

COUNCIL: 26 JUNE 2014

CABINET PROPOSAL

AGENDA ITEM:

WELSH LANGUAGE SCHEME ANNUAL MONITORING REPORT 2013-2014

Reason for this Report

1. To agree and approve the content of the 2013-14 Welsh Language Scheme Annual Monitoring Report prior to presentation to the Office of the Welsh Language Commissioner in accordance with The Welsh Language Act 1993 and Welsh Language Measure (Wales) 2011.

Background

2. The Council recognises that, as a Capital City, Cardiff represents Wales and is committed to ensuring equality between the Welsh and English languages by actively promoting and supporting the Welsh language and increasing its capacity to deliver bilingual services. The Welsh Language Scheme sets out how the Council will deliver this commitment.
3. The report provides the formal basis on which compliance with the Council's statutory Welsh Language Scheme is monitored. Conducted annually, the report provides a clear picture of the progress made in 2013-14, as well as identifying any areas for improvement.
4. In order to ensure that the Welsh language and the needs of Welsh speaking residents are considered by all directorates, whilst also making sure that the Council meets its statutory obligations under the Welsh Language Act 1993 and the Welsh Language (Wales) Measure 2011, some key improvements have been made over a number of years which include:
 - Establishing a network of Welsh Language Coordinators which includes a representative from each directorate, to discuss and deal with issues relating to the Welsh language as well as informing staff within their areas of the Scheme's requirements.
 - Creating a new Welsh Language Champions group in 2010 which includes one representative, of Operational Manager or above, from each directorate to champion bilingualism, support coordinators and raise awareness of the Welsh Language Scheme within their directorates.

- The establishment of a Welsh Language Officer's post, Welsh Language Assistant's post and a dedicated Welsh Language Unit offering a high quality in-house translation service as well as advising directorates on how to plan for two languages and provide for two languages.
 - Providing a real language choice and an equally excellent service to Welsh and English speaking citizens through the C2C contact centre.
 - Ensuring that the Scheme's Timetable for Implementation has been incorporated into the Cardiff Improvement System (CIS) which has played a key role in ensuring the successful implementation and mainstreaming of the revised Welsh Language Scheme and Corporate Welsh Language Skills Strategy.
 - In 2013-14 a new Welsh Language Cross-Party Members Working Group was established to drive the Bilingual Cardiff agenda forward, following on from the Bilingual Cardiff conference held on the 6th of March 2014 and attended by over 40 of our partners, stakeholders and third party organisations.
5. There have been many more positives to report over the years; however, we also recognise that more work is needed to ensure that we can deliver services of an equally high standard in both languages, including increasing the number of Welsh speakers in the workforce so that the Council is more representative of the community it serves (currently 4.3% in the workforce compared to 16.3% in the community). This report outlines a number of other planned actions for the future as well as reporting on progress to date.

Issues

6. The Welsh Language Scheme monitoring report has been completed to meet the requirements of the Welsh Language Act 1993.
7. The Council is required to present an approved bilingual report to the Office of the Welsh Language Commissioner by 30th of June 2014 and publicise the report thereafter.
8. It is envisaged that this will be the last reporting year in the current format as reporting arrangements will change when the Welsh language standards come into force next year. Any information which forms part of the statutory Welsh Language Scheme, e.g. the Timetable for Implementation, cannot be amended without the formal approval of the Welsh Language Commissioner. The Welsh Language Commissioner has advised that the current Scheme, although out of date and includes some historical information such as post titles etc will remain until such a time as the new Welsh Language Standards come into force. It is recognised that the current reporting mechanism is cumbersome, however as this is the final year; such issues can be addressed as part of the new reporting arrangements next year.

9. The Council organised a Bilingual Cardiff conference in March bringing together over 40 of our partners, stakeholders and third party organisations to prepare a Bilingual Cardiff Action Plan which will help us to ensure equality between the Welsh and English languages in the city, whilst meeting the requirements of the new standards through more cost effective and collaborative working.
10. A Members Cross-party Welsh Language Working Group was established following a debate in full Council in October last year. In their first meeting it was agreed that the group would be called the Bilingual Cardiff Working Group.
11. As a result of the Bilingual Cardiff conference and in line with the Bilingual Cardiff Action Plan and Bilingual Cardiff Working Group it is recommended that the Welsh Language Unit is renamed Bilingual Cardiff in order to drive the agenda forward whilst ensuring consistency of terminology and a joined-up approach with our partner organisations.

Reasons for Recommendations

12. Compliance with the Welsh Language Scheme is a statutory requirement, and the monitoring of the Council's progress against the scheme provides an effective way to ensure that targets are being met.

Legal Implications

13. The Welsh Language Scheme is a requirement of the Welsh Language Act 1993.
14. The Welsh Language Act 1993 has been repealed by the Welsh Language Measure (Wales) Measure 2011.
15. The Welsh Language Measure (Wales) 2011 introduces a new system of regulation through 'standards', have been published by the Welsh Government in its document 'Proposed Standards relating to the Welsh Language on the 6th January 2014. The Welsh Government expects that the Welsh Language Standards will be made law by November 2014. Until such a time as the 'standards' come into force organisations should continue to implement their 'Welsh Language Scheme' which will continue to be monitored/inspected by the Welsh Language Commissioner.

Financial Implications

16. There are no direct financial implications arising from this report. In the event of any action being required to be taken then any associated costs would need to be found from within the existing budgetary resource allocation.

Cabinet Consideration

17. On 12 June 2014 the Cabinet considered this item and agreed that the Welsh Language Unit be renamed Bilingual Cardiff.

CABINET PROPOSAL

Council is recommended to approve the Welsh Language Monitoring Report (as attached as Appendix A) for submission to the Office of the Welsh Language Commissioner in accordance with the Welsh Language Act 1993 and Welsh Language Measure (Wales) 2011.

MARIE ROSENTHAL
COUNTY CLERK AND MONITORING OFFICER
20 June 2014

The following Appendices are attached:

Appendix A The Welsh Language Scheme Annual Monitoring Report 2013 - 14.



**Welsh Language Scheme
Annual Monitoring Report
2013 - 2014**

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Introduction

Cardiff Council's third statutory Welsh Language Scheme was formally approved by the Welsh Language Board on 1st of July 2009.

As a Capital city the Council recognises that Cardiff represents Wales and is committed to ensuring equality between languages by actively promoting and supporting the Welsh language and increasing its capacity to deliver bilingual services. The Welsh Language Scheme sets out how the Council will deliver this commitment.

