

# Welsh Language Standards Annual Report 2017-18



Local authorities in Wales have a statutory duty to comply with regulation Welsh language standards that 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 (No.1) Standards 2015). The standards issued to 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 available from [www.cardiff.gov.uk/bilingualcardiff](http://www.cardiff.gov.uk/bilingualcardiff)



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# 1. Introduction

From the 30th of March 2016, under the Welsh Language (Wales) Measure 2011, the Welsh language standards came into force, superseding the Council's former Welsh language scheme, which was created as a requirement of the Welsh Language Act 1993. The Welsh Language Standards (No.1) Regulations 2015 were approved by Welsh Ministers, and are regulated by the Welsh language Commissioner (WLC), 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.

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.

Each local authority is required to publish each year an annual report detailing the following information

## Complaints

The number of complaints received during that financial year which relating to compliance with the Welsh language standards.

## Employees Welsh language skills

The number of employees who have Welsh language skills at the end of the financial year in question.

## Welsh Medium Training

- The number of members of staff who attended training courses offered in Welsh during the year.
- If a Welsh version of a course was offered by you during that year, the percentage of the total number of staff attending the course who attended the Welsh version

## Posts Advertised

The number of new and vacant posts that were advertised during the year which were categorised as posts where -

- Welsh language skills were essential,
- Welsh language skills needed to be learnt when appointed to the post,
- Welsh language skills were desirable, or
- Welsh language skills were not necessary.

Each local authority was issued with a compliance notice from the Welsh Language Commissioner, which lists the standards, and the compliance date for each of the standards. Cardiff Council was issued with 171 standards, and this report outlines our progress in complying with the Welsh language standards in 2017-18. 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.

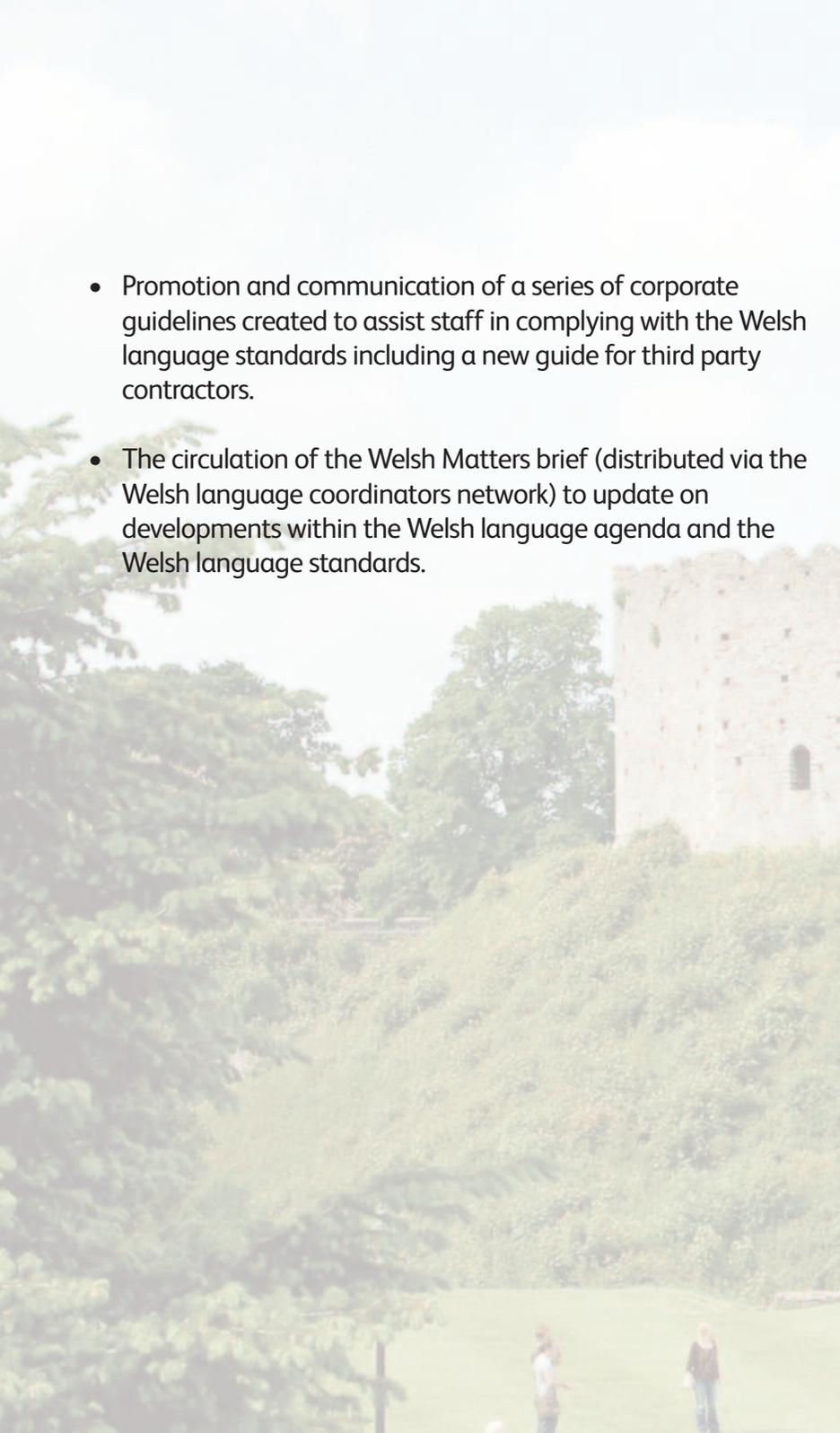
The Welsh Language Standards Annual Report will be agreed and approved by full Council prior to being published on the Council's website in accordance with the statutory requirements of the standards.

The report will be available to download on the Council's website from the **30th June 2018**: [www.cardiff.gov.uk/bilingualcardiff](http://www.cardiff.gov.uk/bilingualcardiff)

## 2. Achievements

- 2017/18 was the first year of implementing the Bilingual Cardiff 5 Year Welsh Language Strategy, which 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. Key achievements in 2017-18 are listed on page 6.
- An external review of the Bilingual Cardiff Strategy was undertaken (page 8).
- The number of staff with Welsh language skills has increased by **76.4%** since 2016-17. Such an increase can be attributed in part by improved recording arrangements and awareness raising, as well as due to the Bilingual Cardiff Strategy, which includes a target to increase the number of staff with Welsh Language skills and Welsh courses through the 'Working Welsh' Scheme.
- Integration of the 'linguistic assessment form' (Corporate Welsh language skills strategy) into DigiGOV recruitment (Council's internal HR System) to enable the assessment of every posts in terms of Welsh language skill requirements prior to advertising, in accordance with standard 136.
- Bilingual Cardiff (Welsh language unit) returned **99.1%** of translation requests by agreed deadlines (**9,027,350** words). The team translated more words than any previous year; an **8%** increase in the number of words translated compared to 2016-17.
- Bilingual Cardiff won a three-year tender with the Vale of Glamorgan Council to provide Welsh translation services, and continued to provide translation services to a number of external partners.
- **259** staff completed Welsh language awareness training in 2017-18, and a total of **1994** staff have completed the corporate Welsh Language Awareness online training module to date (31/03/2018).
- The number of applications for Welsh essential posts has increased by **29 %** on average compared with 2016/17.
- **175** staff attended corporately funded Welsh language training in 2017-18.
- There was a reduction in the number of complaints (16) and the number of new Welsh Language Commissioner investigations received (3).
- The Council advertised **43** post where Welsh language skills were an essential requirement and a further 53 posts where Welsh was desirable.
- The Council's Welsh in Education Strategic Plan 2017-2020 (WESP) was approved by the Welsh Government in March 2018. The WESP 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.

- Promotion and communication of a series of corporate guidelines created to assist staff in complying with the Welsh language standards including a new guide for third party contractors.
- The circulation of the Welsh Matters brief (distributed via the Welsh language coordinators network) to update on developments within the Welsh language agenda and the Welsh language standards.



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

## **Bilingual Cardiff Vision**

*Our vision is to develop a truly bilingual Cardiff. A Cardiff where our citizens can live, work and play, as well as access services and support in Welsh or English equally. A capital city where bilingualism is promoted as something completely natural, and where the Welsh language is protected and nurtured for future generations to use and enjoy.*

Standard 145 of the Welsh Language Standards (No.1) Regulations 2015 requires the Council to produce and publish a five-year strategy, which sets out how we will promote and facilitate the use of Welsh and a target to increase or maintain the number of Welsh speakers within the County. The Bilingual Cardiff strategy is the first Welsh language promotional strategy for Cardiff Council and was published last year (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 23rd of March 2017 and is available to view at [www.cardiff.gov.uk/bilingualcardiff](http://www.cardiff.gov.uk/bilingualcardiff)

The Bilingual Cardiff strategy includes 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 Cymraeg 2050, the Government new strategy for a million Welsh speakers by 2050 (published July 2017). 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 strategy is to increase both the number and percentage of Welsh speakers and learners in Cardiff. The strategy fully supports and shares 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).

Public consultation on the strategy prior to the publication of the strategy showed that 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 our set target of increasing the number of Welsh speakers in the city.

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 2017-2020 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.

As a city-wide strategy, over 30 organisations are partners are involved in delivering the strategy, and the success of the strategy relies on effective partnership working: between public sector partners; between the public, private and education sectors; and, most importantly of all, with the people of Cardiff.

Please see **appendix 1** for an update on the Bilingual Cardiff Strategy actions for the 2017-18 financial year, which is the first full year of implementing the strategy. There are already a number of achievements to date:

### **Governance Structure**

In 2017-18, a robust governance structure was established to deliver and monitor the actions within the Bilingual Cardiff Strategy, including establishing a Bilingual Cardiff Forum with over 35 organisations represented. The aims and role of the forum which meets quarterly, and is chaired by Menter Caerdydd, is to:

1. Ensure that each representative is responsible for monitoring the actions applicable to their individual organisation.
2. Provide quarterly feedback to the Council's Bilingual Cardiff Members Group on the implementation of relevant actions.
3. Contribute to consultation responses relating to the Welsh language on behalf of the forum.
4. Share good practice and identify opportunities to work in partnership for the benefit of the Welsh language in Cardiff.

As part of their terms of reference, the Bilingual Cardiff Members Group will also update the Cabinet regularly on the work relating to the Bilingual Cardiff Strategy.

### **Promoting Welsh Medium Education**

The Council's 2018-19 School Admissions booklet (published in October 2017) included a specific section on the benefits of Welsh Medium education. The information includes a FAQ guide for parents, and this information has also been included as a page on the Council website [www.cardiff.gov.uk/welshmediumeducation](http://www.cardiff.gov.uk/welshmediumeducation) Furthermore, the Council's corporate social media accounts have been regularly promoting information regarding Welsh medium education which addresses the most frequently asked questions by prospective parents. As part of the Bilingual Cardiff Strategy, it has also been arranged that the Welsh Government's information booklet on Welsh medium education will be distributed to parents when registering births in Cardiff.

### **Working with businesses to develop their use of Welsh**

One of the priorities of the Strategy is to encourage private businesses that support the Welsh language to use or display the Bilingual Cardiff brand within their shops or businesses. In 2018, Bilingual Cardiff have been working in partnership with Menter Caerdydd and local officers of the 'Welsh for Businesses' scheme. The Welsh for Businesses project (Prosiect Byd Busnes) is financed by the Welsh Government and delivered through Menterau Iaith Cymru. 10 officers are located across Wales to support small and medium sizes businesses in using Welsh, providing a free dedicated service to meet the needs of businesses, offering advice and practical ideas, and to signpost to other support available. 'Bilingual Cardiff' display materials have also been distributed through the local Welsh for business officer; and Menter Caerdydd, Bilingual Cardiff, Welsh language Commissioner, National Centre for Learning Welsh, and FSB Wales have been working closely to build positive relationships with Cardiff businesses, and will continue in 2018/19 as Cardiff welcome's the National Eisteddfod in August 2018. <http://cymraeg.llyw.cymru/business/?lang=en>

### **Welsh Training**

Through grant funding from the National Centre for Learning Welsh, Cardiff University have established a new scheme aimed at providing Welsh training specifically for families within disadvantaged areas. The University intends to offer a full and varied timetable of lessons and informal activities within the local communities and beyond. They will also have a tutor/coordinator with responsibility for promoting the work, and to offer an accessible timetable for whole families.

Furthermore, through grant funding, Cardiff University have also appointed a tutor/coordinator to work specifically with asylum seekers and refugees. They will be offering language courses and informal events to aid integration. These events, which are organised in partnership with the Welsh Refugee Council, will be flexible and open to families and to individuals, responding positively to the needs of new communities across the city. The events will be offered at locations across the city with the aim of introducing the Welsh language culture to new communities.

<https://www.cardiff.ac.uk/news/view/1115625-welsh-for-refugees-and-asylum-seekers>

<https://www.walesonline.co.uk/news/education/refugees-being-offered-free-welsh-14373855>

### **UEFA Champions League Welsh taster sessions**

Football fans in Cardiff during the UEFA Champions final in May 2017 were given an opportunity to try their hand at speaking Welsh. Cardiff University (Welsh for Adults) in partnership with Yr Hen Lyfrgell organised a pop up event throughout the weekend on the Hayes where fans from Italy, Spain and the rest of the world were able to give Welsh a go. The unique scheme, which was fun and interactive, received positive feedback on social media and in the press, and helped to showcase Cardiff internationally as a modern bilingual city.

<http://www.bbc.co.uk/news/av/uk-wales-40144712/champions-league-final-fans-learning-welsh-in-cardiff>

### **Dydd Miwsig Cymru 2018**

Dydd Miwsig Cymru (Welsh Language Music Day) is a national event to celebrate Welsh language music. In February 2018, the Council celebrated Dydd Miwsig Cymru by promoting several local music events via our social media channels, tying into the recent declaration of Cardiff as the UK's first 'Music City'. Interviews with staff including Bilingual Cardiff's Corporate Apprentice were also published alongside a selected Welsh language playlist. C2C's telephone line also played a selection of contemporary Welsh language songs as their hold music throughout the week.

<http://cymraeg.gov.wales/DyddMiwsigCymru/?lang=en>

### **Bilingual Cardiff Strategy External Review**

One of the Bilingual Cardiff Strategy cabinet report recommendations included undertaking an independent external review of the strategy and action plan within one year (please see **appendix 2** for the full report).



# 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.

The Welsh Government commissioned a review of WESP's across Wales in the summer of 2017 due to the lack of information relating to investment under Band B within the WESPs. When the WESP was submitted in March 2017, the Council were still in the process of confirming priorities for school investment and were not able to include any statements within the WESP of aspiration about potential schemes for investment under Band B.

The timescales associated with a strategic document were raised and it was highlighted that a longer term view may be more beneficial. It was also acknowledged that there was misalignment between the timescales of the WESP and the timescales for the 21st Century Schools Education Programme.

As timescales allowed, additional information was added into the WESP that included:

- Information relating to increasing Welsh-medium provision through the 21st Century Schools and Education Programme, Band B schemes.
- Inclusion of LDP details
- Detail of Hamadryad catchment dates
- Inclusion of Cardiff's intention to access capital funding
- Update to Welsh-medium capacity in 2017

Cardiff resubmitted their revised WESP in February 2018 and was one of 15 local authorities to have their WESP approved by the Minister for Welsh Language and Lifelong Learning, Eluned Morgan on 16th March 2018.

The Council is in the process of finalising an implementation plan for the city's WESP 2017-2022. This will focus on ensuring the effective and efficient use of resources and strong partnerships to deliver the outcomes identified. Cardiff's Welsh Education Forum are key partners in helping to guide and steer the development of Welsh-medium education across the city and will play a key role in delivering the ambitions within the WESP 2017-2020.

The approved document can be found on the Council's website at: <https://www.cardiff.gov.uk/ENG/Your-Council/Strategies-plans-and-policies/Education/Pages/default.aspx>



# 5. Complaints against the Welsh language standards 2017-18

During 2017-18, a total of **16** public complaints were received in relation to the Welsh Language Standards – please see **Appendix 3** for further information. Whether the complaints were received in English or Welsh, they were dealt with in accordance with the corporate complaints procedure.

The Council was also subject to 3 new investigations into the possible failure to comply with standards under section 71 of the Welsh Language Measure (Wales) 2011 by Welsh Language Commissioner. In 2017/18, the Council received:

- **7** final decisions confirming that we've breached the Welsh language standards.
- **2** decision confirming that the investigation would be discontinued.

The Council is currently awaiting final decision notices for **3** investigations. A register of enforcement action is available to view on the Welsh Language Commissioner's website

The number of new investigations received by the Welsh language commissioner is **84.2%** lower than in 2016-17 and the number of public complaints received in relation to the Welsh language standards has also been reduced.



# 6. Posts advertised in 2017-18

During 2017-18 **1017** posts were advertised - Please see Appendix 4 for a breakdown of the Welsh Essential posts advertised.

- **43** posts were advertised where Welsh language skills were essential.
- **53** posts were advertised where Welsh language skills were desirable.
- **921** posts were advertised where Welsh language skills were not deemed 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

In 2017-18, **175** staff attended Welsh language training courses, of which:

- **71** staff attended a 2-day in house Welsh language taster course in July 2017.
- **19** staff completed a 10-hour online 'Welcome Welsh' course.
- **72** staff attended Welsh courses through Cardiff University.
- **8** staff attended 5-day residential courses through the 'Working Welsh' scheme.
- **5** staff attended intensive Welsh training through the 'Working Welsh' scheme.

In 2017-18, **259** staff completed Welsh language awareness training; of which:

- **50** Operational Managers attended Welsh language awareness training through the 'Working Welsh' scheme.
- **25** staff from Adult and Children's services attended face to face Welsh Language Awareness training provided by the Welsh language coordinator for Adult Services. A further **38** social work students at Cardiff and Cardiff Metropolitan Universities have received Welsh language awareness training from the coordinator.
- **184** Staff completed the Corporate Welsh language awareness online training.

