### **WELSH LANGUAGE STANDARDS: EDUCATION COURSES (84-86)**

Assess the need for all education courses offered by your Directorate to be delivered in Welsh and publish this information on the Council’s website. Ensure that all staff responsible for arranging education courses within your Directorate are aware of the requirement to assess the need for the courses to be delivered in Welsh and evidence how this has been achieved.

## **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
- Welsh Language Standards: Quick Wins Guide

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.

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 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 2016-17 the group met three times to discuss Welsh language matters, primarily the implementation of the new Welsh Language Standards and development of the Bilingual Cardiff Strategy 2017-2022 (Standard 145)

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

The strategy was approved by full Council on the 23<sup>rd</sup> of March 2017. Please see page 4.

### **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. In order to comply with the requirements of standard 136 and to streamline the linguistic assessment process for new posts, the Council is currently developing a new linguistic assessment form within the HR system (DigiGov). This development is expected to be live at the end of 2017 and will allow the Council to keep full and accurate records of all assessments as well as ensuring that assessments are completed for all recruited posts.

### **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 have 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 Well-being of Future Generations (Wales) Act 2015
- 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 takes 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**

		Yes	No	Unsure
4.1	<b>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?</b>			
4.2	<b>Does the policy ensure that the Welsh language is treated no less favourably than the English language?</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 is available on the Bilingual Cardiff intranet page.

#### **99 New Posts**

The Council offers new employees contracts in Welsh or English in accordance with their language preference.

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

A survey letter was sent to all non-school 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. In order to accurately and centrally record the language preferences of those wishing to receive paper correspondence in Welsh, further developments within the HR system are currently ongoing. These developments will mean that managers and HR staff will be reminded to send correspondence in Welsh in accordance with language choice.

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

The policies stated in standards 105-111 are now 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

The homepage and any new pages published on the Council intranet is now bilingual. Staff news articles are updated daily and are published in both Welsh and English. Work is ongoing on developing a fully bilingual intranet which we aim to complete by the 30<sup>th</sup> of September 2018.



### 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.

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

### 128-132 Training

Arrangements are in place to ensure that staff can request to receive their training through the medium of Welsh in accordance with standard 128.

In 2016-17 one member of staff requested Performance Management Course in Welsh.

### **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**

A Welsh Language Awareness training module is available to staff on the Cardiff Academy 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. In 2016-17 Managers were reminded to complete the linguistic assessment forms each time a new post is recruited through the HR system (DigiGov).

Due to the number of posts advertised by the Council HR are integrating the linguistic assessment tool into the HR system (DigiGov) recruitment process. This will allow the Council to keep central records of all linguistic assessments and ensure that these assessments are completed for each post that is recruited.

### **137-140 – Application Forms**

The current application forms were updated to comply with the new requirements of the standards. 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. Bilingual Cardiff's translation service will provide simultaneous translation services should it be required.



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

All new signs are bilingual with the Welsh positioned first. New guidance note on signs & notices have been published to make all 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.

## 12. Challenges

- **Welsh Language Commissioner Investigations**

The Council received 19 investigations from the Welsh Language Commissioner in 2016-17 relating to alleged breaches of standards. Under the Welsh Language (Wales) Measure 2011 the Welsh Language Commissioner has the authority to impose a fine on organisations for non-compliance with the standards therefore this continues to be a risk for the Council.

- **Reception Services**

Standard 64 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 continues to pose a significant challenge, not least as Welsh speakers remain under represented in our workforce (5.7% as of 31 March 2017). All frontline staff are offered corporately funded Welsh language lessons as a matter of course, and with the corporate Welsh Language Skills Strategy due to be incorporated and streamlined into the HR system (DigiGov), this should lead to an increase in the number of Welsh Essential posts being advertised.

- **Welsh Translation Services**

The Council's in-house Welsh translation service (Bilingual Cardiff) has seen a significant increase in the demand for Welsh translation. Additional translators have been employed to meet this increased demand and are mainly funded through a Service Level Agreement for translation services with the Vale of Glamorgan Council and Bridgend.

In 2017-18, we intend to address the above challenges and put additional measures in place to mitigate the risk to the Council. These include undertaking a review of the Council's reception posts and preparing an action plan to ensure that we meet the requirements of standard 64 and

including a requirement in all directorates business plans to prepare a specific implementation plan for their areas to address any underlying issues or service specific challenges going forward.

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