In order to ensure that the Welsh language and the needs of Welsh speaking residents are considered by all service areas, whilst also making sure that the Council meets its obligations under the Welsh Language Act 1993 and the Welsh Language (Wales) Measure 2011, the following areas of improvement have been imperative:

- Establishing the Welsh Language Coordinators which includes one representative from each service area, to discuss and deal with issues relating to the Welsh language as well as informing staff within their service areas of the Scheme's requirements.
- Creating a new Welsh Language Champions group in 2010 which includes one representative, of Operational Manager or above, from each service area to champion bilingualism, support Coordinators and raise awareness of the Welsh Language Scheme within their service areas.
- The establishment of a Welsh Language Officer's post, Welsh Language Assistant's post and a dedicated Welsh Language Unit offering a high quality in-house translation service as well as advising service areas on how to plan for two languages and provide for two languages.
- Providing a real language choice and an equally excellent service to Welsh and English speaking citizens through the award winning C2C contact centre.
- Ensuring that the Scheme's Timetable for Implementation has been incorporated into the Cardiff Improvement System (CIS) which has played a key role in ensuring the successful implementation and mainstreaming of the revised Welsh Language Scheme and Corporate Welsh Language Skills Strategy.
- In 2013-14 a new Welsh Language Cross-Party Members Working Group was established to drive the Bilingual Cardiff agenda forward, following on from the Bilingual Cardiff conference held on the 6th of March 2014 and attended by over 40 of our partners, stakeholders and third party organisations.

However, we recognise that more work is needed to ensure that we can deliver services of an equally high standard in both languages. This report will outline a number of planned actions for the future as well as reporting on progress to date.

The Annual Monitoring Report will be agreed and approved by full Council on **26th of June 2014** prior to being submitted to the Welsh Language Commissioner by their deadline of 30th of June 2014.

Welsh Language Scheme Compliance – Timetable for Improvement

MEASURES	TIMING	RESPONSIBILITY	PROGRESS
1. WELSH LANGUAGE INDICATORS			
<p><u>WL Indicator 1</u> To monitor and report annually the number and % of third parties monitored that conform to the requirements of this Scheme in the following areas:</p> <ul style="list-style-type: none"> i. care services ii. youth and leisure services iii. pre-school provision 	<p>Draw up structured Monitoring Plan for each service listed by September 2009 then monitor and report annually.</p>	<p>Relevant Chief Officers in conjunction with the Welsh Language Officer.</p>	<p>i. Care Services The Council (Health & Social Care) recognises that to date it has been unable to provide an accurate monitoring report on performance of the commissioned agencies in relation to the requirements of the Welsh Language Scheme.</p> <p>With the current Domiciliary Care Framework Agreement coming to an end, the Council has been looking at alternative solutions to the commissioning of both domiciliary and residential and nursing home care.</p> <p>Health & Social Care is planning to undertake an accreditation and enrolment process, inviting service providers to join a dynamic approved providers list, with effect from November 2014. The new service specification will contain the relevant standards in relation to the Welsh Language Scheme and these will be monitored in line with the commissioning compliance framework.</p> <p>This action is also included in Cardiff's Health & Social Care Action Plan for under the <i>Strategic Framework for Welsh Language Services in Health, Social Services and Social Care</i>.</p> <p>In terms of meeting the needs of Welsh Speakers, through our current brokerage system we are able to provide Welsh speaking carers to people who request a care service through the medium of Welsh (Domiciliary Care providers).</p> <p>We are currently managing to respond to service users who request their service / care in Welsh and are working towards the 'active offer' of Welsh services by ensuring that we complete the linguistic skills assessment for the 900 staff that we employ. We will then have the necessary staff in place to respond in a timely way and can realign staff resource in</p>

			<p>accordance to the demand.</p> <p>Attached as Appendix I for information is the Directorate of Health and Social Care 6 month review of progress, as submitted to Welsh Government.</p> <p>ii (a) Youth service contracts No third party involvement currently</p> <p>ii (b) Leisure service contracts Leisure Services has two contractors that deliver activities on behalf of the Council. Menter Caerdydd and Urdd, both are fully compliant with the Welsh Language Scheme.</p> <p>They also work in partnership with Cardiff and Vale Health Board who deliver the midwifery unit of the Bump into Action and other programmes such as Falls Prevention and Food Wise.</p> <p>3 third parties with 2 fully compliant. (66%)</p> <p>Last year there was no formal funding arrangement for leisure, we worked in partnership with Menter Caerdydd giving discount of up to 50% on space within facilities to deliver a programme of activities through the medium of Welsh. This would have included pool space for swimming lessons, hall space for gymnastics etc. Within the funding arrangement for this year, Menter have had £30k to deliver activities through the medium of Welsh as well as potential discount on hire of space. Activities delivered through the medium of Welsh have included extending the swimming and gymnastics programme, developing opportunities for horse riding and extending provision during the holidays.</p> <p>iii. pre-school provision</p>
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			<p>Due to the financial pressure on the council there have been major reorganisations including the introduction of new senior directors the service area was unable to monitor all pre-school contracts for compliance during 2013-14. In addition School Improvement Services, including the Welsh in Education Service is now delivered by the Central South Consortium. This team would have previously assisted managers with compliance. This has required a realignment of roles and responsibilities including the appointment of the new service area Welsh Language Coordinator and Champion. In addition to a number of voluntary redundancies, redeployment and large scale processes, the service area did not have the capacity or the ability to undertake assessments of all contracts. The Education and Lifelong Service now has a Welsh Language Coordinator and a Welsh Language Champion in place to ensure that managers are supported to undertake such work within their service areas moving forward.</p> <p>The Childcare Strategy Unit and our duties within the Childcare Act 2006 require Local Authorities to undertake an Annual Childcare Sufficiency Assessment of the supply and demand for childcare.</p> <p>We annually survey parents to assess their needs and the current financial year is the triennial year for consulting widely with Childcare Providers, Parents, Employers, Children and other stakeholders. During the current financial year we will survey all households in Cardiff with children under 5 years of age as a joint school preference survey to assess whether parents require Welsh or English medium education. Survey results are summarised in the Childcare Sufficiency Assessment Report and targets set for the development of both English and Welsh medium childcare provision for all childcare provider types including: - Childminding, Playgroups, Cylch Meithrin, Out of School Childcare before school, after school and school holidays, wraparound care</p>
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			<p>around the free nursery education places for three and four year olds, full day care, crèches and childcare in the parents own home – nannies/au pairs, Sitter Services.</p> <p>The duty on the local authority is to stimulate the local childcare market and not be the actual providers of services although they may wish to do so.</p> <p>The Childcare Strategy Unit provides Childcare Business Support Services to assist new and existing childcare providers to establish new provision, sustain existing provision and improve the quality of existing services.</p> <p>There is an issue in Cardiff/Wales where to expand sessional childcare (that is for less than four hours continuous care) for wraparound childcare in addition to the free nursery education places, where expansion means numbers of children cared for are 19 or above, the childcare setting must have the person in overall charge as being supernumery. This in some cases of cylch meithrin the Childcare Business Support Team has been working with have decided not to expand as low numbers generally for an expansion would mean the cylch would not be financially sustainable having to employ additional staff to meet the legal requirements of Registration and Inspection with the Care and Social Services Inspectorate Wales. Childcare provision which operates for accumulative for four hours or more is Registered as Full Daycare and must meet the full daycare regulations. Lack of space in existing premises is also a factor which contributes to lack of expansion due to other user groups within community settings for instance.</p> <p>Each year the Childcare Sufficiency Assessment does contain targets for childcare places in Welsh Medium childcare settings where we have identified sufficient demand. Targets are monitored on a quarterly basis. Due to the last few years budget cuts the Childcare Strategy does not have any pump</p>
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			<p>priming funds to support the expansion of childcare settings under the age of three years. The Out of School Childcare Grant from Welsh Government supports the expansion of school age childcare including wraparound for three to four year olds. Applications must meet the criteria and terms and conditions of the grant. Grants are for new childcare places and sustaining existing good quality childcare services which may experience temporary financial difficulties due to drop in occupancy for instance. Cylch meithrin which have recently experienced drop in occupancy in some cases relate to the migration of children taking up their free nursery education place in new maintained settings in schools</p>
<p><u>WL Indicator 2</u> Identify workplaces and posts where the ability to speak or write Welsh is an essential or desirable requirement (using the Welsh Language Skills Strategy and Assessment Tool).</p>	<p>April 2015</p>	<p>All Chief Officers in conjunction with the Welsh Language Officer</p>	<p>Over 400 posts have been assessed in the current financial year (please see Appendix II). The revised Corporate Welsh Language Skills Strategy was approved by the Cabinet on the 13th of March. Please see council response to the standards investigation for a copy of the Strategy which includes revised timescales, measures, and also an updated linguistic assessment tool. 400 posts have been assessed in the first round of assessment, and before April 2015 it is expected that all frontline posts will have been assessed.</p>