Furthermore:

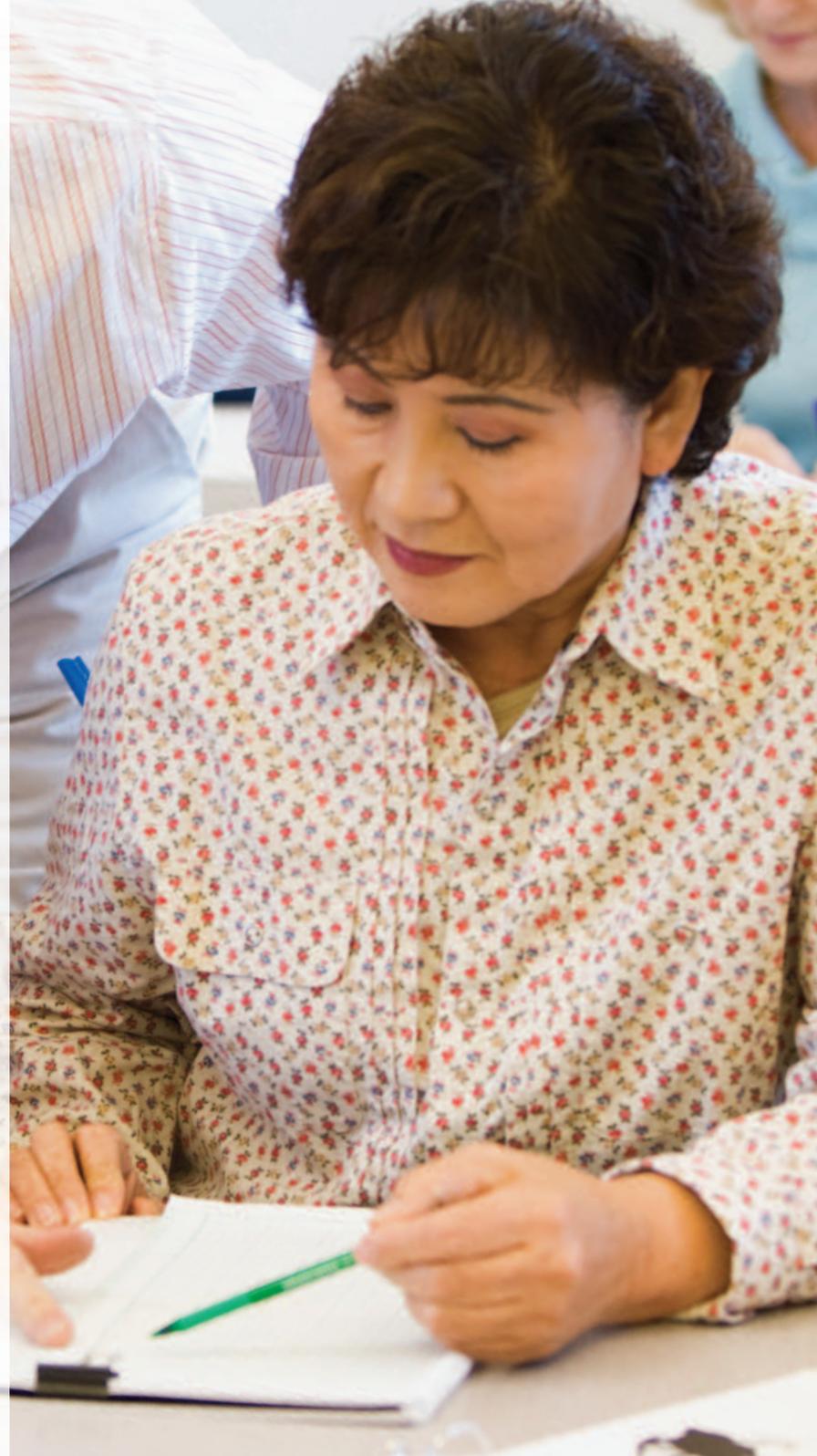
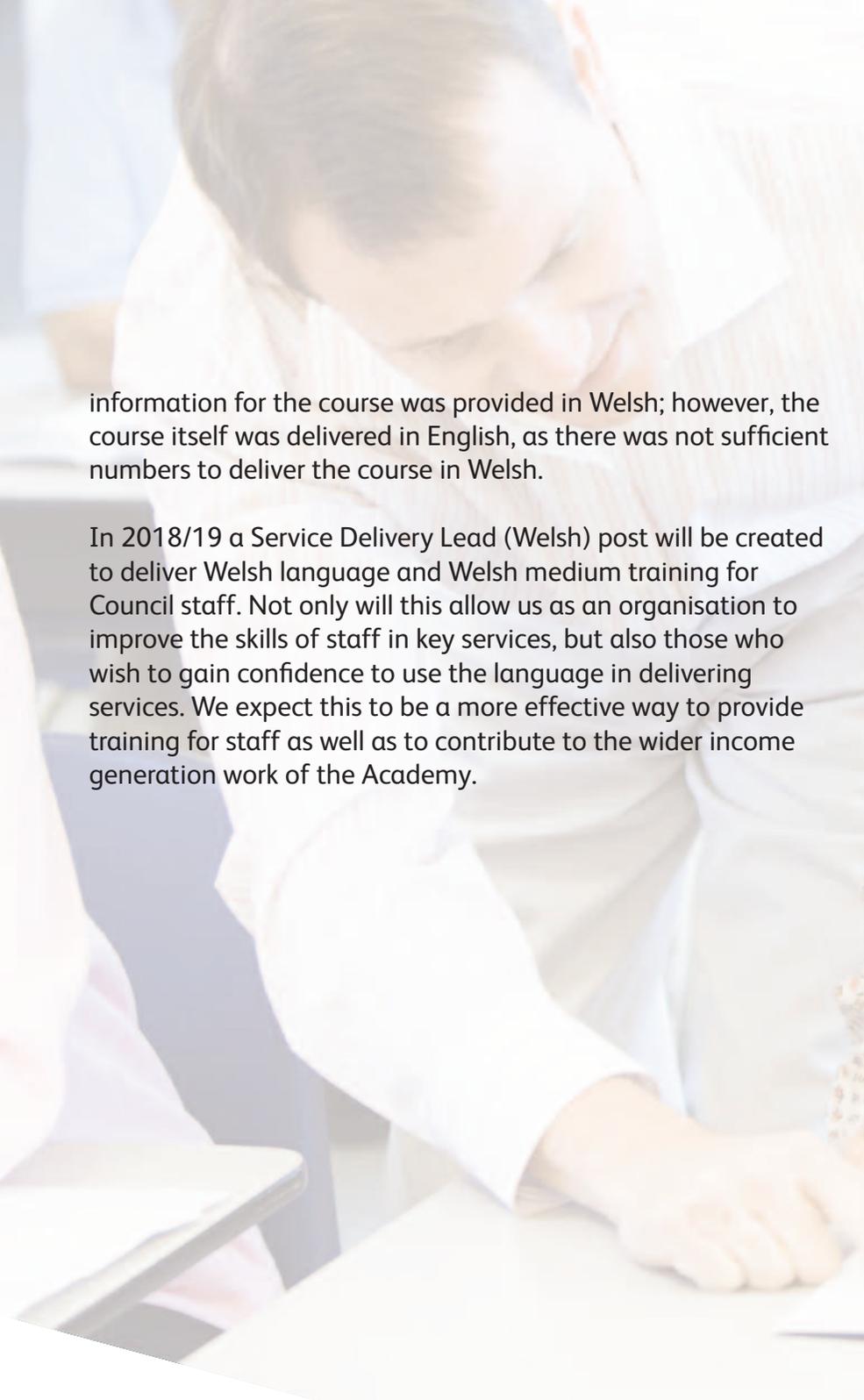
- **1994** staff have completed the Welsh language awareness module since its launch in September 2015.
- **19** Councillors attended a Welsh language awareness training session delivered through the Working Welsh scheme in September 2017.

The number and percentage of staff who received Welsh language and Welsh language awareness training is monitored closely and individual records kept on the Council's internal HR System (DigiGOV).

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.

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 2017-18 **4** members of staff requested Corporate Induction, and **6** members of staff requested Manual Handling training in Welsh. All the



information for the course was provided in Welsh; however, the course itself was delivered in English, as there was not sufficient numbers to deliver the course in Welsh.

In 2018/19 a Service Delivery Lead (Welsh) post will be created to deliver Welsh language and Welsh medium training for Council staff. Not only will this allow us as an organisation to improve the skills of staff in key services, but also those who wish to gain confidence to use the language in delivering services. We expect this to be a more effective way to provide training for staff as well as to contribute to the wider income generation work of the Academy.



# 8. Employees Welsh Language Skills

The development of the HR System (DigiGOV) and the opportunity for staff to validate their own personal data, has enabled the Council to record the Welsh language ability (and other languages) of staff. As of 31st March 2018, 6258 (non-school based) staff are employed by Cardiff Council, and of these a total of **4352** staff have validated their entries on the HR system. From these, **427** staff have stated they have a level of Welsh language skills. This represents 9.81 % of those registered on the system.

The number of staff with Welsh language skills has increased by 76.4% since 2016-17 (427 compared with 242). Such an increase can be attributed in part by improved recording arrangements and awareness raising, as well as through the Bilingual Cardiff Strategy, which includes a target to increase the number of staff with Welsh Language skills and Welsh courses through the 'Working Welsh' Scheme. Staff have been reminded regularly to update their DigiGOV personal details records, which includes Welsh language proficiency.

In October 2017, as a further development, staff are now able to accurately record and update their Welsh language skill levels on DigiGOV in accordance with the 5 levels of the Welsh for adults' framework (entry – foundation – intermediate – advanced – proficiency), which has meant a more accurate recording of staff Welsh language skill levels. Staff who have previously recorded Welsh language skills under the categories '*none/very basic – fair – good – very good*' will be reminded to update their records in line with the new Welsh for adults levels in 2018/19.

Previous (Welsh) Language Categories	New Categories Welsh For Adults Levels
None/Very Basic	Entry (1)
-	Foundation (2)
Fair	Intermediate (3)
Good	Advanced (4)
Very Good	Proficiency (5)

# 9. Mwy na Geiriau / More than just Words

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

### Cardiff Council Social Services Progress Report 2017/18

The objectives of More than Just Words have been taken forward in the Bilingual Cardiff Strategy 2017-22. The strategy prioritises increasing opportunities for people to receive Health & Social Care in Welsh, and specifies the following actions:

- To ensure that an Active Offer of Welsh language services is communicated to all Social Services staff and within commissioned services.
- To include Welsh language service provision within third sector and independent contract specifications, service level agreements and grant funding processes, where a need is identified.
- To maximise ability to provide services in Welsh. Where gaps in workforce capacity to deliver services in Welsh are identified these should be communicated to inform the organisation's Bilingual Skills Strategy

To further the progress of these actions and all actions set out in the More than Just Words Follow on Strategy, a More than Just Words forum is being established in partnership across Health and Social Care in Cardiff and the Vale of Glamorgan. This will enhance the coordination of Welsh language activity with partners, and will be key to resolving challenges in a coordinated way.

Progress against the objectives set out in More than Just Words is as follows:

### Objective 1: National and Local Leadership, and National Policy

- A senior officer continues to undertake the role of Welsh Language Champion across the Social Services directorate. The champion is supported by two Welsh language coordinators.

### Objective 2: Mapping, Auditing, Data Collection and Research

- The Cardiff and Vale of Glamorgan Population Needs Assessment for the Social Services and Wellbeing (Wales) Act 2014 profiled the need for Welsh language services.
- Questions have been amended in Cardiff Council's corporate staff database (DigiGOV) in an attempt to gain a more comprehensive and a continually up to date picture of capacity to provide an active offer.
- Questions have been added to the Social Services client record system (CareFirst) to record the active offer.
- Details of the Welsh language skills of the workforce and Welsh language community profile have been included in the annual published report of the social services department.

### Objective 3: Service Planning, Commissioning, Contracting and Workforce Planning

- Staff throughout the organisation continue to be regularly reminded about the requirements of the Welsh language standards and the requirement to make an active offer through monthly 'Welsh Matters Briefs' which are distributed to all staff by e-mail.
- Further work is needed to communicate the standards to third



parties. There are plans to use the existing Provider's Forum for this. There is also an opportunity during 2018/19 to pilot Welsh lessons with the Independent Sector staff in order to support their delivery of Welsh language care services

- The Social Services workforce strategy offers an opportunity to better understand the workforce gaps and maximise potential. Actions will be developed to take this forward during 2018 – 2019.
- The Cardiff and Vale of Glamorgan Population Needs Assessment for the Social Services and Wellbeing (Wales) Act 2014 profiled the need for Welsh language services.
- The annual published report of the director of social services includes a commitment to the Welsh language.

#### **Objective 4: Promotion and Engagement**

- Welsh language lanyards are promoted to all staff, to encourage them to identify as Welsh speaking or learners.
- Cysgliad (Welsh spell checker) is available to all staff.

#### **Objective 5: Education & Objective 6: Welsh in the Workplace**

- Welsh language training opportunities continue to be regularly promoted across the service. From beginner to proficiency training.
- Awareness training is a compulsory element of induction training in social care and forms part of the social work placement induction programme and a mandatory element of the First Three Years in Practice training programme.
- Bilingual Cardiff provided Welsh Language awareness training specifically to all Cardiff Council Operational Managers during 2017/18, and Welsh Language Awareness training is continually available to all Social Services Staff. Bespoke training has been delivered to day services staff in preparation for the opening of a Dementia Day Care Centre in Ely.



# 10. Monitoring & Overseeing Compliance with the Standards

## **DIRECTORATE DELIVERY PLANS**

To monitor compliance with the Welsh language standards, each directorate is required to include an objective/objectives relating to delivering the Welsh language standards within their Directorate Delivery Plans annually to ensure corporate ownership of the requirements of the standards. The objectives included within the Directorate delivery plans are listed in Appendix 5.

## **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 Cardiff Council staff can access services and support in either language equally through improved partnership working. During 2017-18 the group met twice 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)

## **WELSH LANGUAGE COORDINATORS & CHAMPIONS**

The Council has a network of Welsh language coordinators and champions across our various Directorates and Service Areas, who support the work of the Bilingual Cardiff team in implementing the Welsh Language Standards and promoting the use of the Welsh language internally. The role of the coordinators network includes:

- Assisting their service area or directorates to comply with the Council's Welsh language policies and legal obligations.
- Providing feedback on issues relating to the Welsh language from the service area to the group, and vice versa if necessary.
- Providing feedback on any complaints or issues regarding the Welsh language from services users to the group.
- Distributing relevant documentation and information within service areas.
- Coordinating their service area's response for the Annual Report on the implementation of the Welsh Language Standards.

Coordinators and Champions do not need to speak Welsh, and each directorate is responsible for nominating at least one Coordinator, and one Champion, at Operational Manager level or above, to represent their directorate.

The Champion acts as a point of contact at a senior management level concerning directorate specific Welsh language issues. They also monitor senior management group agendas for items with Welsh Language Standards implications and support their service area's Welsh Language Coordinator with their work on facilitating the implementation of the Welsh language standards within their directorates.

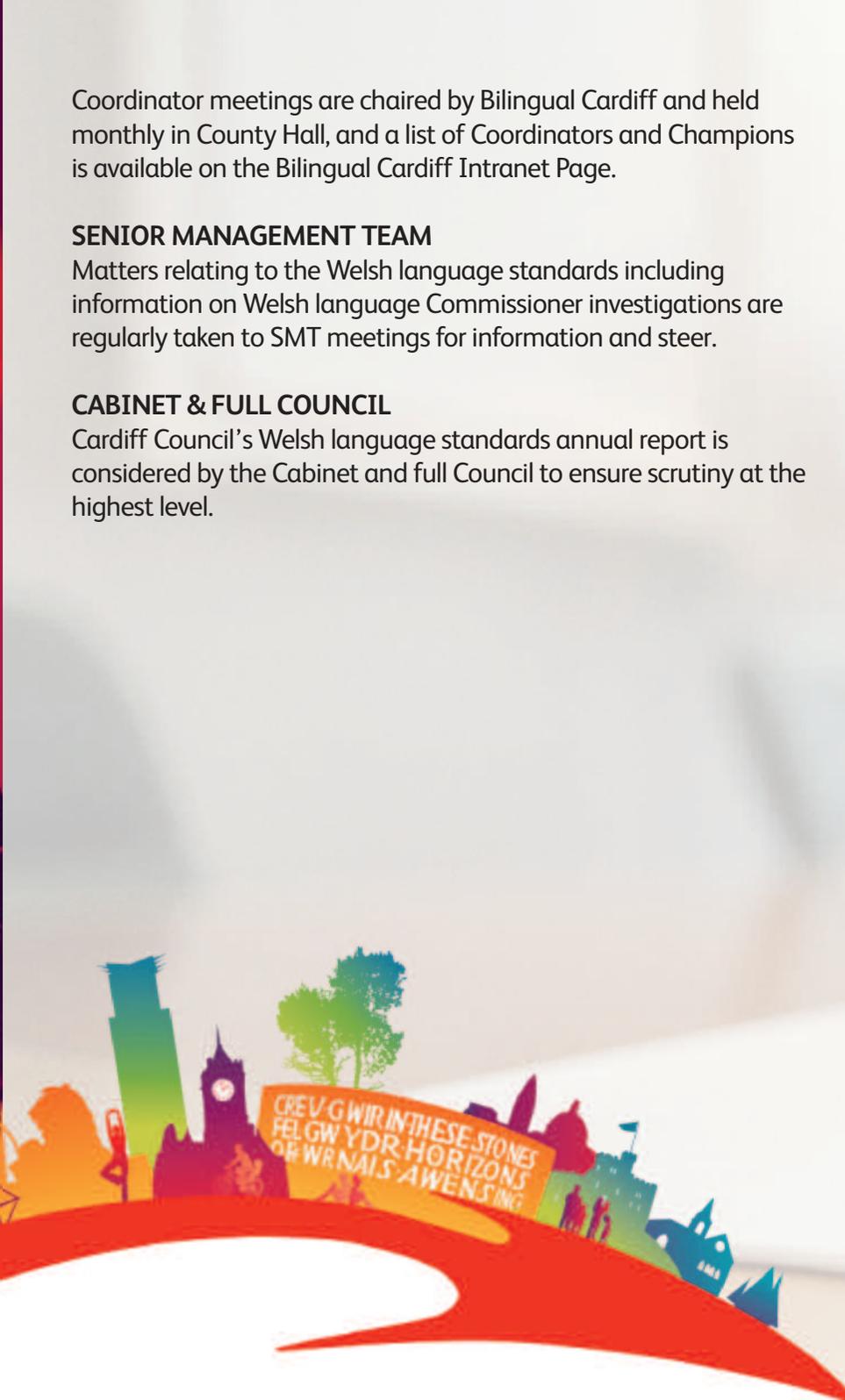
Coordinator meetings are chaired by Bilingual Cardiff and held monthly in County Hall, and a list of Coordinators and Champions is available on the Bilingual Cardiff Intranet Page.

### **SENIOR MANAGEMENT TEAM**

Matters relating to the Welsh language standards including information on Welsh language Commissioner investigations are regularly taken to SMT meetings for information and steer.

### **CABINET & FULL COUNCIL**

Cardiff Council's Welsh language standards annual report is considered by the Cabinet and full Council to ensure scrutiny at the highest level.



# 11. Welsh Language Commissioner's Assurance Report 2016-17

In October 2017, the Welsh Language Commissioner published her Annual Report 2016-17 'Rights taking root'. The report assesses the overall situation of Welsh language public services, and shows that services are improving across Wales. Following the publication of the annual report, a meeting was held between Council and Welsh language Commissioner officers where specific findings in relation to the Council's performance were shared and discussed.

The Council's performance was good overall:

- All calls to the C2C Welsh line were dealt with in Welsh.
- The vast majority of corporate social media posts were in Welsh and English (224/241 Twitter and 110/118 Facebook).
- 1 of 2 Welsh emails were responded to, which was the same as with English emails.
- All Welsh letters were responded to, which was not the case with all English letters.
- All web pages were available in Welsh.
- Documents regarding how the organisation complies with the standards were fully compliant.
- The 5-year promotional strategy (Bilingual Cardiff 2017-22) was compliant.

The Commissioner's survey highlighted that there was some room for improvement in the following areas:

- No Welsh reception service was available during their mystery shopper visit (0 of 2).

- Only 1 of 2 reception areas displayed the 'Cymraeg' poster (standard 67)
- Facebook – 1 of 2 Welsh queries were responded to, compared with 2 of 2 English queries.
- 3 of 45 web pages had certain errors/issues with compliance e.g. links not working or certain text still in English.
- Certain documents did not comply with the standards.

All relevant services that were found to be breaching the Welsh language standards have been contacted and the report as well as the individual results for the Council have been communicated to all senior managers within the authority. As well as managing risk, as a local authority we are continuing to strive to ensure that service users receive the same high quality services whether they choose to deal with us in Welsh or English.



# 12. Promoting & Facilitating the Standards

## **STAFF GUIDELINES**

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
- Welsh Language Standards: Guide to Third Parties

These guidelines are available for staff on the Bilingual Cardiff Intranet page 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).

## **'WELSH MATTERS' BRIEF**

The Welsh Matters brief is distributed to staff via the Welsh language coordinators network. The brief contains policy advice on complying with the Welsh language standards, information on Welsh training and other articles relating to the Welsh language agenda.

## **BILINGUAL CARDIFF: 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.

## **CORPORATE WELSH LANGUAGE SKILLS STRATEGY**

In order to ensure that the Council can meet its statutory duty to provide a complete bilingual service it has a Corporate Welsh Language Skills Strategy (WLSS). This revised strategy was

approved by Cabinet in March 2014 and brings together our staffing, training and recruitment procedures in order to ensure that the people of Cardiff have equal access to our services whether they choose to deal with us in English or Welsh.

All team managers are responsible for ensuring that their teams are able to guarantee an equal service to both Welsh and English-speaking customers. The WLSS includes a linguistic assessment tool which managers should complete when recruiting to determine whether posts should have Welsh language skills as an essential criteria ('Welsh essential') when advertised.

From October 2017, the WLSS linguistic assessment tool is now integrated into the DigiGOV recruitment process to comply with standard 136, which requires the Council to assess whether Welsh language skills are required before advertising any vacant post. This allows the Council to accurately report and monitor how many posts are designated Welsh essential or desirable.

In order to guarantee a bilingual service at first point of contact at all times (for teams with regular public contact) this would require:

- a minimum of 10 % of staff in larger teams (over 20 members of staff) with the necessary Welsh skills, or
- a minimum of 2 members of staff in smaller teams, in accordance with the WLSS.

If a team which deals regularly with the public cannot guarantee a bilingual service (as defined above), posts will be designated Welsh essential (level 1 [entry] to 5 [proficient]) based on the duties of the posts. All Welsh essential reception posts are designed at a minimum of level 3 'intermediate', and information on how to complete the Welsh language requirement assessment in DigiGOV is available for managers on the HR intranet pages.

All external Welsh Essential posts are routinely advertised on [www.lleol.cymru](http://www.lleol.cymru) a website specialising in Welsh essential posts for

organisations across Wales. Since advertising with [www.lleol.cymru](http://www.lleol.cymru) the number of applications for Welsh essential posts have increased by 29 % on average compared with 2016/17.

### **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 there is no individual cost to Council staff or their directorates and staff have their hours credited for time attending courses. Priority is given to frontline staff.

Through the 'Working Welsh' scheme, Council staff have attended a number of Welsh courses including a 10-hour online 'Welcome Welsh' course, 5-day residential Welsh courses and new intensive Welsh courses. These courses are all fully funded by the National Centre for Learning Welsh.

### **WELSH LANGUAGE AWARENESS TRAINING**

An online Welsh Language Awareness training module has been developed for Cardiff Council staff, and is available Cardiff Academy Learning Pool site.

The aim of the training 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.

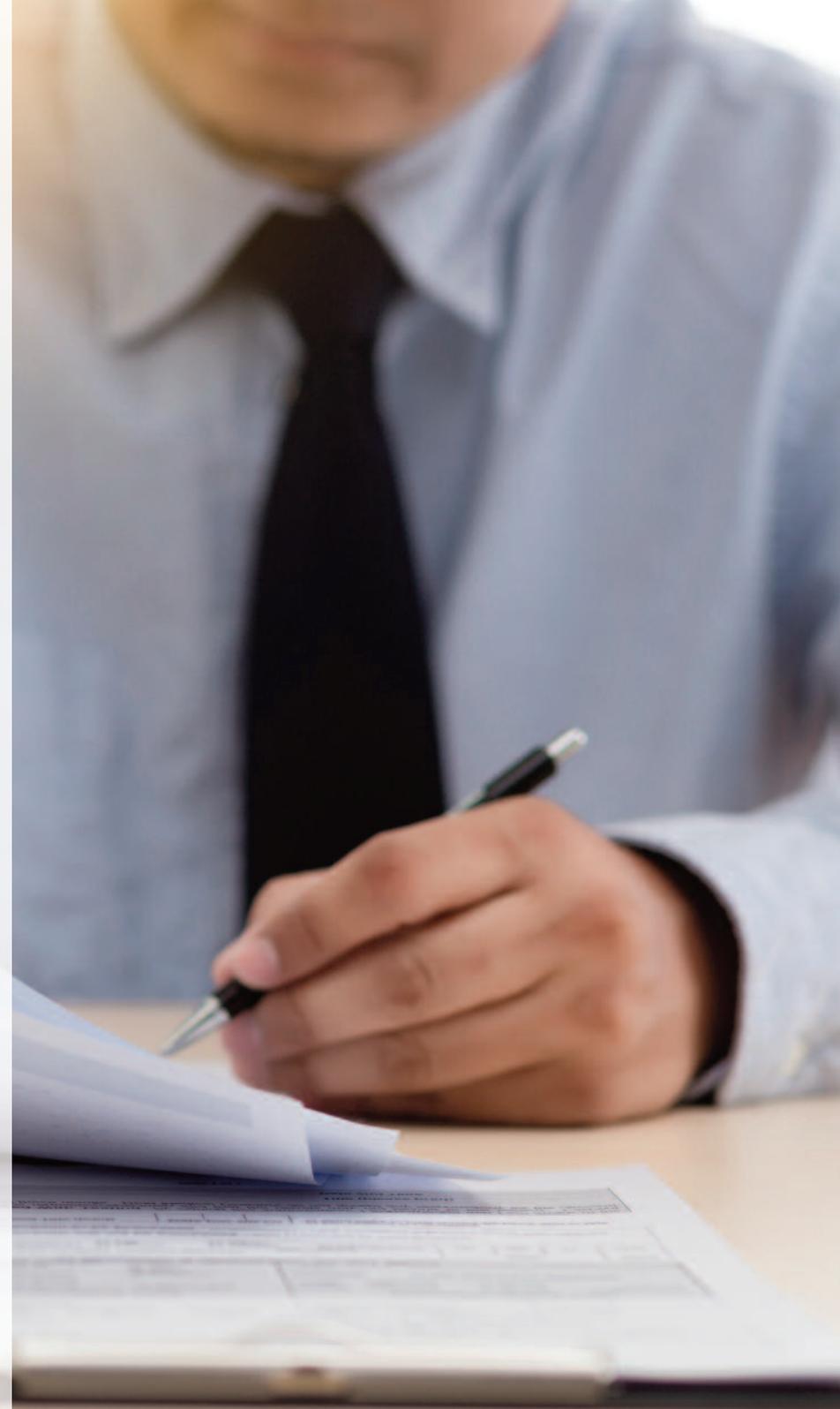


50 Operational Managers also attended 6 Welsh language awareness training sessions provided through the Working Welsh scheme. The training included:

- An introduction to the current policy context;
- Information regarding the need to plan bilingual workplaces;
- Information about the advantages of developing institutional bilingualism for the learner, customers, other staff members and for the organisation;
- Advice on how to analyse learning needs with regard to the Welsh language in your organisation;
- Advice on the training available from the National Centre for Learning Welsh;
- Advice on supporting learners in the workplace, and
- An opportunity to discuss and plan for the future.

#### **'IAITH GWAITH' LANYARDS & BADGES**

Iaith Gwaith lanyards are produced by the Welsh language commissioner for Welsh speaking staff in order to show service users and colleagues that staff speak Welsh. These lanyards along with Welsh learner lanyards are offered to staff when they receive or renew their staff ID cards, or available at any time from Bilingual Cardiff. Each monthly 'Welsh Matters' brief which is distributed to all staff via their directorate or service area Welsh language coordinator includes a reminder for staff to request the lanyards from Bilingual Cardiff.



# 13. Welsh Language Standards – Actions to Date

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

SERVICE DELIVERY STANDARDS	
Standards	Actions
Correspondence	<p>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 &amp; 7.</p> <p><i>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.</i></p> <p><i>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.</i></p> <p>Guidelines on 'Communicating Bilingually' have been published on the Bilingual Cardiff intranet page to assist staff on complying with these requirements.</p> <p>Individual directorates manage their own customer language choice records, and if language choice is not known (e.g. when the Council initiates the correspondence) the correspondence will be sent bilingually.</p>

Standards	Actions
<p><b>Telephone Services</b></p>	<p>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.</p> <p>On the central 'phone directory' staff can filter to view all Welsh language speakers within their service areas / Directorates.</p> <p>Advice on how to provide effective Welsh telephone services have been regularly communicated through the 'Welsh Matters' brief to staff.</p>
<p><b>Meetings &amp; Public Events</b></p>	<p>New staff guidelines on holding bilingual meetings have been published to assist staff in complying with these requirements.</p> <p>The Bilingual Cardiff team will provide in-house simultaneous translation services for all Directorates and services areas.</p> <p>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.</p>
<p><b>Display Material, Signage &amp; Notices</b></p>	<p>Signs and Notices are bilingual with the Welsh text displayed first in accordance with the standards. Corporate guidance note on signs &amp; notices are available on the Bilingual Cardiff intranet page and on the Cardiff Information System (CIS), and staff are regularly reminded of these requirements. Contractors working for the Council are also regularly reminded.</p> <p>Since September 2017, in accordance with an action within the Bilingual Cardiff Strategy 2017-2022; the Council has adopted the principle that the Welsh text will be displayed first on any display material that we produce.</p>
<p><b>Documents &amp; Forms</b></p>	<p><b>Standard 41:</b> Bilingual agendas and minutes are uploaded via the Cardiff Modern.Gov site. Meeting papers are available in Welsh for items relating to the Welsh language including Welsh medium education.</p> <p><b>Standards 49/50A:</b> 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.</p> <p><i>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.</i></p> <p><b>Standards 42-48:</b> The Council's Welsh translation procedure has been established for over 10 years and is well known to directorates and staff. Guidance on which documents need to be available are available on the Bilingual Cardiff intranet page and CIS. The Bilingual Cardiff are also available to provide policy advice to staff as required.</p>



Standards	Actions
<p><b>Reception Services</b></p>	<p>Guidelines on bilingual reception services are available to assist staff in complying with these requirements.</p> <p>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.</p> <p>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 reception 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.</p> <p>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 &amp; the Vale of Glamorgan at times and locations what suit them and their work, including a new online Welsh course.</p> <p>As a result of a Welsh language Commissioner investigation into County Hall reception service (2016) a new action plan has been created and approved by the WLC. The action plan, approved by SMT, requires frontline reception staff to undertake some Welsh training, either through face-to-face courses or through the online in order to be able to greet customers bilingually. This action will continue in 2018/19.</p>
<p><b>Social Media, Websites &amp; Online Services</b></p>	<p>Welsh language requirements are actively considered as part of any project brief or new project mandate as part of the statement of requirements.</p> <p>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 <a href="http://www.caerdydd.gov.uk">www.caerdydd.gov.uk</a> 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.</p> <p>The Council operates 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.</p>





Standards	Actions
<p><b>Education Courses</b></p>	<p>The Adult Community Learning (ACL) enrolment forms have been updated for the academic year 2017/18. The forms now ask the learner two questions:</p> <p>Do you wish to receive correspondence from us in English or Welsh? Do you wish to take this course in the Welsh language?</p> <p>The answers are recorded on the learner profiles on EBS management system.</p> <p><b>Standard 84:</b> From the data collected above, ACL are able to run reports assessing the need for our courses to be delivered in Welsh. In 2017/18, 20 individuals have requested their courses in Welsh; of these only two of the 20 are on the same course. Therefore, ACL were unable to delivered in Welsh as this did not reach the minimum cohort required to deliver a training course. The 20 individuals also includes 2 people on Into Work courses</p> <p><b>Standard 86 :</b> ACL surveyed all existing learners in 2016 to assess need for courses through the medium of Welsh – the results were published on the Council’s website. Furthermore, a question was added to the Ask Cardiff 2017 survey to assess need. The results did not indicate a need to offer courses through the medium of Welsh in 2017/18.</p>
<p><b>Awarding Grants &amp; Contracts</b></p>	<p>Relevant grant documents reflect the Welsh language standards requirements, and all grant applicants are asked their language preference.</p> <p>Tender specifications have been updated to reflect the requirements of the standards. New “Selling to the Council Guide” includes the following statement.</p> <p>“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.”</p> <p>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.</p> <p>Officers in the Council’s Legal department have been instructed to include the following updated Welsh language clause in all contracts.</p>

Standards	Actions
	<p>During the Term of the Agreement the Contractor agrees that it will comply with the requirements of:</p> <ul style="list-style-type: none"> <li>• 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 ).</li> <li>• A copy of the Welsh language standards is available from <a href="http://www.cardiff.gov.uk/bilingualcardiff">www.cardiff.gov.uk/bilingualcardiff</a></li> </ul> <p>New Welsh language guide for third parties has been published on the Council’s Procurement website. It is an easy to ready guide developed by the Bilingual Cardiff team for the benefit of contractors, prospective contractors and the Council’s commissioning and procurement staff. Furthermore, a checklist aimed at supporting the implementation of the standards has been created and is available for staff on CIS.</p>
POLICY MAKING STANDARDS	
Standards	Actions to date
<p><b>Assessing Policies</b></p>	<p>The Policy Integration Tool has been developed into the Statutory Policy Screening Tool to reflect the evolving policy context. If an action such as a strategy, policy or activity is being developed within the Council and it is likely to impact people, communities or land use in any way, then there are a number of statutory requirements which may apply. Failure to comply with these requirements, or demonstrate due regard, can expose the Council to legal challenge.</p> <p>The Statutory Policy Screening Tool is embedded in the corporate process and covers the main statutory requirements that apply to the Council including the Welsh Language (Wales) Measure 2011 and the Well-being of Future Generations (Wales) Act 2015. Decisions must be made in accordance with the sustainable development principle and the associated five ways of working (long-term, prevent, integration, involvement and collaboration).</p> <p>Each public body must set well-being objectives which are designed to maximise its contribution to achieving all of the seven national well-being goals including the well-being goal ‘A Wales of vibrant culture and thriving Welsh language’.</p> <p>To ensure the Welsh language is considered as a central component of any policy development work, it has been included alongside the nine protected characteristics identified by the Equality Act 2010. This ensures that any impact on the Welsh language will be taken into account across the organisation.</p> <p>The process to ensure compliance with all statutory requirements is under constant review due to the changing policy landscape. For example Health Impact Assessments are due to become mandatory for public bodies in Wales in the near future which will require a further review of the process to ensure that they are taken into account.</p>





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

**Welsh Language (Wales) Measure 2011**

	Yes	No	Unsure
4.1 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?			
4.2 Does the policy ensure that the Welsh language is treated no less favourably than the English language?			