<p><u>WL Indicator 3</u> Create an annual audit programme of software and systems to ensure that Welsh language issues are an integral part of all e-Government projects.</p>	<p>September 2009</p>	<p>All Chief Officers in conjunction with the Welsh Language Officer</p>	<p>The only system that ICT would be truly responsible for would be the internet (Customer Facing) and even then Communications share the responsibility, other applications would be those that can create letters for the public however ICT are not responsible for those applications as ICT are not the owners of the applications merely the facilitators and not responsible for the actions arising e.g. letter raising responsibility remains with the service area and they deal with any complaints raised.</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.</p>
<p><u>WL Indicator 4</u> To monitor the number and % of staff who have received training in Welsh to a specific qualification level and the number and % of staff who have received Welsh Language Awareness training.</p>	<p>Produce a full report by April each year for inclusion in the Annual Monitoring Report to the WLB.</p>	<p>Chief Officer People and Organisational Development with the Welsh Language Officer.</p>	<p>The number and percentage of staff who received Welsh language and Welsh language awareness training is monitored closely and individual records kept on DigiGov. Please see Appendix III for breakdown of staff who have attended.</p> <p>Due to the financial pressure on the council there have been major reorganisations across all service areas including the introduction of new directorates. Therefore it has been decided that we will roll out the awareness training across the whole authority from 2014-15 which will be possible after staff have attended the 'Train the Trainer' course in June 2014. 101 Libraries staff have attended Welsh language awareness training in 2013-14. All new corporate directors attended a half day Welsh Language Awareness course on the 25th of October 2013.</p> <p>In addition to Welsh language awareness sessions already in place, during 2014, a group of local authorities including CC have jointly purchased an e-Learning module on Welsh language awareness, developed by Learning Industries with Hywel Dda Health Board and now adapted for use by local authorities. This will be placed on the Academy's website and will give the council another way of meeting this requirement.</p>

<p><u>WL Indicator 5</u> The number and % of staff who are able to speak Welsh according to</p> <ul style="list-style-type: none"> i. service area ii. post grade iii. workplace 	<p>Produce a full report by April each year for inclusion in the Annual Monitoring Report to the WLB</p>	<p>Chief Officer People and Organisational Development</p>	<p>A total of 4,786 staff have validated their entries on the DigiGov system. From these 209 staff have stated they have Welsh language skills. This represents 4.37% of those registered on the system.</p> <p>Details of the service area, post grade and location of these members of staff are attached in Appendix IV</p>
<p><u>WL Indicator 6</u> Monitor the number and % of complaints in relation to the operation of the Welsh Language Scheme and dealt with in accordance with corporate standards.</p>	<p>April 2009 and every April thereafter in readiness for the Annual Monitoring Report</p>	<p>Chief Officer Legal Services</p>	<p>During 2013/14, a total of 11 complaints were received in relation to the Welsh language, decreasing from the 22 recorded in 2012/13. Of these 100% were dealt with in accordance with corporate standards. The percentage of complaints in relation to all complaints received is not yet available. The Annual Corporate Complaints Report will be available in Summer 2014.</p>
<p>2. SERVICE PLANNING AND DELIVERY</p>			
<p>Assess the effectiveness of the Policy Integration Tool and Equality Impact Assessments for mainstreaming Welsh language into Corporate and key policies, plans and strategies.</p>	<p>Bi-annual audit. First audit September 2009</p>	<p>Chief Policy Officer and Welsh Language Officer</p>	<p>The Policy Integration Tool has been developed into the Statutory Screening Tool to reflect the evolving policy context.</p> <p>If a strategy, policy or activity is being developed within the Council that is likely to impact people, communities or land use in any way then there are a number of statutory requirements that apply. Failure to comply with these requirements, or demonstrate due regard, can expose the Council to legal challenge or other forms of reproach.</p> <p>Completing the Statutory Screening Tool will ensure that all Cardiff Council strategies, policies and activities comply with relevant statutory obligations and responsibilities. Where a more detailed consideration of an issue is required, the Screening Tool will identify if there is a need for a full impact assessment, as relevant.</p>