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

Standards	Actions
<p><b>Policy on facilitating the use of the Welsh language internally</b></p>	<p>A new policy has been created in accordance with the statutory requirement set out in standard 98 of the Welsh language standards issued to Cardiff Council. The policy was approved by <b><u>Cabinet on 14 June 2018.</u></b></p> <p>The Council is committed to promoting and facilitating the use of Welsh within its internal administration, and as Wales's capital authority, Cardiff Council believes in a bilingual workplace environment where using your Welsh language skills in work is both valued and actively encouraged.</p> <p>The aims of this policy is to:</p> <ul style="list-style-type: none"> <li>• Develop the formal and social use of Welsh amongst our workforce through regular learning and social opportunities, and greater participation in a variety of formal and informal language networks and events.</li> <li>• Increase the opportunities for staff to develop their Welsh language skills, increase their confidence, and to improve the bilingual services we provide</li> <li>• Promote and project a bilingual workplace ethos externally with a view to attracting more bilingual staff.</li> </ul>

	<p>This policy brings together existing practices, policies and resources relating to Welsh training, the Welsh language standards and our corporate approach to using Welsh in the workplace. Through this policy, we will work towards becoming an increasingly bilingual organisation where both languages are valued and used naturally, both formally and informally.</p> <p>Not only will this improve our capacity to provide high quality bilingual public services, but it will also help us realise our vision of a truly bilingual capital city, as well as ensuring that we play our part in achieving the Welsh Government’s vision of a million Welsh speakers by 2050.</p> <p>We will review this policy and welcome feedback from staff, managers and members at any time regarding how to deliver improvements and adopt best practice across all council directorates.</p>
<b>New Posts</b>	The Council offers new employees contracts in Welsh or English in accordance with their language preference.
<b>Staff Employment Correspondence &amp; Documentation</b>	As of 2017/18 staff can now update their own details on DigiGOV in order to choose to receive correspondence relating to their employment in Welsh. On each letter generated through DigiGOV manager are reminded to send correspondence in Welsh in accordance with their staff member’s language choice. This development to the DigiGOV system now means that staff language preference are accurately recorded corporately and can be update by individuals at any time (see section 8 ‘Employees Welsh language skills’ page 10).
<b>HR Policies</b>	HR policies listed in standards 105-111 are available bilingually.
<b>Complaints &amp; Disciplinary</b>	<p>The Council’s resolution policy includes the following reference to rights of staff who wish to have specific information/process made available in Welsh.</p> <p>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.</p>
<b>Software</b>	<p>“Cysgliad” (Welsh spell checking software) is available to all staff that have PC’s as their desktop interface, and its availability is frequently advertised in the Welsh Matters brief 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.</p> <p>Work is currently ongoing to investigate the possibility of rolling out Cysgliad to all staff who have recorded Welsh language skills.</p>





<b>Intranet</b>	<p>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 in accordance with the requirement and deadline set out in Cardiff Council's Welsh language standards.</p> 
<b>Assessing language skills</b>	<p>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.</p> <p>As a further development in 2017/18, staff are now able to accurately record and update their Welsh language skills on DigiGOV in accordance with 5 levels of the Welsh for adults' framework (entry – foundation – intermediate – advanced – proficiency), which has meant a more accurate recording of staff skills. Staff who have previously recorded Welsh language skills under the categories 'none/very basic – fair – good – very good' will be reminded to update their records in line with the new Welsh for adults levels in 2018/19.</p>
<b>Training</b>	<p>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 2017-18 4 members of staff requested Corporate Induction, and 6 members of staff requested Manual Handling training in Welsh.</p> <p>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.</p> <p>There is a corporate budget for Welsh language training, therefore there is no individual cost to Council staff or their directorates and staff have their hours credited for time attending courses. Priority is given to frontline staff.</p> <p>Through the 'Working Welsh' scheme, Council staff have attended a number of Welsh courses including a 10-hour online 'Welcome Welsh' course, 5-day residential Welsh courses and new intensive Welsh courses. These courses are all fully funded by the National Centre for Learning Welsh.</p>

<p><b>Assessing linguistic requirements for each vacant post.</b></p>	<p>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 2017/18 the linguistic assessment tool was incorporated to DigiGOV as one of the mandatory elements of the recruitment process. This allows the Council to keep central records of all linguistic assessments and ensure that these assessments are completed for each post that is recruited in accordance with the requirement of standard 136.</p> <p>The following linguistic assessment completed by managers when recruiting for posts</p> <p><b>Assessment: Welsh Language Skills Requirement</b></p> <p><b>1. Is this post currently designated Welsh Essential?</b>          YES <input type="checkbox"/>          NO <input type="checkbox"/></p> <p><b>2. Do the duties of this post include providing a regular frontline service to the public or external organisations (face-to-face or by telephone)?</b>          YES <input type="checkbox"/>          NO <input type="checkbox"/> Welsh language skills are not usually Essential for this post</p> <p><b>3. Can your team currently provide a bilingual service (Welsh &amp; English) without fail?</b>  <i>To guarantee a bilingual service at least 2 members of staff or 10% in larger teams (20+) should have Welsh language skills at a level required in order to deliver the duties of this post</i>          YES <input type="checkbox"/> Welsh language skills are not usually essential for this post at present, please consider whether Welsh should be a desirable requirement.          NO <input type="checkbox"/> Welsh language skills need to be included as an essential requirement for this post</p> <p><b>4. What Welsh Language skill level would be needed to fulfil the duties of this post?</b>  <i>Please note that reception posts must be designated at a minimum of Level 3 Intermediate in order to provide a Welsh language service</i>  <input type="checkbox"/> 1-Entry <input type="checkbox"/> 2-Foundation <input type="checkbox"/> 3-Intermediate <input type="checkbox"/> 4-Advanced <input type="checkbox"/> 5-Proficient</p>
<p><b>Application Forms</b></p>	<p>The current application forms comply with the 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.</p>
<p><b>Signs displayed in a body’s workplace</b></p>	<p>All new signs are bilingual with the Welsh positioned first. New guidance note on signs &amp; notices have been published to make all staff aware of these requirements.</p>
<p><b>Audio announcements and messages in a body’s workplace</b></p>	<p>Requirement included in the HR People Service Welsh language standards action plan.</p>



# APPENDIX 1:

## Bilingual Cardiff Strategy Action Plan Update

Only actions relating to the 2017-18 financial year are included below.

On Target / Action achieved
Ongoing / Action not fully achieved by the deadline
Action not achieved

THE FAMILY, CHILDREN & YOUNG PEOPLE				
PRIORITIES	ACTION	TARGET / TIMETABLE	LEAD PARTNERS	UPDATE
Promote the benefits of Welsh Medium education to all Cardiff communities and implement the Welsh in Education Strategic Plan.	Promote the benefits of Welsh medium education by providing information to every family in Cardiff, on the Council's website, schools admissions booklet and in relevant circulars (e.g. Primary Times, In Cardiff etc)	Specific section to be included in Schools admissions booklet 2018/19 and Council's website by October 2018 and annually thereafter.	The City of Cardiff Council - Education & Lifelong Learning.	<p>The Council's 2018-19 School Admissions booklet (published in October 2017) included a specific section on the benefits of Welsh Medium education. The information includes a FAQ guide for parents, and this information has also been included as a page on the Council website <a href="http://www.cardiff.gov.uk/welshmediumeducation">www.cardiff.gov.uk/welshmediumeducation</a></p> <p>Furthermore, the Council's corporate social media accounts have been regularly promoting information regarding Welsh medium education which addresses the most frequently asked questions by prospective parents. As part of the Bilingual Cardiff Strategy, it has also been arranged that the Welsh Government's information booklet on Welsh medium education will be distributed to parents when registering births in Cardiff.</p>

	<p>Bilingual Cardiff organisations to promote and support Mudiad Meithrin in delivering the Welsh Government's 'Cymraeg i Blant' programme across Cardiff.</p>	<p>Commencing March 2018</p>	<p>Mudiad Meithrin, Welsh Government, The City of Cardiff Council, Cardiff &amp; Vale Health Board</p>	<p>A link to the Government's education handbook has been included on Cardiff Council's website. <b>(CARDIFF COUNCIL)</b></p> <p>A supply of Welsh Government's Guide to Welsh Medium Education is available from Cymraeg i Blant (Welsh for Children) and the Family Information Service to be shared amongst early years partners and Health.</p> <p>Cymraeg i Blant sponsors the Maternity folder throughout Wales, the scan card that Every expectant mother receives during her 12th week scan, as well as the child Development personal record (referred to as 'the red book'). The resources above refer parents to the Cymraeg i Blant section on Welsh Government's 'Welsh' website.</p> <p>Cardiff and Vale Health Board have downloaded the Welsh medium education guide on to the Bounty app and it's used to share Information with new parents, as well as Cymraeg i Blant's A child's bilingual journey leaflet.</p> <p><b>(MUDIAD MEITHRIN - 'CYMRAEG I BLANT' SCHEME)</b></p> <p>The Urdd offers language awareness sessions with 6th formers in Cardiff's Welsh medium schools. These sessions aim to show the advantages of bilingualism in searching for work as they finish their time in education.</p> <p><b>(URDD GOBAITH CYMRU)</b></p>
<p>Provide opportunities for families to use Welsh together.</p>	<p>Develop and promote a calendar of Welsh medium events and activities aimed at families for children and parents to learn Welsh together.</p>	<p>From September 2017 and annually thereafter.</p>	<p>Menter Caerdydd, Urdd Gobaith Cymru, Mudiad Meithrin, School of Welsh (Welsh for Adults), Cardiff University,</p>	<p>The Urdd has run 4 specific community clubs for young children and parents to use Welsh together. <b>(URDD GOBAITH CYMRU)</b></p> <p>Menter Caerdydd coordinated a seasonal programme of activities for children 0-4 and their parents including Storytime in partnership with Cardiff Council's Libraries service. The programme of weekly sports clubs (10 each term) is in partnership with the Urdd's Sports Team. In addition to weekly clubs, there are 6 individual events during the holidays for families e.g. Wâc Welis, Miri Dolig. The highlight of the year is the weekend for Cardiff families in Llangrannog where we provide free Welsh lessons to parents.</p> <p><b>(MENTER CAERDYDD)</b></p> <p>Through grant sponsorship from the National Centre of Learning Welsh, Cardiff University will begin on a new scheme aimed specifically at families in disadvantaged areas. We intended to propose a full and varied timetable of lessons and informal lessons in local communities and beyond. We will have a tutor/organised responsible for promoting the work including a timetable that will be accessible for whole families.</p> <p><b>(CARDIFF UNIVERSITY)</b></p> <p>Cymraeg i Blant have started holding various support groups (baby</p>





				<p>massage, bay yoga, Story and Song, to parents and babies under a year old in the following areas since April 2017: Splott, Grangetown, Whitchurch, Rhiwbina, Llandaff North, Canton. 241 groups were held that reached 2384 parents in the groups between April 2017 and March 2018. In addition open air term time events were held for parents over the year. Cardiff's baby show was attended at City Hall to share Information and provide taster sessions for prospective parents.</p> <p><b>(CYMRAEG I BLANT - MUDIAD MEITHRIN)</b></p>
<p>Increase the provision of Welsh-medium extra-curricular activities and opportunities for children and young people to use Welsh outside the school gates</p>	<p>Plan, coordinate and advertise a joined up calendar of Welsh medium Care, Play and Recreational activities for children between the ages of 4 – 11 and 11-18 years old.</p>	<p>From September 2017 and annually thereafter.</p>	<p>Menter Caerdydd, Urdd Gobaith Cymru, The City of Cardiff Council's Youth Service</p>	<p>The Urdd has over 4,700 members from across Cardiff, taking part in Sport, Eisteddfodau, Residential Weekends in Llangrannog, Glan-llyn and Cardiff and Cultural activities with a calendar of activities sent to all schools and available on the Urdd's website.</p> <p>Urdd Youth Officer works with young people from Welsh Language Comprehensives to offer recreational opportunities such as youth clubs, residential weekends, participation projects and accreditation work.</p> <p>30 different Urdd clubs are run every week during the school term.</p> <p>A timetable of holiday activities are offered including sports, residential trips, international trips.</p> <p>The Urdd's youth work manager sits on the Maes B committee. Cardiff's youth officer sits on the secondary schools' 6th form forums.</p> <p><b>(URDD GOBATH CYMRU)</b></p> <p>By cooperating with Urdd Gobaith Cymru and Cardiff Council, Menter Caerdydd (MC) have held 50 weekly courses e.g. Swimming, Drama and Netball clubs. (It is estimated that we will hold 75 recreational clubs a year). All clubs will be supported each term.</p> <p>The calendar of activities is advertised every term through the Menter's website and networks, as well as with schools directly and Cardiff's children and youth networks. There are 2 holiday care schemes, registered with CSSIW, which are held during each school holiday (except Christmas).</p> <p>In addition to the holiday care schemes, MC have a Welsh-medium open play service in 8 sites 7 times a year.</p> <p>In 2017-2018 MC have organised a calendar of 40 recreational and skills workshops over the holidays for children 4-16 years old. The 15 workshops are through a new partnership with Cardiff and Vale College to create a programme of activities for young people 8-16 years old.</p> <p><b>(MENTER CAERDYDD)</b></p> <p><b>Cardiff and Vale College's new partnerships</b> Menter Caerdydd – a new programme to provide various workshops i.e.</p>

				<p>hair and beauty, dance with the college specialists and students from subject areas. A way of improving the College's Welsh skills and confidence and raise awareness amongst children to use Welsh when learning new skills.</p> <p><b>Urdd sport</b> – Sessions and training for 8 college students to facilitate training post sin the community and to provide opportunities to use Welsh outside the education sector.</p> <p><b>Coleg Cymraeg Cenedlaethol</b> – Work together to promote Welsh through FE and HE concentrating this year on Health and Care areas. A bilingual conference was held for staff and 50 Health and Care students with a variety of guest speakers and workshops which talked about the importance of bilingualism in these fields.</p> <p><b>Cwm Taf</b> – a visit to the Welsh ward with Health and Care staff and students to see how they deal with Welsh speaking patients.</p> <p><b>Eisteddfod</b> – 50 hair and beauty students took part in a Hair and Beauty competition. This included children from ysgol Glantaf and Bro Ederm that are studying with us through the medium of Welsh as part of their GCSE.</p> <p><b>Welsh/bilingual curriculum</b></p> <ul style="list-style-type: none"> <li>• 6 students studying childcare level 2 in Welsh</li> <li>• 3 students studying childcare level 3 bilingually.</li> <li>• 8 students studying Sport level 3 bilingually.</li> <li>• 4 students studying public Services bilingually.</li> <li>• 1190 studying WJEC's Iaith ar Waith entry 3 and level 1, across 11 teaching areas. The qualification provides critical vocabulary to the specific learning areas and how to deal with customers in the workplace through the medium of Welsh. The qualification is for fluent Welsh speakers and GCSE Welsh as a second language.</li> </ul> <p><b>(CARDIFF AND VALE COLLEGE)</b></p>
	<p>Plan and coordinate activities with Yr Hen Lyfrgell, Welsh medium schools and stakeholders to support and promote the National Eisteddfod in Cardiff 2018.</p>	<p>From September 2017 to August 2018.</p>	<p>Eisteddfod Genedlaethol Cymru, Yr Hen Lyfrgell, Menter Caerdydd, Urdd Gobaith Cymru, Mudiad Meithrin</p>	<p>The Eisteddfod has held a number of sessions in schools or offered performance opportunities to pupils, amongst them are:</p> <p><b>Maes B :</b></p> <ul style="list-style-type: none"> <li>• Maes B gig with Mellt, Cadno and bands that had already been established in Ysgol Plasmawr and Glantaf. Ysgol Bro Ederm's had to be postponed because of the snow but the intention is to rearrange for June 2018</li> <li>• Battle of the Bands – 2 bands from Cardiff schools through to the final of Brwydr y Bandiau. These bands will now be mentored by Maes B staff and BBC Radio Cymru.</li> <li>• Eisteddfod and Clwb Ifor Bach working together on a project to promote Welsh Music amongst girls. Intention to target School pupils</li> </ul>





				<p>as part of this project.</p> <p><b>Eisteddfod:</b></p> <ul style="list-style-type: none"> <li>• Hwn yw Fy Mrawd concert choir – established with young people from across the city to perform in this production with Bryn Terfel. An invite went out to all schools in Cardiff.</li> <li>• A choir from Kitchener School have also been invited to perform at the concert.</li> <li>• A choir made up of primary School pupils in Cardiff have been invited to perform in 2 ceremonies during the Eisteddfod week.</li> <li>• 32 children from the city's schools getting the opportunity to perform the flower dance in front of 1,800 in the Pavillion as well as live TV appearance.</li> <li>• Into Film have held a workshop in 2 schools in the city – Ysgol Plasmawr and Cardiff High. The premier will be at Chapter during May and a showing as well at the Eisteddfod as part of the 'Sinemaes' programme.</li> <li>• A parade and jamboree on the Maes has been arranged and an invite sent to children attending all the cylchoedd meithrin in Cardiff.</li> </ul> <p><b>Shwmae Caerdydd (Learners):</b></p> <ul style="list-style-type: none"> <li>• Final of the Learner of the Year competition. Held at yr hen Lyfrgell with a day full of activities there for families of the 25 competitors.</li> <li>• RAS project workshop held in 4 schools – 2 Welsh medium and 2 English medium.</li> <li>• iii. Cardiff Met students get the opportunity to Design the learner competition's award prizes this year.</li> </ul> <p>During the Welsh learner of the Year competition all the competitors will visit the Cardiff Story Museum.</p> <p>A number of heritage sessions have been arranged as part of the Eisteddfod timetable as well as a number of local performers taking part. We'll be using the #Caerdydd to promote these.</p> <p><b>(EISTEDDFOD)</b></p> <p>We are working in Partnership with the Eisteddfod to ensure success of the parade and jamboree for Cardiff's Cylch Meithrina and Ti a Fi groups. Three taster sessions held at hen Lyfrgell to raise awareness about the National Eisteddfod. Two will be in June 2018 and the other in July so that it can be promoted during Tafwyl.</p> <p><b>CARDIFF UNIVERSITY)</b></p>
	<p>Use Welsh Language Music Day as springboard to attract young people to be involved socially and as artists in a Welsh Music Scene</p>	<p>Feb-18</p>	<p>Welsh Government</p>	<p>Events were held across Cardiff and Wales to celebrate Dydd Miwsig Cymru (Welsh Language Music Day). A full list of the 2018 events are available to see <a href="http://cymraeg.llyw.cymru/DyddMiwsigCymru/Cynnwys/Digwyddiadau/?lang=en">http://cymraeg.llyw.cymru/DyddMiwsigCymru/Cynnwys/Digwyddiadau/?lang=en</a></p> <p><b>(WELSH GOVERNMENT)</b></p>