			<p>The main statutory requirements that strategies, policies or activities must reflect include:</p> <ul style="list-style-type: none"> • Equality Act 2010 - Equality Impact Assessment • Welsh Government's Sustainable Development Bill • Welsh Government's Statutory Guidance - Shared Purpose Shared Delivery • United Nations Convention on the Rights of the Child • United Nations Principles for Older Persons • Welsh Language Measure 2011 • Health Impact Assessment • Habitats Regulations Assessment • Strategic Environmental Assessment <p>The Statutory Screening Tool allows the Council to meet the requirements of all these pieces of legislation as part of an integrated screening method that usually taken no longer than an hour. More importantly, it will ensure that the Council's approach is joined up and well informed.</p> <p>The Tool is embedded in the corporate process. All reports which require a formal cabinet decision must first of all complete a forward plan. The forward plan established if the strategy/policy or activity needs to be subject to the statutory screening tool. If yes, then the process will be completed before the report goes to cabinet for final decision. The documents were updated for the 2013/14 financial year and embedded in the Council's decision making process.</p> <p>In this way we can encourage joined up decision making and ensure that any development work undertaken within the Council is aware of wider requirements and the potential impact on important matters such as the Welsh language.</p> <p>To ensure the Welsh language is considered as a central component of any policy development work it has also been</p>
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			<p>included alongside the 9 protected characteristics identified by the Single Equalities Act and features prominently in Everyone Matters (the Council's Strategic Equality Plan). This allows Welsh language to be mainstreamed along with the 9 protected characteristics across the organisation.</p> <p>Within the statutory screening tool itself, there is a section which prompts a consideration of any impact (positive, negative, neutral or uncertain) on the Welsh language. See below:</p> <p><i>Will this Policy/Strategy/Project have a differential impact on any of the following:</i></p> <ul style="list-style-type: none"> • <i>Disability</i> • <i>Gender Reassignment</i> • <i>Marriage & Civil Partnership</i> • <i>Pregnancy & Maternity</i> • <i>Race</i> • <i>Religion/Belief</i> • <i>Sex</i> • <i>Sexual Orientation</i> • <i>Welsh Language</i> <p>The Screening Tool can be completed as a self-assessment or as part of a facilitated session, should further support be needed.</p> <p>As a critical analysis, a number of major strategies, plans and activities (such as the Corporate Plan) have been considered via the statutory screening tool which has helped policy development; however it is important that a wider awareness of some of the statutory requirements is promoted. It is important that officers across the Council understand the spirit and purpose of the legislation and much of this work is done through the Cardiff academy, particularly Equality Awareness and Welsh language courses. Supporting Information attached.</p>
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<p>Prepare a list of key partners, check that they are aware of the requirements of the Scheme and insert appropriate and specific wording into contracts and tender documents as and when they are renewed or issued.</p>	<p>List by September 2009. Check one key partner per month thereafter.</p>	<p>All Chief Officers in conjunction with the Welsh Language Officer</p>	<p>Cardiff Council has a number of other contracts in place with contractors or third party organisations for the provision of services. An analysis of our Procurement Portal has highlighted 44 contracts that have been awarded for the delivery of ‘Services’ on behalf of the Council – see contact table below. Only contracts involving a service delivered to the general public are included.</p> <p>Wording to the following effect is inserted in contracts prepared on behalf of the Council by the Council’s Legal Service and the legal contracts team are reminded of the need to insert such a clause:</p> <p><i>‘During the Contract and the provision of the Services, the Contractor shall comply with the requirements of:</i></p> <p style="padding-left: 40px;"><i>a) the Authority’s Welsh Language Scheme; and</i></p> <p style="padding-left: 40px;"><i>b) the Welsh Language (Wales) Measure 2011 as and when the provision of the Measure come into force, and in so far as it relates to the provision of the Services.’</i></p> <p>The Council’s standard form contracts are currently being updated and it is intended that appropriate provision will be included to reflect the requirements of the Welsh Language (Wales) Measure 2011</p> <p>Historically standard terms and conditions prepared by the Council have contained provision relating to the the Welsh Language:</p> <p>The actual wording used will have depended upon the contract in question and time let but would have been to the following effect</p> <p><i>“The Contractor shall use all reasonable endeavours to comply with the requirements of the Council’s Welsh</i></p>
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			<p><i>Language Scheme during the provision of the Services.”</i></p> <p>In terms of ongoing monitoring procedures for contracts we have a regular contract review meetings with suppliers. The frequency of these meetings is dependant on a number of factors such as the value of the contract and the risk, but generally range from monthly to quarterly.</p> <p>Any issues relating to the performance of the contract can be discussed at this forum and any issues with the provision of services in the Welsh language can be highlighted and dealt with accordingly.</p> <p>Attached in Appendix V is a list of the multi-agency Thematic Programme which works to address the priorities identified within the What Matters single integrated plan (statutory document). They are strategically managed by the Cardiff Partnership Board which brings together chief executives or equivalents from across the public services and third sector.</p> <p>The Council is the Lead Delivery Body for Communities First Programme, to ensure effective financial and performance management of the new programme</p> <p>The Council is the Commissioning Body for the Families First programme, to ensure effective financial and performance management of the new programme</p> <p>Staff attending Equality Awareness sessions are reminded of their obligation to inform and monitor partners' compliance with the Council's Welsh Language Scheme.</p>
<p>Ensure that the Corporate Grant Scheme complies with the Council's Welsh Language Scheme</p>	<p>Audit September 2010</p>	<p>Chief Officer Strategy and Enterprise and all Chief Officers</p>	<p>Support and advice has been offered and provided to Service Area Grant Officers regarding compliance to the Council's Welsh Language Scheme. All relevant corporate grant documentation have up to date Welsh versions available on</p>

			CIS. Ongoing day to day adherence to the Welsh Language Scheme by ensuring Welsh translations of letters available promptly where requested.
3. DEALING WITH THE WELSH SPEAKING PUBLIC			
Set up and support a <i>corporate</i> database of the language preference of customers for use by all service areas	April 2012	Chief IT Officer with Chief Officer People and Organisational Development, in conjunction with all Chief Officers and Welsh Language Officer	<p>A detailed design Blueprint for the Customer Relationship Management (CRM) System was successfully completed in February 2014. The solution designed during the Blueprint clearly specifies how markers such as language preference could be stored against customers and how a single Corporate master customer database could be developed, populated and maintained as the CRM is implemented across the Organisation.</p> <p>The first phase of the CRM is set to go live in spring 2015 in the Contact Centre (phone and email channels) and Community Hubs (face to face). As customers contact the Council through these three channels, their language preference will be noted against their customer record. In addition to this, as part of the go live, existing Welsh language preference databases held in Service Areas across the Organisation could be rationalised and potentially input in to the CRM database.</p> <p>In the medium term (2-3 years) as SAP CRM is rolled out to Directorates across the Organisation and a Master Data Management solution is identified, an enterprise wide Corporate database of Customers will be created that will give a single view of the customer.</p>
Issue guidance on translation to all Service Areas	New guidelines to be issued when Scheme is launched	Welsh Language Officer	Translation guidance is issued via new articles on 'Your Inbox' as well as via the Welsh language coordinators. For example a news article 'What needs to be bilingual' recently outlined Council policy regarding the Welsh language as well as guidelines on translation requests. Another article was