				<p>The Council celebrated Dydd Miwsig Cymru by promoting several local music events via our social media channels, tying into the recent declaration of Cardiff as the UK's first 'Music City'. Interviews with staff including Bilingual Cardiff's Corporate Apprentice were also published alongside a selected Welsh language playlist. C2C's telephone line also played a selection of contemporary Welsh language songs as the hold music throughout the week.</p> <p>Maes B: A gig was held with Mellt and local band Subs at Ysgol Plasmawr. <b>(EISTEDDFOD)</b></p> <p>Information packs were distributed amongst parnts on Welsh for children groups, Ti a Fi, Cylchoedd Meithrin and Welsh medium schools. <b>(MUDIAD MEITHRIN – CYMRAEG I BLANT SCHEME)</b></p>
Develop opportunities for children and young people in English medium settings to positively connect with the Welsh language.	Investigate the possibilities of developing twinning opportunities between Welsh medium and English medium schools to work together on certain projects	Jan-18	The <i>Central South Consortium</i> Joint Education Service, Welsh medium schools, English medium schools.	<p>The following twinning opportunities between Welsh medium schools and English medium schools were identified:</p> <p>Ysgol Pen-y-Groes / Bryn Celyn Ysgol Pwll Coch/ Mount Stuart Ysgol Melin Gruffydd / Whitchurch Primary Ysgol Glan Ceubal / Gabalfa Ysgol Glan Morfa / Adamsdown Ysgol Pencae / Schools in local area</p>
	Conduct a feasibility study to investigate viability of providing bilingual afterschool clubs and holiday childcare for children attending English medium schools, and respond to demand.	Complete feasibility study by December 2017.	All English medium schools, Menter Caerdydd, Urdd Gobaith Cymru.	<p>The feasibility of providing bilingual afterschool clubs and holiday childcare for English medium schools was discussed in the Bilingual Cardiff Forum on 22nd September 2017 and on the 18th February 2018.</p> <p>Menter Caerdydd have previously held events with English medium schools. Unfortunately, the bilingual activities have not worked as successfully as we would have hoped, and the language of the activities has tended to turned to English. Menter Caerdydd have received invitations to speak with English medium secondary school pupils to discuss the advantages of Welsh as a workplace skill. <b>(MENTER CAERDYDD)</b></p> <p>Discussions were held during the "Everyday Welsh" conference. The attendees showed an interest in the provision of bilingual activities to give them a chance to improve their linguskic skills. The Urdd provides 3 Welsh second language clubs in English medium secondary schools and 6 clubs within English medium primary schools. The Urdd also provides opportunities for schools to take part in other activities with the organisation including sporting competitions as well as trips to the Urdd camp. Furthermore, the Eryl Walsh annual award is presented to the KS3 pupil that shows most enthusiasm for the language. <b>(URDD GOBAITH CYMRU)</b></p>



	Assess the feasibility of hosting a Bilingual Cardiff Eisteddfod for Welsh and English medium Cardiff school in the run up to the 2018 National Eisteddfod.	Complete feasibility study by September 2017.	The City of Cardiff Council The Central South Consortium Joint Education Service, Eisteddfod Genedlaethol, Urdd Gobaith Cymru.	<p>In the Forum's meeting on 22 September 2017 further discussions was had on the possibility of holding a bilingual Eisteddfod, but for a number of practical reasons, the partners were of the opinion that another Eisteddfod should not be held. The partners agreed the need to engage more effectively with EM schools in advance of the National Eisteddfod 2018, and to raise awareness of all the competitions that are not dependent on language e.g. arts and crafts, instruments, dancing etc.</p> <p>A choir from Kitchener School have also been invited to perform at the 'Hwn yw Fy Mrawd' concert.</p> <p>Cardiff High School have taken part in the Sinemaes/Into Film project. Information on the Learners competition sent to all English medium schools in Cardiff.</p> <p><b>(EISTEDDFOD)</b></p>
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## THE COMMUNITY AND INFRASTRUCTURE

PRIORITIES	ACTION	TARGET / TIMETABLE	LEAD PARTNERS	UPDATE
Promote the Welsh language as a unique selling point for Cardiff as a capital and core city and promote the 'Bilingual Cardiff' brand.	Encourage private businesses that support the Welsh language to use or display the Bilingual Cardiff brand within their shops or businesses.	Materials produced by April 2017.	The City of Cardiff Council Bilingual Cardiff team, Menter Caerdydd, Yr Hen Lyfrgell	The 'Bilingual Cardiff' display materials were produced by April 2017
		Awareness raising campaign from September 2017		<p>In 2018, to date, Bilingual Cardiff have been working in partnership with Menter Caerdydd and local officers of the 'Welsh for Businesses' project. The Welsh for Businesses project (Prosiect Byd Busnes) is financed by the Welsh Government and delivered through Menterau Iaith Cymru. 10 officers are located across Wales to support small and medium sized businesses in using Welsh, providing a free dedicated service to meet the needs of businesses, offering advice and practical ideas, and to signpost to other support that is available. 'Bilingual Cardiff' display materials have also been distributed via the local Welsh for business officer; and Menter Caerdydd, Bilingual Cardiff, Welsh language Commissioner, National Centre for Learning Welsh, and FSB Wales have been working closely to build positive relationships with Cardiff businesses, and will continue in 2018/19 as Cardiff welcome's the National Eisteddfod in August 2018. <b>(CARDIFF COUNCIL)</b></p> <p>We have fostered relationships with Cardiff Bay businesses and partners including the Waterfront partnership, Mermaid Quay and Red Dragon Centre with the aim of encouraging them to use more Welsh. Co-operating with Mermaid Quay to utilise Welsh speaking performers as well as creating a link between them and the Business World Officer for Mentrau iaith Cymru,</p>

				<p>Aim of visiting the area's businesses and Pontcanna (location for caravan field) soon to raise awareness and help them to make use of Welsh and to welcome the visitors.</p> <p>Arrange sessions with businesses to ensure they get the opportunity to take advantage of the Eisteddfod's visit to the area.</p> <p><b>(EISTEDDFOD)</b></p>
<p>Increase the use of the Welsh language in all high profile and major events hosted in Cardiff, support existing Welsh-language community events and share good practice.</p>	<p>Encourage and work in partnership with major event stakeholders to showcase Cardiff as a thriving bilingual city.</p>	<p>From April 2017</p>	<p>The City of Cardiff Council Events, Tourism and Bilingual Cardiff, Welsh Government,</p>	<p>Where Cardiff Council leads or is involved in organising events, we will ensure that all signage and display materials are bilingual. The Bilingual Cardiff team will continue to work with service areas to examine how best to encourage and influence independent events to use bilingual displays.</p> <p><b>(CARDIFF COUNCIL)</b></p>
	<p>Collate information on all Welsh language events and all partners to promote the Welsh Government 'Cymraeg' website.</p>	<p>All bilingual Cardiff partners to provide information on their Welsh language events to Welsh Government from September 2017 onwards.</p>	<p>Welsh Government, All Bilingual Cardiff partners</p>	<p>As citizens tend to use the Mentrau iaith websites and social media to gain Information about Welsh language events, following a discussion in the Bilingual Cardiff Forum it was decided that Menter Caerdydd's new website would answer this aim (see amendment on page 24). When we come to review the aims of this strategy, we will change it to one that will promote menter Caerdydd's new website.</p> <p><b>(CARDIFF COUNCIL)</b></p>
<p>Increase the visibility of the Welsh language within the city to reflect a 'Bilingual Cardiff' through existing planning mechanisms</p>	<p>Investigate and where appropriate identify planning mechanisms to ensure that planning applications for large developments such as chain stores, supermarkets and retail consider the need to display bilingual signage and notices.</p>	<p>Shop Front and Signage Guidance Supplementary Planning Guidance to be completed by December 2017. Operational from January 2018</p>	<p>The City of Cardiff Council - Planning</p>	<p>Supplementary Planning Guidance relating to Shop Front and Signage Guidance is currently in preparation and is due to be issued for public consultation in summer 2018 with a view to seeking the approval of Cabinet and Council in winter 2018/2019. The preparation of the SPG will include research on best practice relating to provision of bilingual signage and early engagement with Bilingual Cardiff.</p> <p>Planning Case Officers will make developers aware of the Council's expectations for bilingual signage when considering relevant planning applications.</p>
	<p>Investigate and where appropriate identify planning mechanisms to ensure that planning applications for new housing developments consider the need to adopt Welsh or bilingual names, displaying bilingual signage and notices.</p>	<p>Shop Front and Signage Guidance Supplementary Planning Guidance to be completed by December 2017. Operational from January 2018</p>	<p>The City of Cardiff Council - Planning</p>	



	The City of Cardiff Council to adopt the principle that Welsh is positioned first on all display materials produced by the Council.	From September 2017	The City of Cardiff Council.	The Council's Design Team, who are responsible for the Council's marketing and communications, have ensured that they display the Welsh text first on any display material that they produce from September 2017. Furthermore, this commitment has been communicated to all Council staff through the Core Brief and Welsh Matters newsletter.
Introduce the Welsh language to new and emerging communities as a way of convening Welsh culture and promote Welsh language learning and Welsh medium education.	Liaise with third sectors to develop provision of Welsh language classes for new and emerging communities including refugees and migrants to identify further opportunities for new communities in the city to learn Welsh	A number of Welsh taster classes available by January 2018	School of Welsh (Welsh for Adults) Cardiff University, National Centre for Learning Welsh The City of Cardiff Council, Welsh Refugee Council.	<p>Through grant sponsorship from the National Centre for Learning Welsh, Cardiff University have appointed a tutor/organiser to work specifically with asylum seekers and refugees. We will offer language courses and events informally to assist with assimilation. The courses and events are open to families and individuals and is flexible in nature through responding positively to the needs of these new communities.</p> <p><b>(CARDIFF UNIVERSITY)</b></p> <p>Work with new partners such as Welsh Refugee Council and Stonewall so that they can be part of the Eisteddfod and to reach new audiences. Alongside Literature Wales we have commissioned poets to work with refugees to create poems to be read as part of the Literature Tent's offering during the Eisteddfod.</p> <p>Example of awareness raising work in 2017-18:</p> <ul style="list-style-type: none"> <li>Attendance/stall at Grangetown festivals (World Market, Grange festival etc) have been an excellent shop window for the Eisteddfod in the area where it will be held in August. A chance for the committee to discuss the Eisteddfod with residents, share Information etc.</li> </ul> <p><b>(EISTEDDFOD)</b></p>
Support Yr Hen Lyfrgell – Cardiff's Welsh Culture Centre to increase outreach activities and develop opportunities to showcase Cardiff's extensive Welsh language history and heritage.	Offer bite size Welsh language taster courses to all visitors to YHL during the UEFA Champions League Final 2017 to promote the language in a positive light and raise awareness internationally that we are a bilingual city.	June 2017	School of Welsh (Welsh for Adults), National Centre for Learning Welsh, FAW	Football fans in Cardiff during the UEFA Champions final in May 2017 were given an opportunity to try their hand at speaking Welsh. Cardiff University (Welsh for Adults) in partnership with Yr Hen Lyfrgell organised a pop up event throughout the weekend on the Hayes where fans from Italy, Spain and the rest of the world were able to give Welsh a go. The interactive and engaging scheme received positive feedback on social media and in the press, and helped to showcase Cardiff internationally as a modern bilingual city.



WELSH LANGUAGE SERVICES AND THE WORKPLACE				
PRIORITIES	ACTION	TARGET / TIMETABLE	LEAD PARTNERS	UPDATE
Increase the number/percentage of Welsh speakers within the City of Cardiff Council and enable and support fluent staff, as well as staff who are learning, to use the Welsh language in the workplace, and encourage Bilingual Cardiff partner organisations to adopt the same approach.	Increase the number of bilingual staff in The City of Cardiff Council to reflect the percentage of Welsh speakers in the community and encourage other public Bilingual Cardiff organisations to adopt the same approach.	By 2022 increase the number of staff with Welsh language skills within the Council's workforce by 50%.	The City of Cardiff Council, Coleg Cymraeg Cenedlaethol, University of South Wales, School of Welsh, Cardiff University, Colleges Wales, Recruitment Agencies	The Council as an organisation encourages staff to update their Welsh skills on our Human Resources system, DigiGOV. Since October 2017, DigiGOV has the ability to record the exact level of Welsh (entry-proficient) in accordance with the Welsh for Adults Framework, for each member of staff in accordance with the Welsh for Adults framework. The number of Welsh-speaking staff in the organisation is reported annually. <b>(CARDIFF COUNCIL)</b>
	Through the Bilingual Cardiff forum, work with Bilingual Cardiff partner organisations to increase the use of Welsh within the workplace.	From January 2018	The City of Cardiff Council, All Bilingual Cardiff organisations.	A policy on promoting and using Welsh within the Council, which includes guidelines on Welsh language courses and a new mentoring scheme will be considered by Cabinet for approval in June 2018. The policy also includes a mission statement of our intention to create a truly bilingual Council.  The Bilingual Cardiff team can assist our partners to create a similar internal policy and/or advise on specific aspects on the policy or guidelines. <b>(CARDIFF COUNCIL)</b>
Encourage Bilingual Cardiff partner organisations to provide Welsh language training and Welsh language awareness training to all Senior Managers and staff.	Ensure that all The City of Cardiff Council staff and managers to attend Welsh language awareness courses and encourage other public Bilingual Cardiff organisations to adopt the same approach.	Report annually on number and percentage of staff who have received training.	The City of Cardiff Council, Public Services Board, School of Welsh, Cardiff University	In 2017-18, 259 staff completed Welsh language awareness training, of which: <ul style="list-style-type: none"> <li>➢ 50 Operational Managers attended Welsh language awareness training through the 'Working Welsh' scheme.</li> <li>➢ 25 staff from Adult and Children's services attended face to face Welsh Language Awareness training provided by the Welsh language coordinator for Adult Services. A further 38 social work students at Cardiff and Cardiff Metropolitan Universities have received Welsh language awareness training from the coordinator.</li> <li>➢ 184 Staff completed the Corporate Welsh language awareness online training.</li> </ul> 1994 staff have completed the Welsh language awareness module since its launch in September 2015. <b>(CARDIFF COUNCIL)</b>
	The City of Cardiff Council to provide Welsh language learning and improver courses to all public facing	Report annually on number and percentage of staff who have received training.	The City of Cardiff Council, Public Services Board, School of Welsh, Cardiff University	Corporately funded Welsh language training is available to all Cardiff Council staff. Information is available on how many staff have attended Welsh language training in the Standards' annual report.





	staff and encourage other public Bilingual Cardiff organisations to adopt the same approach.			<p>In 2017-18, 175 staff attended Welsh language training courses, of which:</p> <ul style="list-style-type: none"> <li>➤ 71 staff attended a 2 day in house Welsh language taster course in July.</li> <li>➤ 19 staff completed a 10-hour online 'Welcome Welsh' course.</li> <li>➤ 72 staff attended Welsh courses through Cardiff University.</li> <li>➤ 8 staff attended 5-day residential courses through the 'Working Welsh' scheme.</li> <li>➤ 5 staff attended intensive Welsh training through the 'Working Welsh' scheme.</li> </ul> <p><b>(CARDIFF COUNCIL)</b></p> <p><b>Welsh in the Workplace</b> 20 lecturers across a number of teaching fields attended a pilot scheme to learn Welsh or raise confidence to teach through medium of Welsh.</p> <p><b>Sgiliaith</b> 40 college managers have received language awareness training in FE and in the workplace. 8 fluent Welsh lecturers have completed methodology course 30 non-Welsh speaking staff have completed language awareness session in FE</p> <p><b>(CARDIFF AND VALE COLLEGE)</b></p>
Implementation of the Welsh language standards by relevant Bilingual Cardiff organisations resulting in increasing the availability and use made of Welsh language services.	Implement the Welsh language standards and assist other public Bilingual Cardiff organisations to achieve the same.	From relevant statutory compliance dates.	All relevant Bilingual Cardiff partners.	<p>Cardiff Council implements the standards and is willing to offer assistance to other organisations. We are part of 'Grŵp Deddf', which is a network of Language Officers, and often gives advice in meetings and over e-mail. Over the past few months the Bilingual Cardiff team has advised many organisations which come under the standards or are about to receive their language standards on different aspects of the act.</p> <p><b>(CARDIFF COUNCIL)</b></p>
	Prepare a Bilingual Cardiff Directory outlining all the Welsh language public services available in Cardiff and promote to increase uptake of the Welsh services that are available.	Directory prepared by March 2018	Menter Caerdydd, Welsh Government, the City of Cardiff Council, Public Services Board	<p>Menter Caerdydd are about to launch a new website which will include a digital directory to promote Welsh language Services in the city.</p> <p>As well as promoting all the Welsh public Services that are available in Cardiff the Service will also include individuals, organizations, businesses and local companies that offer a Welsh Service to customers. There are 282 contacts in the directory at present and the aim is to reach 300 by September 2018.</p> <p><b>(MENTER CAERDYDD)</b></p>

Demonstrate a strong commitment to the Welsh language in collaboration arrangements and 3rd party contract and commissioning documents and ensure Welsh language considerations are included from the outset.	Encourage all Bilingual Cardiff public partners to ensure that Welsh language considerations are an integral part of developing policies and within impact assessments.	From relevant statutory compliance dates.	The City Cardiff Council, Public Services Board, all Bilingual Cardiff partners.	<p>In 2017-18 new guidelines have been published on the Council website to assist third parties in complying with the Welsh language standards when delivering Services for Cardiff Council.</p> <p>A new checklist for procurement staff has also been developed, to ensure that contractors and staff are aware of the relevant Welsh language requirements.</p> <p><b>(CARDIFF COUNCIL)</b></p>
	Prepare guidance on Welsh language requirements to all 3rd party contractors working within the public sector.	Sep-17	The City Cardiff Council, Public Services Board, all Bilingual Cardiff partners.	
	Build in bilingual capacity to new public facing I.T solutions including interfaces offering language choice.	From relevant statutory compliance dates.	The City Cardiff Council, Public Services Board, all Bilingual Cardiff partners.	<p>All public facing I.T solutions have been bilingual, for example the Next Bike app (2017-18) and we are currently working on developing a fully bilingual citizen app. We will now work with with our other partners and share good practice.</p> <p><b>(CARDIFF COUNCIL)</b></p> <ul style="list-style-type: none"> <li><b>Welsh Grant 2050</b> With the funding we have created a new ‘Language Prize’. System to scan QR codes when asking for something in Welsh in a number of areas across the college such as success centres, coffee shop, reception areas. A points system counts everybody’s points with voucher prizes for the most number of points collected.</li> <li><b>Welsh Government and Welsh Colleges’ digital project</b> A number of colleges have worked together to create apps to support FE. CAVC and Gwent College have created a tourism app. The app is tailored to support all the granting bodies and all levels of learners. The app includes learning aids with a section to learn keywords while reading and listening. These are the other apps – Business, cars and bilingual teaching.</li> </ul> <p><b>(CARDIFF AND VALE COLLEGE)</b></p>
Increase opportunities for people to receive Health & Social Care in Welsh.	Ensure that an Active Offer of Welsh language services is communicated to all Social Services staff and within commissioned services.	Mar-18	The City of Cardiff Council, Cardiff & Vale Health Board	<p>There are questions in the Social Services record system to prompt staff to make an active offer (although this does need further refinement) and awareness of:</p> <ul style="list-style-type: none"> <li>the requirement to make an active offer,</li> <li>the specification of the offer as detailed in the Welsh Language Standards,</li> <li>and opportunities for staff to learn or improve their Welsh, continue to be promoted through distribution of Welsh Matters Briefs to all Social Services Staff.</li> </ul>





			<p>Awareness training is a compulsory element of induction training in social care and forms part of the social work placement induction programme and a mandatory element of the First Three Years in Practice training programme. Bilingual Cardiff provided Welsh Language awareness training specifically to all Cardiff Council Operational Managers during 2017/18, and Welsh Language Awareness training is continually available to all Social Services Staff.</p> <p>We are currently in the early stages of establishing a Mwy na Geiriau Cardiff and Vale of Glamorgan Regional Forum across social care and health to take forward actions to promote the use of the Welsh language and ensure compliance with the Standards and More than Just Words Strategic Framework.</p> <p>Bilingual Cardiff have produced a guidance document for third parties. Further work is required to identify how best to distribute this to the large number of services commissioned or spot purchased by Social Services. <b>(SOCIAL SERVICES - CARDIFF COUNCIL)</b></p> <p>In 2017-18, The Cardiff &amp; Vale Health Board, has</p> <ol style="list-style-type: none"><li>1. Worked with the Welsh Language Primary care providers:</li></ol> <p>PCIC has been working with local commissioned services (such as GP's) to encourage them to consider Welsh language services and use the range of Welsh language skills in their practices for the benefit of their patients; service users.</p> <ol style="list-style-type: none"><li>2. Encouraging staff to wear Welsh speakers 'iaith gwaith' badges to encourage their patients/service users/ to talk in Welsh with them.</li><li>3. Establishing the More than Just Words Forum with Cardiff and Vale of Glamorgan Councils to improve co-operation and collaboration to ensure an integrated Health and social care through the medium of Welsh.</li><li>4. Running awareness sessions for the staff on the importance of providing Welsh language for patients/services users and what steps they can do on a practical level.</li><li>5. Providing a choice of appointment letters in Welsh or English. <b>(CARDIFF &amp; VALE HEALTH BOARD)</b></li></ol>
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	<p>Include Welsh language service provision within third sector and independent contract specifications, service level agreements and grant funding processes, where a need is identified.</p>	<p>Mar-18</p>	<p>The City of Cardiff Council, Cardiff &amp; Vale Health Board</p>	<p>In 2017-18 Cardiff &amp; Vale Health Board has worked with the Welsh Language Primary care providers:</p> <ol style="list-style-type: none"> <li>1. PCIC has been working with local commissioned services (such as GP's) to encourage them to consider Welsh language services and use the range of Welsh language skills in their practices for the benefit of their patients and service users.</li> <li>2. Encouraging staff to wear Welsh speakers 'iaith gwaith' badges to encourage their patients/service users/ to talk in Welsh with them.</li> <li>3. Establishing the More than Just Words Forum with Cardiff and Vale of Glamorgan Councils to improve co-operation and collaboration to ensure an integrated Health and social care through the medium of Welsh.</li> <li>4. Running awareness sessions for the staff on the importance of providing Welsh language for patients/services users and what steps they can do on a practical level.</li> <li>5. Providing a choice of appointment letters in Welsh or English.</li> </ol> <p><b>(CARDIFF &amp; VALE HEALTH BOARD)</b></p> <p>Standard Welsh language clauses are present in the terms and conditions of all Council services.</p> <p>Specific services for Welsh speaking families (e.g. Mudiad Meithrin and Menter Caerdydd) were commissioned as part of the original Families First programme. Families First is a programme of early support services which promote greater multi-agency working and joined-up support for families below the thresholds of statutory or specialist services.</p> <p>The contract relating to the first Families First programme came to an end in March 2018, and has now been replaced by an approach which requires all Families First services to meet Welsh Language Standards in the follow on programme. These requirements have been included in the service specifications as well as the terms and conditions.</p> <p>The Families First commissioning team will be monitoring compliance via contract monitoring activities and have always asked services to record basic anonymised data to quantify the number of families that request services through the medium of Welsh.</p> <p>Further work is required to ensure that Welsh language needs are considered in the specifications of statutory social services, and the domiciliary care specification is currently being updated accordingly.</p> <p><b>(SOCIAL SERVICES – CARDIFF COUNCIL)</b></p>
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	<p>Maximise ability to provide services in Welsh. Where gaps in workforce capacity to deliver services in Welsh are identified these should be communicated to inform the organisation's Bilingual Skills Strategy</p>	<p>Mar-18</p>	<p>The City of Cardiff Council, Cardiff &amp; Vale Health Board</p>	<p>Currently there are small numbers of staff actively using Welsh in their work across the service. In many teams, responding to the active offer relies heavily on Welsh speakers who do not occupy Welsh essential posts, and in some areas there are no Welsh speakers. It continues to be difficult to keep track of the changing profile of the Welsh speaking workforce over time. This is in part a consequence of staff turnover and in part a consequence of confidence of staff to identify themselves. The Social Services workforce strategy offers an opportunity to better understand the gaps and maximise potential. Actions will be developed to take this forward during 2018 – 2019.</p> <p>There has however been ongoing activity to respond to and create opportunities to maximise the Welsh speaking workforce during 2017-18. For example Adult Services have successfully appointed to existing Welsh essential social work posts that became vacant during the year, and there have been preliminary discussions about creating further Welsh essential social work posts in both Adult and Children's Services. A range of Welsh language training opportunities (from beginner to proficiency) continue to be regularly promoted to existing staff with the objective of encouraging them to use more Welsh in their work. Reception services have been identified as a particular gap and corporate role specific Welsh language training for reception staff is awaited.</p> <p>Continued implementation of the Welsh language standards and support of the senior management team are hoped to increasingly normalise the perception of the language among the workforce. For example the Senior management team filmed a short clip for 'Shwmae Day'.</p> <p><b>(SOCIAL SERVICES - CARDIFF COUNCIL)</b></p> <p>Merched y Wawr has three branches in Cardiff and two clubs.</p> <p>A few branches also arrange a walking club and reading clubs all through the medium of Welsh.</p> <p>They meet monthly for various activities. Learners are given a warm welcome and special meetings are sometimes held especially for them. They all celebrate St David's day and Christmas – children from local Welsh schools are often invited to entertain.</p> <p>A number of the members volunteer in Welsh schools and support people in the community that need Welsh medium support, especially the aged and children.</p> <p><b>(MERCHED Y WAWR)</b></p>
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Examine the way our services are offered to the public and work with specialists in language choice architecture to ensure equitable linguistic choice.	Conduct experiments by offering existing online or computerised Council services via different language choice architectures, in order to ascertain which is the most likely to ensure the highest level of use in Welsh.	Jan-18	School of Welsh, Cardiff University	To be developed during 2018/19. The terms of the research are currently being agreed between Cardiff University and Cardiff Council. <b>(CARDIFF UNIVERSITY)</b>
	Conduct research with parents of pre-school age children to ascertain what linguistic choice architecture mechanisms and/or considerations the Council may need to put into place in order to increase the number of children in Welsh medium education in Cardiff.	Jan-18	School of Welsh, Cardiff University, the City of Cardiff Council.	



# APPENDIX 2:

## Bilingual Cardiff

# Review of the Bilingual Cardiff Strategy 2017-2022

March 2018  
www.nico.cymru  
post@nico.cymru

### 1. Introduction

This report provides an independent external review of Cardiff Council's 5-year Strategy for a Bilingual Cardiff 2017-2022, published in draft in September 2016 and as a final document in March 2017.

This independent review was conducted by Nia Davies at Nico and commissioned in response to the formal Cabinet resolution on 16/03/2017 that "*an independent external review of the strategy and action plan take place*".

The review was conducted during March 2018 and was informed by desktop research, a review of internal documentation relevant to the Bilingual Cardiff strategy, interviews, and a snapshot survey of key external partners and of colleagues across key partnership areas within the Council.

Research included consideration of the Welsh Language Commissioner's Assurance Report for 2016-17 focussing on compliance and adequacy of Local Authority 5-year Welsh language promotion strategies, the Welsh Government's strategy: Cymraeg 2050: a million Welsh speakers published in July 2017, together with other local authority statutory Welsh language promotion strategies available as public documents.

This review looks at the strategy in its statutory and policy context; and, together with feedback from the survey and interviews, considers best practice identified by the Commissioner's report in terms of: compliance and governance, vision and

ownership, consultation and communication, stakeholders, target setting and measuring performance. It then sets out the review's conclusions and recommendations for the consideration of Cardiff Council.

### 2. Summary

This review was conducted during March 2018.

The Bilingual Cardiff Strategy is a direct statutory requirement, however the Strategy is a culmination of wide-ranging strategic activity across the city by the Council and partners. It also acknowledges its relevance within the aims of the Welsh Government's national strategy for the language and its role within a wider policy context.

Considering the Strategy in light of identified best practice and stakeholder comments, this review finds that the Strategy has been built on strong foundations of consultation and communication and has a strong compliance and scrutiny framework in place.

The strategic priorities identified correspond with the national vision and are based on the close consultation with partners. They naturally reflect the specific needs of the population and are grouped under 3 strategic areas. The resulting targets are mindful of current provision and financial constraints and are seen to be realistic and achievable by key stakeholders.

The strategy draws from a purposeful vision supported by proactive leadership and key personnel and a robust accountability process which includes external scrutiny and involvement by key partners and a strong relationship through the Fforwm Caerdydd Ddwyieithog (Bilingual Cardiff Forum).

The many strengths of the Bilingual Cardiff Strategy should be celebrated and good practice shared. There are a number of opportunities to consider further strengthening the implementation of the strategy, and the recommendations contained in this report attempt to highlight those opportunities in light of the findings and feedback from stakeholders. The recommendations are outlined on page 28 and 29.

### 3. Context

The Bilingual Cardiff Strategy is a direct requirement of the Welsh Language Standards Regulations, but it also sits within a wider policy and legislative context.

The Strategy acknowledges its relevance within the aims of the Welsh Government strategy for the language, and its role alongside the Welsh in Education Strategic Plan for Cardiff, together with the aims of the Well-being Plan, Cardiff 2020 and the More than Just Words action plan.

#### i. *The Welsh Language (Wales) Measure 2011*

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 through regulations, (Welsh Language Standards (No.1) Regulations 2015). The standards issued to Cardiff Council are listed in The City of Cardiff Council Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011.

The standards relevant to the 5-year strategy are Standards 145 and 146 and they require that Cardiff Council:

- produce and publish a 5-year strategy that sets out how the Council propose to promote the Welsh language and facilitate the use of Welsh more widely in the area;
- include a target for increasing or maintaining the number of Welsh speakers in the area by the end of the 5 year period;
- include a statement setting out how the Council intend reaching that target;
- review the strategy and publish a revised version on the website within 5 years of publishing the strategy (or of publishing a revised strategy);]

- after 5 years, assess to what extent the Council has followed the strategy and reached the target;
- publish the assessment on the website to show the number of Welsh speakers in the area together with their age;
- outline in the assessment a list of the activities arranged or funded by the Council to promote the use of Welsh during the past 5 years.

There are further considerations within the Regulations relevant to the 5-year strategy under Supplementary Matters (Standards 173 and 174) requiring bodies to:

- ensure that a document recording the promotion standards with which the Council are required to comply is available to the public;
- provide the Commissioner with any information she requests regarding compliance with the promotion standards.

#### ii. *Cymraeg 2050: a million Welsh speakers*

Published in July 2017, following the announcement in August 2016 of its vision to create a million Welsh speakers, the Cymraeg 2050 Strategy sets out the Welsh Government's long-term approach to achieving the target of a million Welsh speakers by 2050.

The strategy is based on three strategic themes:

1. Increasing the number of Welsh speakers
2. Increasing the use of Welsh
3. Creating favourable conditions – infrastructure and context

The overarching targets for Cymraeg 2050 are:

- The number of Welsh speakers to reach 1 million by 2050.
- The percentage of the population that speak Welsh daily, and can speak more than just a few words of Welsh, to increase from 10 per cent (in 2013–15) to 20 per cent by 2050.

The Government has published the first Work Programme for the strategy. It sets out aim-by-aim what the Government intends to do during the period 2017 to 2021. In terms of this initial programme of work, it is worth noting the Government's own words:

*“The initial years will focus on setting solid foundations. This is a slow and steady approach, which may lack the obvious signs of success. However, we see it as an absolute necessity to lay the foundations now in order to support future phases of the strategy’s delivery.”*

This approach is key to a long term strategy of language planning and growth, and is important that this is borne in mind in terms of the targets set in the 5-year Bilingual Cardiff Strategy. It underlines the importance of establishing a firm basis in the initial years towards achieving the long term target of doubling the number of its Welsh speakers by 2050.

The Government’s strategy acknowledges the role of local authorities in achieving its aims across Wales, and accordingly, the Bilingual Cardiff Strategy mission statement places the Government’s vision at the forefront of its purpose:

### **Mission Statement**

*Work with partners to double the number of Welsh speakers in Cardiff by 2050 through the Bilingual Cardiff Strategy, in line with Welsh Government’s vision.*

### **iii. Education**

Echoing the national strategy, both the Bilingual Cardiff Strategy and the Welsh in Education Strategic Plan for Cardiff recognise that the education system is a key element in creating new speakers.

*“This WESP is an integral part of the Council’s 5-year Bilingual Cardiff strategy. The most prominent area of interdependency between both strategies is based on strategic area 1: Families, Children and Young People. The priorities within this area are based on promotion, provision and progression.”*

The Government have noted their plans to review legislation underpinning Welsh education planning together with reviewing the process for increasing the proportion of Welsh-medium teaching and learning in schools and that the 21st Century Schools Capital Programme ensures the growth of Welsh medium school places.

They have indicated that they “*will move from measuring the demand for Welsh-medium education to growing Welsh-medium education systematically and proactively*”.

This underlines the expectation of further developments in legislation and policy over the next five years and that the direction of travel for Cardiff Council will continue towards an ambitious and challenging programme of work.

### **iv. Wellbeing**

Local Well-being Plans are intended to provide a more holistic approach to planning and delivery of public services in Wales, including better integration of many relevant acts, duties and planning frameworks.

One of the well-being goals under the Act is ‘a Wales of vibrant culture and thriving Welsh language’. However, it is important to recognise that there is a close link between the language and all other well-being goals and the importance of wider partnerships and frameworks.

The aim of the Bilingual Cardiff Strategy is reinforced within the draft Well-being Plan:

*“Aim to double the number of Welsh speakers in Cardiff by 2050 through supporting the delivery of the Bilingual Cardiff Strategy.”*

The draft Plan outlines progress measures in terms of speaker numbers/education:

- People who can speak Welsh (National Indicator 37)
- Key Stage 4 Pupils Achieving the Level 2 Threshold including English/Welsh & Maths (National Indicator)

The Welsh Language Commissioner has recently published an advice document: Considering the Welsh language in the Local Well-being Plans which explores how Local Well-being Plans could consider each Well-being goal in the context of the Welsh language. This may assist in further strengthening the links between the aims of both strategies.

### **v. Local Authorities 5-year promotion strategies**

In the 2016-17 Assurance Report, Rights Taking Root, the Welsh Language Commissioner looked at the 5-year strategies of local authorities and the national parks in Wales. This report provides an analysis of compliance together with the features required for strong and effective promotion strategies. The Commissioner identified the following elements as examples of good practice against which this review will consider the Bilingual Cardiff Strategy:

Ownership and accountability: Some strategies demonstrate clear ownership by the whole organisation... and a clear accountability structure for implementation and assessment of progress.

**Baseline:** The most comprehensive strategies have based their targets and action plans for the promotion and facilitation of the language on qualitative and quantitative evidence.

**Clear vision:** A clear statement of vision serves not only to enable the public to understand the aims of the organisation, but also helps the staff of the organisation, who have to implement the relevant actions.

**Partners:** The most comprehensive action plans extend to every relevant area and demonstrate a commitment to work in partnership with organisations in the public and private sector together with the third sector, and of course local people.

**The wider context:** The most comprehensive strategies deal with the wider context of the growth and vitality of the Welsh language, the local social / economic context; cross references with WESPS and other strategies that overlap locally and nationally.

**Measuring progress:** The most comprehensive strategies set clear targets, strategic priorities, quantitative indicators, and a detailed action plan with clear links between activities and strategic priorities. The most comprehensive action plans set out targets with clear timescales and responsibilities.

(2016-17 Assurance Report, Rights Taking Root)

It is very difficult to benchmark the Bilingual Cardiff strategy against other local authority strategies as they have all been drawn up in response to a wide variety of linguistic needs specific to their areas.

However it is possible to identify compliance with the requirements of standard 145, and to offer an opinion on the robustness and scope of the strategy against best practice highlighted in the Commissioner's report and alongside the strategic priorities contained in the national strategy, Cymraeg 2050. The following sections of this report outline relevant considerations.

## 4. The Strategy

### Vision

Our vision is to develop a truly bilingual Cardiff. A Cardiff where our citizens can live, work and play, as well as access services and support in Welsh or English equally. A capital city where bilingualism is promoted as something completely natural, and where the Welsh language is protected and nurtured for future generations to use and enjoy.

Approved by full Council on the 23rd of March 2017, the Bilingual Cardiff Strategy notes *"This is a strategy for the city as a whole, not for any one organisation"*, highlighting the importance of strategic partners and working across a number of key policy areas.

As well as specific actions to facilitate the use of the language across a wide range of strategic priorities in collaboration with partners across the Council and externally, the Strategy includes a target to increase the number of Welsh speakers (aged 3+) in Cardiff by 15.9% from 36,735 (2011 Census) to 42,584 (2021 Census).

The strategic priorities were developed in consultation with partners, naturally reflecting the specific needs of the population. The priorities are grouped under 3 strategic areas that also reflect key priority headings contained within the Welsh Government's own strategy.