			<p>posted reminding staff to plan ahead for their translation requests (October 2013).</p> <p>Guidance is also sent via a monthly “Welsh Matters” brief which outlines the latest developments regarding the Welsh language agenda, information on courses, advice and a summary of complaints against the Welsh language scheme. The translation guidelines are also available on the Welsh Language Unit’s intranet page</p>
<p>Prepare and implement a programme for providing Welsh language software and support materials to all new and existing staff as specified in Section 3.1 of the Scheme</p>	<p>Programme in place by September 2009. To be implemented immediately</p>	<p>Chief IT Officer with Chief Officers and Welsh Language Officer</p>	<p>All members of staff that have access to the Councils ICT Network receive Welsh language capable software as a standard Service area practice. We therefore do not record individual requests for the software. The only information we would record would be individual requests for Welsh translation software however this would not be a true reflection of our provision of Welsh language capable software within the authority.</p> <p>We continue to roll out Welsh language capable software in our Windows 7 and Office 2010 deployment to all new builds / requests either on PC or via our thin client deployment method.</p>
<p>Ensure that the following adhere to Welsh Language Scheme:</p> <ul style="list-style-type: none"> i. Phone back responses ii. Welsh calls are directed to Welsh speaking Officers iii. Advertised numbers have bilingual greetings 	<p>Monitor once per year via Mystery Shopper</p>	<p>Welsh Language Unit and Menter Caerdydd</p>	<p>Guidance to staff on answering Welsh language calls were updated in June 2013 and are available on the Welsh language intranet page, please see council response to the standards investigation. Menter Caerdydd have agreed to conduct another mystery shopper exercise, we expect this to happen in April / May 2014.</p>
<p>Provide guidance to staff on conducting bilingual meetings and ensure that directive is being followed.</p>	<p>Guidance issued September 2009. Service area audits to be conducted every 6 months.</p>	<p>Welsh Language Officer and Welsh Language Coordinators</p>	<p>Guidance on meetings is available on the Welsh Language Intranet page.</p> <p>Guidance is also provided to staff on conducting bilingual meetings via the Equality Awareness sessions and updates in the Service Area Business Improvement Meetings (BIMS).</p>
<p>Ensure that all information created specifically for the public (in accordance with Appendix A)</p>	<p>Annual audit of each service area’s content.</p>	<p>All Chief Officers</p>	<p>The Council is on track to achieve this measure at the point at which the web refresh project moves from soft to hard launch in May.</p>

appears bilingual on the Council's main website	First audit April 2010		
If instances of English only material/pages are found, create a service area improvement plan including a translating schedule	To tie in with service area business plans	All Chief Officers	The Council is on track to achieve this measure with the hard launch of the new-look website as bilingual content was a key principle of the project and the rewrite of all content. Further improvements are secured as a result of changes to the management of content which will now be administered by the expert online team.
Maintain a central directory of Welsh speaking staff and contact officers	Ongoing.	All Chief Officers	<p>A central directory of Welsh speaking staff and contact officers is available on the intranet. Each service area is responsible for adding the names of any new Welsh speakers to the authority. There are currently 164 Welsh speakers listed on the internal address book who have agreed to deal with external customers listed and each service area is represented. An article was included in the internal e-newsletter 'Your Inbox' in January encouraging staff to update their record and note if they are Welsh speakers.</p> <p>Additionally the 'Welsh Language Unit' page on Cardiff Council's intranet contains several guidance documents for staff including guidance on calls, translation and the Welsh Language Scheme. For telephone guidance there is a process flow chart to help staff from all service areas to deal with Welsh Language Calls efficiently. This document informs staff to use the directory to find Welsh speakers in their service areas. The directory with the Welsh Speaker option has been in place for more than 7 years and during that time the Welsh Language Coordinators have promoted its existence to all staff within their service areas on a regular basis.</p>
Use the question on language skills on the standard application form to add any new Welsh speakers to the directory of Welsh speaking staff	With immediate effect	Chief People and Organisational Development Officer	Since DigiGov Recruitment went live in September 2013 we now have the capacity to capture information on the Welsh language ability of applicants. Successful applicants' Welsh language ability is captured in DigiGov which is used to update the directory of Welsh speaking staff.

4. THE COUNCIL'S PUBLIC FACE

<p>Ensure that Council's title, corporate image and related designs are bilingual on:</p> <ul style="list-style-type: none"> i. Property ii. Vehicles iii. Clothing iv. Publications v. All types of Public Display 	<p>Thematic Annual Audits starting September 2009</p>	<p>All Chief Officers</p>	<p>This is ongoing. A Corporate Brand Toolkit has been produced to ensure that the Council's title, corporate image and related designs are bilingual. All corporate branding aimed at the public is bilingual. The guide directs guides and supports staff and suppliers when applying the visual style of Cardiff Council to any piece of work. All communication, design and marketing officers have copies of the guidelines and are required to follow and implement where appropriate. As far as Communications and Media are concerned all marketing and design is produced bilingually and is translated internally. Service Areas are encouraged to go to Communications for advice on uniforms - but all are to follow guidelines regarding position and colour of identity. There are specific details to follow regarding vehicles as shown in the guidelines.</p>
<p>Ensure that all new and replacement (temporary or permanent) signs, including internal, external and highway signs are fully bilingual and respect the principle of equality.</p>	<p>Annual spot checks of each service area by Welsh Language Coordinators</p>	<p>All Chief Officers</p>	<p>Ongoing - all temporary and replacement signs are sent to the Welsh Language Unit for translation or proofing.</p>
<p>Produce a street naming policy guidance booklet and gazetteer of bilingual, English and Welsh street names and developments</p>	<p>September 2009</p>	<p>Relevant Chief Officer in conjunction with Welsh Language Officer</p>	<p>Strategic Estates manage and maintain a bilingual street and property gazetteer that directly reflects official street and property names created by the Street Naming Officer in Highways. The Gazetteer project is UK wide initiative governed by strict data entry guidelines that ensure Welsh addresses can be accurately recorded.</p>
<p>Ensure that all press releases are issued bilingually</p>	<p>From April 2010 onwards but with immediate effect if appearing on website homepage.</p>	<p>Chief Officer Strategy and Enterprise in conjunction with all Chief Officers</p>	<p>The media team in conjunction with the Welsh Language Unit ensure that all press releases prepared by them are issued bilingually. St David's Hall and the New Theatre send all their press releases directly to the Welsh Language Unit for translation. The Council operates proactive and reactive English and Welsh Twitter accounts featuring news and service information for Cardiff residents and visitors.</p>

			There are 25,618 followers of the English account and 1,248 followers of the Welsh account. The media team in conjunction with the Welsh Language Unit ensure that all tweets prepared by them are issued bilingually and all Welsh enquiries are responded to in Welsh.
Ensure that the following are bilingual: i. Publications ii. Forms and explanatory material iii. Public notices and advertisements iv. Recruitment advertising	Thematic Annual Audits starting September 2009	All Chief Officers	Staff are made aware of bilingual obligations via 'Welsh Matters' email brief through the Welsh Language Coordinators to Service Areas, as well as in Equality Awareness sessions. Information is also available on the intranet. All service areas are frequently reminded to ensure that all correspondence is bilingual unless there is a record of an individual's language preference. All recruitment advertising is bilingual, as well as all related documents for each post.
5. IMPLEMENTING AND MONITORING THE SCHEME			
Publicise and Implement the Council's Corporate Welsh Language Skills Strategy 2009-2012 in accordance with the measures in the Strategy.	April 2009 – March 2012	Chief Officer – HR People Services and Welsh Language Officer in conjunction with All Chief Officers.	<p>The revised Corporate Welsh Language Skills Strategy was approved by the Cabinet on the 13th of March. In addition to meeting a statutory requirement, implementation of the Strategy will contribute to the Council's Community and People strategies, in particular addressing the current imbalance of Welsh speakers in the workforce ensuring that we are more representative of the community that we serve.</p> <p>Further to monitoring, reviewing and data storage/retrieval, the Strategy also provides indicative timescales of responsibilities and measures relating to its implementation over the next 3 years and provides a practical toolkit to help managers in assessing their Welsh language requirements. The implementation of the strategy will need to be managed within service area resources in accordance to meet the indicative timescales in the Strategy.</p> <p>Within the monthly brief to all staff (via the coordinators) there</p>

			<p>have been detailed updates regarding the skills strategy and has been included in all briefs since August 2013. The Welsh language unit has communicated through these briefs that the team managers are now responsible for assessing teams. Guidance on the assessments have been distributed via the coordinators to managers, including a FAQ document which addressed questions that managers often have regarding the strategy and assessments.</p>
<p>Roll out Welsh Language Awareness training to all staff by ensuring that Welsh Language Coordinators deliver training for at least one day per month per service area until exercise is completed.</p>	<p>With immediate effect.</p>	<p>Chief Officer – People and Organisational Development, Welsh Language Coordinators and Welsh Language Unit</p>	<p>All new corporate directors attended a Welsh Language Awareness course by on the 25th of October. 15 staff will attend a train the trainer course by Cwmni IaitH which will enable them to deliver this training within their service areas. By training Welsh language coordinators and staff to deliver the training we will be able to roll out comprehensive Welsh language awareness programme across the Council. 101 Libraries staff have attended Welsh language awareness training in 2013-14 provided by their Welsh language coordinators after they attended a previous train the trainers course.</p> <p>In addition to Welsh language awareness sessions already in place, during 2014, a group of local authorities including CC have jointly purchased an e-Learning module on Welsh language awareness, developed by Learning Industries with Hywel Dda Health Board and now adapted for use by local authorities. This will be placed on the Academy's website and will give staff another way of meeting this requirement. The Welsh language continues to form part of the Equality Awareness and Corporate Induction sessions delivered free to all staff.</p> <p>All staff attending Equality Awareness sessions are reminded of their obligation to implement, inform partners and monitor compliance with the Council's Welsh Language Scheme.</p>
<p>Publicise new Scheme as well as summaries of sections in the</p>	<p>As soon as Scheme is</p>	<p>Welsh Language Officer and Welsh Language</p>	<p>All guidance documents are available on the Welsh language unit's intranet page. The page contains all related guidance</p>

Scheme, translating service, good practice and directory of Welsh speakers	approved	Coordinators	<p>documents relating to the Welsh language including scheme summary, information on available courses, contact details for Welsh language scheme queries and a translation request form. There is a link to the Welsh language page on the intranet homepage so it is easily accessible for staff.</p> <p>There are also frequent articles by the Welsh language unit in the staff information communication 'Your Inbox' targeted various aspects of ensuring compliance with the scheme, including increasing the number of Welsh speakers on the telephone directory and guidance from the translators.</p> <p>On the central phone directory staff can filter to view all Welsh language speakers and also view their Service Area Welsh Language Coordinator. A full list of Welsh Language Coordinators and Champions in to attached in Appendix VI</p> <p>Articles have been communicated to remind staff to 'plan ahead for their translations' to ensure sufficient time for turnaround.</p> <p>Also, the Welsh language continues to form part of the Equality Awareness sessions and Corporate Induction courses delivered free to all staff. Equality Awareness sessions are delivered throughout the year.</p>
Log instances on non - compliance with the Scheme as improvement actions on the Cardiff Improvement System	If and when non – compliance is noted	Auditors, Quality Coordinators, Welsh Language Officer and Scheme Coordinators	A total of 11 instances of non-compliance have been reported to the Corporate Complaints section. These instances are monitored and communicated with senior management.
Monitor Compliance for ALL new and renewed contracts and services	From Scheme's approval onwards	All Chief Officers with Monitoring Officer	<p>Staff informed of obligations when commissioning services and requirements have been built into the new specifications e.g. Families First to ensure providers comply with the Council's Welsh Language Scheme.</p> <p>Cardiff Council has a number of other contracts in place with contractors or third party organisations for the provision of</p>

			<p>services. An analysis of our Procurement Portal has highlighted 44 contracts that have been awarded for the delivery of 'Services' on behalf of the Council – see contact table below. Only contracts involving a service delivered to the general public are included.</p> <p>In terms of ongoing monitoring procedures for contracts we have a regular contract review meetings with suppliers. The frequency of these meetings is dependant on a number of factors such as the value of the contract and the risk, but generally range from monthly to quarterly.</p> <p>Any issues relating to the performance of the contract can be discussed at this forum and any issues with the provision of services in the Welsh language can be highlighted and dealt with accordingly.</p>
Work with Cardiff Bus and the Welsh Language Board to implement their policy of extending the use of the Welsh language in services provided by Cardiff Bus.	From Scheme's approval onwards	Chief Officer Highways and Waste Management and Welsh Language Officer	Cardiff Bus continues the translation of services with Cardiff Council, as required. As well as building on the positives from last time we have increased further our bilingual printed material, increased our web and Social Media work and in 2013 introduced audio and visual next stop displays on 36 buses that are bilingual. As new vehicles are added to the fleet this number will increase.
Ensure that documents relating to applications for licences, permissions and consents include a statement about the Scheme and bilingual practice (e.g. events)	Annual audit	All Chief Officers	<p>All licence/registration application forms are currently being reviewed and will be available in English & Welsh upon implementation of new Licensing database system (expected 2014).</p> <p>Welsh versions of Licensing Act 2003 forms are available and will be published on the Council's website following the web-refresh project.</p> <p>Other documents are available in Welsh on request.</p> <p>The Licensing Act 2003 applications forms have recently been amended by the Home Office following changes to the Licensing Act brought about by the Police Reform & Social Responsibility Act. As yet the Welsh versions have not been</p>