For this review, a snapshot survey was conducted during March 2018 to gather stakeholder views on the Bilingual Cardiff Strategy. This was intentionally limited to key external partners amongst the members of Fforwm Caerdydd Ddwieithog (the Welsh Language Forum) and also key partners from within the Council in various departments relevant to the implementation of the strategy which resulted in 12 respondents.

*"The Strategy provides a clear vision for the Welsh language in Cardiff"*

*"The strategy has brought partners together in collaboration"*

(Comments from key stakeholders)

The responses provided by the key partners, have given a useful insight into the strengths of the strategy and possible opportunities to strengthen and develop the strategy over its lifetime from the point of view of partners. Appendix 1 contains a full report of the stakeholder survey. Appendix 2 contains a copy of the questionnaire.

### *i compliance and governance*

Key questions:

- Does Cardiff Council comply with the relevant Welsh language standards?
- Is there a sufficiently robust system in place to provide effective scrutiny and challenge for the strategy?

In both these areas, this review found that Cardiff Council has a strong compliance and scrutiny provision in place:

**Compliance:** Although the vision and aim of the strategy is far-reaching, the compliance of the Strategy with two standards will be a particular focus for the Welsh Language Commissioner as the regulatory body.

Cardiff Council have produced and published the strategy which sets out how they intend to promote the Welsh language and facilitate the use of Welsh more widely. It also includes a target for increasing the number of Welsh speakers by the end of the 5 year period including setting out how the Council intend reaching that target. These elements are in direct response to the requirements of Standard 145.

Meeting Standard 146 in due course will mean reviewing the strategy at the end of the 5-year period and assessing to what extent the Council has followed the strategy and reached the target, outlining the number of Welsh speakers and a list of activities arranged or funded to promote the language over the 5-year period.

This therefore entails maintaining a record of progress in terms of achieving the targets set out in the action plan together with evidence that shows progress towards the overarching target of increasing the number of Welsh speakers. This evidence requires a variety of quantitative and qualitative information collated by the Council and by external partners.

A note of caution was sounded by one respondent to the stakeholder survey, who raised the issue of the reliance on external partners for the collation of some of the required evidence:

*“Unsure how measurable some of the targets are as they are ‘city wide’ and require input from a number of organisations who need to ‘count’ the same thing. Is there a shared understanding/agreement about this?”*

With quarterly meetings held with the Fforwm Caerdydd Ddwylieithog (the Welsh Language Forum comprised of the key partners involved), together with a recently renewed terms of reference focussing on the implementation of the Strategy itself, it appears that there is sufficient opportunity to ensure clarity and understanding on what is measured and how. However, it may be beneficial to look again at these requirements to ensure robust record keeping and evidence.

**Scrutiny:** As mentioned above, the Strategy is subject to a good degree of external overview and monitoring through the quarterly Fforwm Caerdydd Ddwylieithog, reinforced by its new terms of reference, specifically centred on the implementation of the Strategy.

The stakeholder survey asked external partners whether the Fforwm was an effective mechanism for monitoring the implementation of the strategy and acting as a critical friend to the Council, and all respondents agreed that it was.

A meeting of the Fforwm was observed as part of this review which found that the Fforwm is an opportunity for partners to provide an update on progress with targets within their remit and to provide a challenge to Cardiff Council on its own progress. Together, partners are able to respond and adapt effectively to any changes or factors impacting on the action plan and exploit any new opportunities that arise. One comment made during the meeting, captured this:

*“Targets and priorities can become dated and opportunities to take action arise unexpectedly, but it is also important not to avoid things that are difficult or challenging, and just target Welsh speakers.”*

Under their newly revised terms of reference the Fforwm report to the cross-party group of members who make up the Bilingual Cardiff Member Working Group that meet each quarter (e.g. in April 2018 2 key partners, the Menter and the Eisteddfod, were invited to give a presentation to the Group). The Chair of the Working Group writes formally to the Cabinet following each meeting to inform Cabinet members of any Welsh language issues.

Additionally the Head of Bilingual Cardiff meets monthly with the Council Leader, who holds the portfolio on the Welsh language.

As yet, there are no formal requirements to report annually on the implementation of the Strategy to the Welsh Language Commissioner, however an update on the progress of the Strategy is provided by Cardiff Council within the Annual Report on the Welsh Language Standards. This annual report is presented to Full Council allowing another level of scrutiny together with an opportunity to promote the comprehensive programme of work undertaken by Bilingual Cardiff on a Council-wide level.

**Sufficient resources:** A key element of good governance is ensuring sufficient resources with ensuing risk to success if insufficient resources are available to underpin important targets.

The stakeholder survey asked whether stakeholders thought the Council has the appropriate resources to implement the strategy, and of those that responded (10) 6 said that they did not think there were sufficient resources for this strategy. This response was consistent across internal and external partners.

*“The partner organisations must be supported and funding should not be cut in order to ensure the growth of Welsh services across the city.”*

*“Appropriate resources should be provided by the Council to the Urdd to achieve the aims of this Strategy”*

The action plan was drawn up with current financial limitations in mind and draws upon current provision and planning across partnerships.

However, areas for consideration are highlighted further on in this report and it would be beneficial to consider any potential risks that may arise in future. A National Audit Office Report entitled ‘Over-optimism in government projects (2013), explores risks in large projects and strategies due to over-ambitious expectations. It warns that optimism can lead to a tendency to underestimate the challenges of complex visions in terms of the limitations of capacity, time and financial constraints.

#### For further consideration

R1. Consider a review of what is measured, (and when, how and by whom) to reinforce shared understanding, robust record keeping and evidence of progress towards the strategic priorities and overarching target.

## ii vision and ownership

Key questions:

- Is there a clear vision and definition of purpose?
- Is there clear ownership and leadership for the strategy and its implementation?

The Bilingual Cardiff Strategy is notable in that its vision and purpose is clearly stated, and is reinforced by support from the leadership within the Council. This is not only apparent within the document, but is seen in terms of the profile and ‘brand’ of Bilingual Cardiff, and the support voiced regularly by the Leader for the vision of developing a truly bilingual city.

To strengthen its commitment further, the Council have recently drawn up an internal policy document on the use of Welsh within the Council with the vision of becoming a bilingual organisation, valuing and supporting the use of Welsh among staff. This will allow the Council to lead by example and encourage the use of Welsh

across the city.

**Vision:** As stated earlier, the Strategy acknowledges its place within the national vision and clearly outlines its responsibility in terms of increasing the number of Welsh speakers. The vision also outlines what a successful Bilingual Cardiff will look, feel and sound like and the Strategy is based on three strategic areas with relevant priorities and targets for action.

In the stakeholder survey, all respondents noted their awareness and understanding of the vision for a Bilingual Cardiff. However, 5 of the 7 internal respondents agreed with the statement *“I have my own understanding of the vision for a Bilingual Cardiff, but I’m not sure if everyone else’s understanding corresponds to mine”*.

Two of the 5 external partners also agreed with the above statement, with 3 of the 5 stating that their understanding was *“Very clear, you would hear the same description of the vision by everyone”*.

This finding would reinforce the importance of continued support and engagement to articulate the vision in contexts that are relevant to different sections of the Council and amongst partners in general over the strategy’s lifetime.

**Ownership:** As noted above, in promoting the vision, the Leader of Cardiff Council has on more than one occasion articulated the responsibility of the Council in achieving the Strategy, but also reinforces the fact that it is a city-wide responsibility, reliant on key partners.

The stakeholder survey shared this view in that the strategy has ensured every partner is part of the vision, bringing them together in collaboration and drawing on the expertise and capacity of a number of partners, making the most of Cardiff’s position as a capital city. However, some comments highlighted concerns that ownership was not shared consistently amongst some key (internal and external) partners, one for example, noted:

*“The Bilingual Cardiff team have clear commitment and vision regarding the Welsh language. However, it is my impression that these features are rather inconsistent across the remainder of the Council. It would be beneficial for some departments, the education department in particular, to ensure more initiative is shown regarding the language as there is the potential to achieve much more with understanding and commitment.”*

### For further consideration

R2 Consider exploring further the definition of what a truly bilingual Cardiff means in quantifiable terms in the context of the strategic priorities. Also, consider linking measurable key indicators and milestones of success to the action plan so that all partners are clear on what is to be achieved and evidenced.

R3 Ensure continued support and engagement to articulate the vision in contexts that are relevant to different sections of the Council, and amongst partners in general over the strategy's lifetime. This will assist in strengthening shared purpose and achievement of the strategy.

### iii Consultation and communication

Key questions:

- Did the Council consult sufficiently on the Strategy?
- Does the Council continue to consult and communicate effectively?

The consultation on the Strategy was one of the most comprehensive and inclusive programmes of consultation held on any 5-year Welsh language promotion strategy.

**Consultation:** The consultation process began with an internal consultation and online survey which attracted around 40 responses from a diverse cross-section of departments. These comments formed the basis for the draft priorities which were then developed in further consultation with policy officers, heads of service, Welsh Language Coordinators and Champions group, Internal equality networks, the Bilingual Cardiff member Working Group, and the Policy Review & Performance Committee.

According to an officer in the Bilingual Cardiff team, *“although this meant a significant amount of work, it was extremely beneficial to have conducted such a thorough internal consultation as various departments now have an understanding of the value of the strategy and share ownership of it”*.

Public consultation on the Bilingual Cardiff strategy was carried out in autumn 2016 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 October 2016, with 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.

In terms of the stakeholder survey, all of the respondents agreed that sufficient opportunity was given to enable people to provide input to the Strategy.

**Communication:** In terms of communication, most respondents to the survey (10 out of the 12) agreed that the Council continues to communicate effectively in the implementation of the Strategy.

During the meeting of the Fforwm, it was suggested that invitations to a wider spread of partners could be sent out on annual basis to hold a Fforwm meeting to include stakeholders that do not usually attend in order to widen input. This would then provide an effective platform for Bilingual Cardiff to update a wider audience of stakeholders on progress, to ensure practical input from partners, and to reinforce the city-wide ownership of the vision.

According to one survey respondent:

*“There should be representation of all partners on the Fforwm, e.g. include representative from the education department in order to move things forward and not just depend on the Welsh language partners to achieve the core work.”*

### For further consideration

R4 As suggested in the Fforwm meeting, consider the possibility of extending a Fforwm meeting once a year to a wider partnership to allow Bilingual Cardiff to ensure practical input from partners of all interests, and to reinforce the city-wide ownership of the vision.

### iv stakeholders

Key question:

- Have key stakeholders been identified, their support secured, and their contribution, influence and needs understood?

The Bilingual Cardiff Strategy is firmly based on the groundwork carried out initially in 2014 to identify and engage with key partners in order to deliver the vision of a bilingual city.

**Key stakeholders:** As the Strategy itself acknowledges, its success is dependent on external as well as internal partners.

The 2014 conference enabled partners to explore and articulate the issues and priorities that would firstly lead to the establishment of yr Hen Lyfrgell as a vibrant centre for the Welsh language in the city centre, and secondly, form a strong partnership basis for the 5-year Bilingual Cardiff Strategy. This was reinforced by the Bilingual Cardiff Conference held in autumn 2016 which allowed partners and stakeholders to discuss and collaborate on the draft Strategy.

The stakeholder survey asked for feedback on the strengths and weaknesses of the Strategy. There were positive comments in the main regarding the ability of the Strategy to draw people together:

*“The strategy has brought partners together in collaboration without duplicating work.”*

However, some comments highlighted opportunities for further engagement and understanding, and consideration of how the Strategy is communicated and framed in terms of ownership and participation over its lifetime:

*“It does not engage with the Welsh language voluntary sector within the city.”*

*“There is a feeling that the Council has relinquished some of its responsibilities and transferred them to the partners.”*

According to the stakeholder survey, 9 of the 12 agreed that the Council understands the importance of stakeholders in order to ensure the successful implementation of the Strategy.

When asked about the support of stakeholders, of those who answered (10), 4 expressed concern that the Council has not yet ensured the support of all stakeholders, whilst 6 disagreed with this statement.

When asked about whether stakeholders realise the importance of their contribution to ensuring the success of the strategy, there was a slight difference in response, with 4 of the 5 internal partners agreeing with the statement that some stakeholders within the Council may not realise the importance of their contribution to ensuring

the success of the strategy. With the external partners, 2 of the 5 agreed with this statement.

#### For further consideration

R5 Consider developing and maintaining a stakeholder management plan in order to sustain and nurture the positive relationship with key stakeholders over the lifetime of the Strategy.

R6 Consider developing and maintaining a programme of communication to support the implementation of the Strategy.

#### v targets and measuring performance

Key questions:

- Are targets based on a clear baseline and are they clear, practicable and realistic?
- What evidence will be available to show the success of the strategy and to what extent is it possible to define measurable change following specific actions?

The target of doubling the number of Welsh speakers by 2050 is based on clear statistical analysis; and as seen above, strategic priorities and targets in the Strategy have been set following consultation with all stakeholders involved and there is systematic reporting on progress against a clear action plan.

**Baseline:** A clear baseline allows for measurable targets. The overarching target of increasing the number of Welsh speakers in Cardiff was based on work carried out in conjunction with the Cardiff Research Centre taking into account statistical and demographic analysis alongside the required increase in numbers to determine the percentage increase needed year on year.

The Council’s main sources of data regarding the number of Welsh speakers in its population, apart from the 2021 Census, are education data (PLASC) and workforce data which will allow the Council to track any trends and progress toward the target on an annual basis.

In the survey, one respondent commented:

*“The main long term target for the Strategy, doubling the number of Welsh speakers in Cardiff by 2050, is aligned with the target in Cymraeg 2050, the Welsh Government’s strategy... Cardiff’s Welsh speakers doubled between 1991 and 2011 which suggests that this target is not too ambitious.”*

In terms of the targets contained in the action plan aimed at achieving the strategic priorities identified, according to one respondent to the survey, reflecting upon the process undertaken internally:

*“We agreed the service area targets with the Welsh Language Unit through face to face meetings in order to ensure that the targets were realistic and achievable.”*

However, a number of the activities are beyond the direct influence of the Council and are within the remit and work programmes of partners. These targets are reported on in the quarterly Fforwm.

In the survey, when asked about the targets within the Strategy relevant to their areas of work, 8 of the 12 respondents agreed that the Strategy’s targets were realistic and achievable. One external partner and 3 internal partners expressed uncertainty as to whether or not they were realistic or too ambitious.

**Strategic priorities:** Cardiff’s strategic priorities were developed in close consultation with partners, naturally reflecting the specific needs of its population. The priorities are grouped under 3 strategic areas and provide stated outcomes for reporting progress on the use of the Welsh language in Cardiff. Therefore there is a clear and rational basis for the strategy, covering all relevant strategic priorities that also reflect key priority headings contained within the Welsh Government’s own strategy.

When asked about their views on the strategic priorities of the strategy, 9 of the 12 respondents agreed that the aim of the Strategy fits with the priorities of their own departments or organisations in general. This reflects the successful initial consultation process enabling the Strategy to be dovetailed effectively with wider strategic goals.

As the Bilingual Cardiff Strategy was drawn up prior to the publishing of the national strategy, a clause was included suggesting that a review of the strategy may be appropriate to align it more closely with the national document. As there are many interdependencies and targets dependant on external stakeholders with varying

funding cycles, a review of the action plan itself may be wise before the mid-point of the lifetime of the strategy.

**Measuring performance:** There is a clear scrutiny and reporting structure for the Strategy. As noted in section 4(i) on compliance and governance, progress towards both the strategic priorities and the overarching target of increasing the number of Welsh speakers, will need to be measured in a meaningful and effective way, with a variety of quantitative and qualitative evidence.

It is notable that this wide-ranging and ambitious strategy is not in receipt of additional funding or a specific budget, and is therefore based on the current capacity and activities of the Council and partners. As noted in section 4(ii), a lack of sufficient resources was highlighted as a concern for 6 out of the 10 respondents.

Conducting a review of the action plan in due course may highlight potential strategic gaps that simply aren’t possible to address without funding. However despite the lack of available funding, these gaps should be highlighted if it is deemed that there is a risk to the success of any strategic priority if these gaps are not addressed.

One possible area in the current action plan that could be explored in such a review, is the priority area regarding children and young people. As identified in the Strategy and also the national strategy, the post-16 phase is critical in terms of language progression. It marks the period for many between statutory education and the workplace and this is the time when a number of factors may impact individuals’ linguistic decisions and practices for the rest of their lives. It is also clear that this is the time when a significant number of Welsh speakers lose their Welsh language skills.

The Council have identified that this is a priority area with the target to:

*Increase the provision of Welsh-medium extra-curricular activities and opportunities for children and young people to use Welsh outside the school gates.*

Three main targets were included under this priority. The first has been subject to change following discussion at the Fforwm and may be adapted. The second involves activities around the 2018 National Eisteddfod in Cardiff and is timetabled to end in August 2018. The third (Welsh Music Day) has already been achieved, (but is likely to be repeated annually).

This points to further possibilities and future developments that will benefit from being recorded formally in an updated action plan.

### For further consideration

R7 In conjunction with R1 and R2, consider reviewing the action plan in consultation with key partners (by the end of year 2, March 2019), with a view to updating or adapting the targets. *[As part of any review, consider how the achievement of any new or adapted targets will align with the requirements to report on progress in terms of i) the increase in the number of Welsh speakers and ii) the increase in the use of Welsh and what is the quantitative and qualitative evidence required.]*

R8 When conducting a review of the action plan, consider identifying any key strategic areas that aren't sufficiently covered in the current action plan so that a record or 'wish list' is kept should any co-funding or co-production opportunities arise. Also, any risks arising from lack of resources or change in circumstances that would impact on the successful achievement of any strategic priorities should be recorded.

## 5. Findings

Considering the Bilingual Cardiff Strategy in light of identified best practice and stakeholder comments as outlined above, the review finds that the Strategy has been built on strong foundations of consultation and communication.

The strategic priorities identified correspond with the national vision and are based on the consultation process. The resulting targets are mindful of current provision and financial constraints and are seen to be realistic and achievable by key stakeholders.

The strategy draws from a purposeful vision supported by proactive leadership and key personnel, and a robust accountability process which includes external scrutiny and involvement by key partners and a strong relationship through the Fforwm.