			<p>published but are due shortly.</p> <p>In terms of general licensing, the Licensing Section is currently in the process of reviewing all application forms following full Policy reviews. Once complete all forms will be available in Welsh.</p> <p>In the mean time, the documents are available in Welsh if a language choice is made in the ethnicity monitoring form attached to each application which asks:</p> <p>If you wish documents to be supplied to you in Welsh, please tick here: <input type="checkbox"/></p>
Monitoring arrangements. Submit performance reports from Service Areas and monitoring reports to Welsh Language Board.	Annually by WLB deadline	Senior Implementation Officer and all Chief Officers	Performance reports from Service Areas are submitted or collected by the Welsh Language Officer. The Annual Monitoring Report to the Welsh Language Commissioner is then drafted and reported to the Cabinet Meeting, the Welsh Language Members Cross Party Working Group, Policy Review and Performance Scrutiny Committee and full Council for approval before being presented to the WLC by their deadline date of 30 th of June 2014. This raises awareness of the Scheme as well as any shortfalls in its implementation at the highest possible level.
Report progress to Council Executive and appropriate Scrutiny Committee	Next report within one year of Scheme's approval	Senior Implementation Officer and all Chief Officers	Progress will be reported to Cabinet and Council, as reported against previous measure above.
Publicise the Scheme in every possible way, both externally and internally as described in the Scheme	On approval of the revised Scheme	Welsh Language Officer with all Chief Officers and Corporate Communications	A monthly newsletter "Welsh Matters – Materion Cymraeg" is sent to all staff via the Welsh language coordinators to their service areas. This brief contains information on the latest policy developments (e.g. Standards), Welsh language courses, Iaith Gwaith material, a summary of complaints received and reminders to staff. As well as this there are articles published on the 'Your Inbox' newsletter and Council intranet publicising the scheme and reminding staff of the key principals of the scheme. An updated version of the scheme is now available on the intranet.

			Also the Welsh language continues to form part of the Equality Awareness sessions and Corporate Induction courses delivered free to all staff. Equality Awareness sessions are delivered all through the year.
Conduct surveys to gauge public opinion on Council's Welsh language service (e.g. Ask Cardiff)	Annually	Welsh Language Officer, all Chief Officers and Research team	Please see results from the C2C Customer Satisfaction Survey Appendix VII

2. Welsh Language Front Line Services

i. The Cardiff Partnership

Reporting on Welsh Medium Youth Service Provision (Welsh Language Board's prescribed questions to all YPP's)

1) Provision

Have you assessed to what extent the Welsh medium provision meets the needs of young people? What gaps or further needs have been identified? To what extent does the work of organisations such as the Urdd; Mentrau Iaith; and Young Farmers Clubs, where relevant, meet the needs within your County?

To inform the development and commissioning of Youth Services for young people in Cardiff we will be undertaking a needs assessment between June and October 2014. As part of this process we will be considering the needs of all young people and in undertaking this will be seeking to consider the needs of young people wishing to access Youth Services through the medium of Welsh.

Commissioning for the Families First programme was based on the assessment of local need for Cardiff's single integrated plan, '*What Matters*', which now incorporates the old Children and Young People's Plan. All specifications included a requirement that 'Providers will be expected to demonstrate how they will meet the requirements of the Welsh Language Measure 2011 and promote the Welsh language.' This includes a range of services for young people across the six service packages. Delivery against this is monitored via the contract monitoring meetings and documentation.

Families First has also provided funding to maintain The Sprout young people's website. Over the previous year, particular attention had been paid to the development of the Welsh language version and to ensuring that Welsh speaking young people have access to the advice and information that they need through the language of their choice (see section 6 below). The Families First funding has enabled this to continue. The Sprout has maintained a directory of services, including those which are available specifically through the medium of Welsh, which has been updated within the past year.

2) Co-operation with Partners

Explain the exact nature of any collaboration between the County and Welsh language organisations, e.g. Mentrau Iaith; the Urdd; and Young Farmers Clubs where relevant. You can refer to service level agreements; membership of the Children and Young People Partnership; membership of executive committees; county forums or any other arrangement.

Further development of partnership working between Cardiff Council, Menter Caerdydd and Urdd has developed during this period. Progress has been made in collaborative planning for delivery of additional social youth work provision through the medium of Welsh in 2013/14.

The structure of the C&YP Partnership has ended as a separate entity and new governance arrangements are now in place as part of the delivery arrangements for '*What Matters*'. '*What Matters*' is performance managed by Cardiff Partnership Board, who oversee eight programmes of workstream activity across the City. There is a clear line of sight between the local authority's corporate plan, service business plans and *What Matters*. The significance of this for future improvements to Welsh medium provision in the City is that it will enhance the potential to drive progress on issues and agendas which are not the preserve of one agency or service area.

3) Staff Skills

How do you plan your youth service work force for the future in order to meet the needs of Welsh speaking young people?

You will be expected to mention recruitment processes; mapping the number of existing staff and their linguistic skills; plans to develop the linguistic skills of existing staff; and any training.

Youth Service staff linguistic survey undertaken in 2014 to inform service requirements and planning.

Standard 9 of the Draft National Standards for the Youth Service in Wales states:

'The Youth Service should provide opportunities for young people to engage in activities which celebrate the language, culture, history and heritage of Wales. This should be focussed on three levels of engagement accessing at least 5% of the Youth Service budget.

- i Level 1 Provision through the medium of Welsh
- ii Level 2 Provision for young people who are learning Welsh
- iii Level 3 A programme that celebrates the culture, history and heritage of Wales and local communities.'

This standard is currently being achieved in Cardiff.

- April 2013 – March 14 maintained commitment to full-time Community Education Officers, Youth Welsh medium appointed from Youth Service core funding. (There are currently two FTE, permanent Welsh medium officers within the Youth Service). Maintained the commitment to substantive part time youth work hours.
- Further development of partnership working between Cardiff Council, Menter Caerdydd and Urdd developed during this period. Progress has been made in collaborative planning for delivery of additional social youth work provision through the medium of Welsh in 2013/14.
- During this period new open access provision through the medium of Welsh has been launched in Cardiff East and Cardiff West.
- Continued support of school based work across three Welsh secondary schools, including out of hours activities and delivery of the Duke of Edinburgh Award.