This is reiterated in comments made by stakeholders when asked their opinion on what the strengths of the Strategy were. The main comments included:

- The strategy is a multi-agency strategy. It has ensured that every major partner is part of the vision and has brought partners together in collaboration without duplicating work.
- The strategy provides a clear vision for the Welsh language in Cardiff and sets out the priorities of the Council and the direction of travel.

- The strategy draws on the expertise and the capacity of a number of organisations and also makes the most of Cardiff's position as a capital city.
- The support from the current and previous leadership.
- It is an accepted strategy within the structure of the Council and backed by legislation.
- The strategy identifies priority areas and it is accompanied by an action plan to help deliver priorities.
- The strategy is not a long document, but shorter in style making it more appealing to audiences.

Areas for further consideration:

Despite the limitations of the stakeholder questionnaire, it invited brief comments of critical reflection and suggested areas of opportunity. Although it did not allow for a more detailed analysis, the comments threw light upon some issues that partners may be encountering. A review of the action plan would inevitably include partners, and the points raised might be a useful checklist for further engagement. For example, some key partners think there is potential to achieve much more with education and young people, together with extending engagement with the voluntary sector in Cardiff. Therefore in updating and reviewing the action plan for the years to come, these points could be explored and partners could be invited to suggest ideas and options for strategic priorities and partnership collaboration.

Further challenges and areas for consideration as identified by the stakeholders included:

- A longer timeframe could be considered to allow a more strategic view to be highlighted, accompanied with a set review period where the document can be updated to reflect the trends of a dynamic city.
- There can be a negative perception towards the language within the Council.
- The Council is not in direct control of all actions in action plan.
- There is a feeling that the Council has relinquished some of its responsibilities and transferred them to the partners and as a result strategy might dominate the work of the Fforwm with too much emphasis put on the Council's work.
- There should be representation of all partners on the Fforwm, e.g. include representative from the education department in order to move things forward and not just depend on the Welsh language partners to achieve the core work.
- An over-reliance on the local authority to deliver all changes without acknowledging the important role that all organisations can play through partnership delivery.
- Ensuring sufficient resources (financial and staff) across all aspects of the priority areas achieve the strategy's aims.
- Opportunity to further raise the profile and status of the Welsh language in Cardiff.

- With the growth of Welsh medium education, and the recent comments of the Leader encouraging a proactive approach in promoting the benefits of Welsh medium education, there is considerable potential to improve the current situation.
- To aid the communication of the implementation of the strategy, a standing item could be added to each WEF meeting agenda.

## 6. Recommendations

The many strengths of the Bilingual Cardiff Strategy should be celebrated and good practice shared. There are a number of opportunities to consider further strengthening the implementation of the strategy and the following recommendations attempt to highlight those opportunities in light of the findings and feedback from stakeholders.

- R1 Consider a review of what is measured, (and when, how and by whom) to reinforce shared understanding, robust record keeping and evidence of progress towards the strategic priorities and overarching target.
- R2 Consider exploring further the definition of what a truly bilingual Cardiff means in quantifiable terms in the context of the strategic priorities. In addition, consider linking measurable key indicators and milestones of success clearly to the action plan so that all partners are clear on what is to be achieved and evidenced.
- R3 Ensure continued support and engagement to articulate the vision in contexts that are relevant to different sections of the Council, and amongst partners in general over the strategy's lifetime. This will assist in strengthening shared purpose and achievement of the strategy.
- R4 As suggested in the Fforwm meeting, consider the possibility of extending a Fforwm meeting once a year to a wider partnership to allow Bilingual Cardiff to ensure practical input from partners of all interests, and to reinforce the city-wide ownership of the vision.
- R5 Consider developing and maintaining a stakeholder management plan in order to sustain and nurture the positive relationship with key stakeholders over the lifetime of the Strategy.
- R6 Consider developing and maintaining a programme of communication to support the implementation of the Strategy.
- R7 In conjunction with R1 and R2, consider reviewing the action plan in consultation with key partners (by the end of year 2, March 2019), with a view to updating or adapting the targets. *[As part of any review, consider how the achievement of any new or adapted targets will align with the requirements to report on progress in terms of i) the increase in the number of Welsh speakers and ii) the increase in the use of Welsh and what is the quantitative and qualitative evidence required.]*
- R8 When conducting a review of the action plan, consider identifying any key strategic areas that aren't sufficiently covered in the current action plan so that a record or 'wish list' is kept should any co-funding or co-production opportunities arise. Also, any risks arising from lack of resources or change in circumstances that would impact on the successful achievement of any strategic priorities should be recorded.

# APPENDIX 3:

## Public Complaints 2017-18

Received	Complaint Details	Service Area
Feb-18	Complaint regarding the Welsh functionality of the Council Tax portal on the Council's website	Council Tax
Feb-18	Complaint regarding English only street art outside Cathays Library ( <i>Artwork not commissioned or authorised by the Council</i> ).	N/A
Jan-18	Complaint regarding the Cardiff & Vale Music Service website. Pages and registration form were not fully bilingual.	Education
Dec-17	Complaint regarding a temporary road sign at Oxford Street.	Highways – City Operations
Nov-17	Complaint regarding an English only pest control letter sent to a resident.	Pest Control
Nov-17	Complaint regarding the lack of Welsh telephone service at St David's Hall	St David's Hall
Sep-17	Complaint regarding a probate letter sent in English only.	Council Tax
Aug-17	Complaint regarding (1) incorrect / incomplete Welsh on the parking permit online form (2) form and accompanying letter was sent in English	City Operations
Aug-17	Complaint regarding lack of bilingual advertising at Pride Cymru 2017.	External
Aug-17	Incorrect Welsh language text on a temporary road sign near Waterloo Gardens.	Highways – City Operations
Aug-17	Incorrect Welsh text on signs at Lamby Way and that that the Welsh text (colour) is less legible than the English text.	Waste Management
Aug-17	Complaint regarding the lack of Welsh services by a third party company in relation to boat hire at Roath Park	Parks
Jul-17	Complaint regarding (1) English address used on an Electoral service letter (2) Incorrect Welsh on the online form <a href="http://www.householdresponse.com/cardiff">www.householdresponse.com/cardiff</a> (3) English only acknowledgement email following submission	Electoral Services
Jul-17	Complaint regarding incorrect Welsh relating to road closure signage rear Waterloo Road.	Highways – City Operations
Jul-17	Complaint regarding contractor signs near Ysgol Treganna	External
Jun-17	Complaint regarding the school admissions online application form and guide.	School Organisational Planning - Education

## Welsh Language Commissioner Investigations 2017-18

NEW INVESTIGATIONS RECEIVED IN 2017-18				
REF	DESCRIPTION	DIRECTORATES	STATUS	DATE RECEIVED
CSG239	English only adverts on a Self Service machine at Canton Library	Communities, Housing & Customer Services (Libraries)	Investigation Discontinued	02/08/17
CSG272	Committee & Agendas not available in Welsh	Governance & Legal Services (Member Services)	Ongoing	28/09/17
CSG277	Errors on the (Welsh) School Admissions online form	Education & Lifelong Learning (School Organisational Planning)	Ongoing	13/11/17

FINAL DECISIONS RECEIVED IN 2017-18				
REF	DESCRIPTION	DIRECTORATES	DECISION	FINAL DECISION DATE
CSG97	Failure to provide agendas and minutes for Council committees in Welsh	Governance & Legal Services (Member Services)	Standard(s) Breached	01/06/17
CSG121	Swimming Lessons: Failure to comply with standard 84/86	City Operations (Leisure & Play)	Standard(s) Breached	25/07/17
CSG190	English reply sent in response to a Welsh email	Pensions	Standard(s) Breached	25/07/17
CSG153	Incorrect (Welsh) sign at Severn Road Car Park	City Operations (Infrastructure & Operations)	Standard(s) Breached	26/07/17
CSG51	Self Service Machines in Car Parks and Central Library with the English set as the default language	City Operations & Communities, Housing & Customer Services	Standard(s) Breached	03/10/17
CSG186	Planning Applications portal (Council website) not available in Welsh	City Operations (Planning)	Standard(s) Breached	17/10/17
CSG197	English response sent to a Welsh FOI request	Resources (Information Governance)	Standard(s) Breached	17/10/17
CSG239	English only adverts on a Self Service machine at Canton Library	Communities, Housing & Customer Services (Libraries)	Investigation Discontinued	21/11/17
CSG161	Rent Smart Wales: Registration facility not available in Welsh	Communities, Housing & Customer Services (Rent Smart Wales)	Investigation Discontinued	11/10/17

**AWAITING FINAL DECISIONS (as of 31 March 2018)**

REF	DESCRIPTION	DIRECTORATES	DECISION	FINAL DECISION DATE
CSG192	Complaint regarding the use of English addresses on bilingual Council Tax bills and letters	Communities, Housing & Customer Services (Council Tax)	Standard Breached (Provisional Decision)	29/03/17
CSG272	Certain committee minutes & Agendas not available in Welsh	Governance & Legal Services (Member Services)	Ongoing	28/09/17
CSG277	Errors on the (Welsh) School Admissions online form	Education & Lifelong Learning (School Organisational Planning)	Ongoing	13/11/17



# APPENDIX 4:

## 2017-18 Welsh Essential Posts

Directorate	Post Number	Post Designation	Additional Posts
Communities, Housing and Customer Services	CS50229531	Housing Trainee	0
City Operations	ST50246100	Building Control Surveyor (Welsh Essential)	0
Communities, Housing and Customer Services	CS50215427	Hub Officer (Welsh Essential)	0
Communities, Housing and Customer Services	CS50229531	Housing Trainee	0
Communities, Housing and Customer Services	CS50246799	Rent Smart Wales - Marketing Officer	0
Communities, Housing and Customer Services	CS50246799	Rent Smart Wales - Marketing Officer	0
Education & Lifelong Learning	ED50049550	Specialist Teacher (Welsh Essential)	1
Education & Lifelong Learning	ED50186317	Teacher (Welsh Essential)	1
City Operations	ST50009948	Registrar (Welsh Essential)	0
Education & Lifelong Learning	ED50051126	Teacher (Hearing Impairment)	0
Economic Development	ET50219575	Front of House Supervisor	0
Communities, Housing and Customer Services	CS50215427	Hub Officer (Welsh Essential)	0
Communities, Housing and Customer Services	CS50229532	Housing Trainee	0
Communities, Housing and Customer Services	CS50243475	Enforcement Officer Welsh Essential (RSW)	0
Communities, Housing & Customer Services	CS50008336	Senior Library Assistant (Welsh Essential)	0
Communities, Housing & Customer Services	CS50008446	Senior Library Assistant (Welsh Essential)	
Communities, Housing & Customer Services	CS50120463	Benefit Trainee (Welsh Essential)	0
Communities, Housing & Customer Services	CS50229884	Neighbourhood Development Librarian	
Adult Social Services	HS50003946	Social Work Assistant (Welsh Essential)	0
Communities, Housing & Customer Services	CS50241096	Hub Officer - Welsh Essential	0
Communities, Housing & Customer Services	CS50243475	Enforcement Officers (Rent Smart Wales) (Welsh Essential)	0

Directorate	Post Number	Post Designation	Additional Posts
Education & Lifelong Learning	ED50118604	Senior Teaching Assistant (Welsh Essential)	0
Governance & Legal Services	LS50249582	Cyfieithydd	1
Communities, Housing & Customer Services	CS50006204	Benefit Trainee - Welsh Essential	
Communities, Housing & Customer Services	CS50024023	Customer Services Representative (Welsh Essential)	0
Communities, Housing & Customer Services	CS50186177	Hub Officer - Welsh Essential	0
Communities, Housing & Customer Services	CS50234302	Hub Officer (Welsh Essential)	0
Communities, Housing & Customer Services	CS50235857	Control Centre Operator - Telecare (Welsh Essential)	0
Communities, Housing & Customer Services	CS50241096	Hub Officer (Welsh Essential)	0
Communities, Housing & Customer Services	CS50242523	Locality Warden (Welsh Essential)	0
Governance & Legal Services	LS50232999	Corporate Apprentice	0
Communities, Housing & Customer Services	CS50008449	Senior Library Assistant (Welsh Essential)	0
Communities, Housing & Customer Services	CS50024023	Customer Services Representative (Welsh Essential)	0
Communities, Housing & Customer Services	CS50223752	Admin Assistant - Welsh Essential	0
Communities, Housing & Customer Services	CS50229884	Neighbourhood Development Librarian	0
Communities, Housing & Customer Services	CS50242523	Locality Warden (Welsh Essential)	0
Communities, Housing & Customer Services	CS50243475	Enforcement Officer (RSW) (Welsh Essential)	0
Economic Development	EC50227183	Receptionist - Welsh Essential	0
City Operations	ST50158702	Energy Awareness Officer (Schools) Welsh Essential	0
Communities, Housing & Customer Services	CS50223752	Admin Assistant - Welsh Essential	0

# APPENDIX 5:

## 2017-18 Directorate Welsh Language Standards Objectives

City Operations
Objective
<b>Welsh language documentation</b> - conduct an audit to ensure that relevant documents are bilingual within the Directorate (see IACT 39948 for full details)
<b>Welsh language awareness</b> - ensure that all staff with access to a PC complete the Welsh language awareness e-training on Cardiff Learning Pool site (see IACT 39874 for full details)
<b>Welsh language grants</b> - 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. (see IACT 39873 for full details)
<b>Welsh language courses</b> - assess the need for all education courses offered by the Directorate to be delivered in Welsh and publish this information on the Council's website (see IACT 39872 for full details)
<b>Welsh Language reception services</b> - identify all reception services linked to the 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 (see IACT 39871 for full details)
<b>Welsh language signs, notices and display material</b> - conduct an audit to ensure that all existing signs linked to the Directorate are bilingual (see IACT 39870 for full details)
<b>Welsh language websites, online services and social media</b> - conduct an audit to ensure that all websites linked to the Directorate are bilingual and put measures in place to address any instances of non-compliance (see IACT 39869 for full details)
<b>Welsh language public events</b> - ensure that all public events organised or funded by us are bilingual by creating a checklist for each event (see IACT 39868 for full details)
<b>Welsh language meetings</b> - ensure that all staff within the Directorate are made aware of the Guidance for Holding Meetings (see IACT 39867 for full details)
<b>Welsh language telephone calls</b> - ensure that all staff within the Directorate have received and are aware of the process for dealing with Welsh language calls (see IACT 39866 for full details)
<b>Welsh language correspondence</b> - 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 (see IACT 39865 for full details)

## Communities Housing & Customer Services

### Objective

**Forms & Documents:** Conduct an audit to ensure that the following are bilingual:

- Agendas and minutes for meetings, conferences and seminars that are open to the public.
- 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 noncompliance

**Welsh Language Awareness:** Ensure that all staff with access to a PC complete the Welsh language awareness e-training on Cardiff Learning Pool site

**Awarding Grants:** 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.

**Education Courses:** Assess the need for all education courses to be delivered in Welsh and publish this information on the Council's website. Ensure that all staff responsible for arranging education courses are aware of the requirement to assess the need for the courses to be delivered in Welsh and evidence how this has been achieved.

**Reception Services:** Identify all reception services and ensure that they are delivering bilingual services (or are aware of the process if 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 are made aware of the Bilingual Reception Service Guidance.

**Signs, Notices & Display Material:** Conduct an audit to ensure that all existing signs 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:** Conduct an audit to ensure that all websites 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

**Public Events:** 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.

**Meetings:** Ensure that all staff are made aware of the Guidance for Holding Meetings 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.

**Telephone Calls:** Ensure that all staff have received and are aware of the process for dealing with Welsh language calls 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.

**Correspondence:** 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 noncompliant letters and/or emails.

## Economic Development

### Objective

**Documents:** Bilingual Agendas and minutes for meetings • conferences and seminars that are open to the public. • Licences • Certificates • Brochures • Leaflets, pamphlets or cards • Policies, strategies, annual reports and plans • Guidelines, Codes of Practice and Rules • Press Statements

All staff with access to a PC must complete the **Welsh language awareness** e-training on Cardiff Learning Pool site (<http://cardiff.learningpool.com/course/view.php?id=540#section-2>).

**RECEPTION SERVICES** - All reception services in the Directorate must deliver bilingual services (or are aware of the process if no Welsh speaker is available). All staff should be aware of the Bilingual Reception Service Guidance (<http://vmweb22.cardiff.gov.uk/cis/viewdocument.php?id=74654>).

**SIGNS, NOTICES & DISPLAY MATERIAL** - All signs must be bilingual and any new signs produced must have the Welsh text positioned first (all signs after 30th March 2016).

**WEBSITES, ONLINE SERVICES & SOCIAL MEDIA** - All websites linked to the Directorate must be bilingual. Also all social media accounts must be bilingual and operate bilingually.

**PUBLIC EVENTS** - Ensure that all public events organised or funded by us are bilingual – Please see attached checklist to be used for ALL EVENTS.

**MEETINGS:** All staff should be aware of the Guidance for Holding Meetings (<http://vmweb22.cardiff.gov.uk/cis/viewdocument.php?id=74656>) . This includes offering language choice and arranging a simultaneous translator as required.

**TELEPHONE CALLS:** All staff within your Directorate should be aware of the process for dealing with Welsh language calls (<http://vmweb22.cardiff.gov.uk/cis/viewdocument.php?id=74658>). The agreed process includes answering the phone bilingually and transferring correctly.

**CORRESPONDENCE:** Keep a record or create a database 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.

## Education

### Objective

The Directorate will be undertaking a compliance audit against the new Welsh language standards by the end of the Autumn term 2017/18. This will inform an improvement plan to deliver the required changes in order of priority.

## Governance & Legal Services

### Objective

Develop an Implementation Plan to deliver the Welsh Language Standards within the Directorate

## Social Services

### Objective

Implement the Welsh Language Standards action plan to deliver the improvements to be made within HRPS and Communications to meet the requirements of the Welsh Language Standard

**Objective** - Increase opportunities for people to receive Health & Social Care in Welsh by:

Ensuring that an Active Offer of Welsh language services is communicated to all Social Services staff and within commissioned services

Including Welsh language service provision within third sector and independent contract specifications, service level agreements and grant funding processes

Developing plans to maximise ability to provide services in Welsh with current Welsh-speaking staff; where gaps in workforce capacity to deliver services in Welsh are identified these should be reflected in the organisation's Bilingual Skills Strategy

Caerdydd  
**Ddwyieithog**

**Bilingual**  
Cardiff

CARDIFF  
CAERDYDD