- During this period Cardiff has developed youth work delivery through mentored support targeting those young people, through the medium of Welsh, who are at risk or disengaged from ETE both pre and post 16 in line with WG's Youth Engagement and Progression Framework.
- Support for the continuation of a Welsh language out of school club in Fitzalan High School.
- Development of behaviour support stage 4 provision for KS3 and KS4 pupils delivered by Youth Work staff through the medium of Welsh in three secondary schools.
- Continued delivery of programmes celebrating Welsh culture through English medium youth centres.

Families First providers are expected to consider implications for staffing to meet the needs of service users who want services through the medium of Welsh. So far, these numbers have been low. However, a number of services record that they staff who are able to deliver through the medium of Welsh if needed.

4) Finance

What financial plans are in place to support the development and evolution of Welsh medium services for young people within your County?

Section	Movement	Contract	Sum	Length of contract	Comments
Education- Youth Service Core Funding	Cardiff Youth Service	LA Core Funding	£162,000	2013 - 14	Commitment to core staffing including part time paid workers
Education- Youth Service Core Funding	Cardiff Youth Service	LA Core Funding	£128,000 4.88% of service staffing	2013 - 14	Commitment to core staffing including FTE workers

5) Consultation

What methods do you use to consult with children and young people in order to identify Welsh medium priority fields for the service? Give specific examples.

A comprehensive survey, produced bilingually has been rolled out across all Cardiff's Secondary Schools including the three Welsh medium schools. Analysis from the survey will be made available in April 2014. The survey contains questions about language use and preference, about Welsh medium services and about preferences for access to more such services. The licence for the online survey tool has been extended with the intention that, having established some baselines, the survey is repeatable on an annual basis. Therefore it is starting to gather information which will enable planners to assess the extent to which current and further improvements in Welsh medium provision are reflected in the experiences and views of young people across the City.

Families First providers are required to involve service users in the development of their services and this is monitored via contract monitoring meetings and documentation. Involvement as service users would depend on how many require services through the medium of Welsh.

6) Additional Information

There is funding allocated within the Early Years package to specifically support parents and encourage Welsh medium provision. Menter Caerdydd and Mudiad Meithrin are the delivery partners for this piece of work. This does not directly benefit young people as such but should help to strengthen use of Welsh in families with young children (0-8).

ii. Welsh language Indicator 2 – Number and % of main reception, call centres or ones stop shop posts that have been denoted as 'Welsh essential' and filled by bilingual staff.

The Council's revised Corporate Welsh Language Skills Strategy was approved by Cabinet in March 2014. The Strategy enables the Council to maintain an overview of its linguistic skill needs and resources, and co-ordinate training and recruitment activities to facilitate the Welsh Language Scheme's objectives.

This Strategy ensures that the linguistic requirements of all frontline posts are assessed and designated Welsh essential, Welsh desirable or no linguistic requirement accordingly.

Service Area Welsh Language Coordinators and/or Welsh Language Officer met with priority frontline services as identified by managers and have assessed over **400 posts** for linguistic requirement before April 2014. A percentage of posts in each team and/or frontline service have been designated Welsh essential and/or desirable in order to ensure that we can guarantee a bilingual service to the public at the first point of contact in accordance with the Strategy. A report of the percentage of front line teams assessed per service area is included in **Appendix II**.

Good Practice Example

Connect to Cardiff are conducting Welsh customer service satisfaction surveys. Every quarter Welsh speaking agents contact 20 customers to conduct a survey of their perception of the Welsh language service. The questions asked are aimed at getting feedback on how the Welsh line can be improved. Please see **Appendix VII** for further information.

Employee Equality Monitoring Exercise

With the development of DigiGov and the opportunity for staff to validate their own personal data, this has enabled the Council to record the Welsh language ability (and other languages) of staff. A total of 4,786 staff have validated their entries on the DigiGov system. From these 209 staff have stated they have Welsh language skills. This represents 4.37% of those registered on the system. Further roll-out of DigiGov will need to be undertaken with other areas of the Council (specifically school based employees), which will enable wider monitoring.

iii. Welsh language Indicator 6 – Standards of service

During 2013/14, a total of 11 complaints were received by the Corporate Complaints section in relation to the operation of the Welsh Language Scheme. Whether the complaints were received in the medium of English or Welsh 100% were dealt with in accordance with the corporate complaints procedure.

The Corporate Complaints policy has been well publicised and all service areas are required to complete a Welsh Language Scheme Monitor Form each quarter in order to report complaints relating to the Scheme to the Legal Service Area.

iv. Welsh Language Indicator 1 – More than words / Mwy na geiriau

Attached as **Appendix I** for information is the Directorate of Health and Social Care 6 month review of progress, as submitted to Welsh Government.

3. Scheme Management and Administration

i. Welsh Language Indicator 1 – Procurement

WLI 1 relates to monitoring the number and % of the sample of third parties monitored that conform to the requirements of the Welsh Language Scheme in the following areas:-

- a) care services**
- b) youth and leisure services**
- c) pre-school provision**

Cardiff Council is committed to improving the way that it buys goods, services and works; we have set out how we intend to do this in our Commissioning and Procurement Strategy (2011-2015). The next 3 years will see major changes in how we manage the over £300 million that we spend annually with external suppliers and contractors.

To deliver the required value for money and efficiency savings the Council is adopting a Category Management approach to manage and organise all of our procurement activities under six key categories and within a clear structured framework. This will result in the Council grouping related spend across the Council and managing demand to avoid unnecessary costs and expenditure. We will also continue working with public sector partners to collaborate where it represents value to the Council. The six key categories are:

- * Social
- * People and Professional Services
- * Construction and Special Projects
- * Environment
- * Corporate and ICT
- * Transport and Facilities Management

All of the Council's procurement is carried out in compliance with EU Procurement Directives and Regulations, UK Competition Law and its own Contract Procedure Rules.

All Contracts

In addition the Legal service area has included the following standard clause when preparing or revising contracts.

"The Contractor/Consultant/Service Provider shall use all reasonable endeavours to comply with the requirements of the Council's Welsh Language Scheme in its provision of the Services/Works/Goods that form the subject matter of this Contract/ Agreement."

The Legal team has been reminded of the requirement to include such a clause in all future bespoke contracts and the procurement officer has been informed of the requirement regarding tender documents.

Furthermore, if service areas need to commission something that must be delivered bilingually or just in Welsh and include an appropriately worded question for insertion into the PQQ (Pre-Qualification Questionnaire) and/or the ITT (Invitation to Tender). This will typically state what the contractor needs to do to in order to provide the service in Welsh, and it may also request evidence which demonstrates how the contractor intends to do this, additionally it may ask for evidence about how the contractor has carried out this type of work in the past.

If Welsh is not a specified need the standard clause above is used. The Welsh Language (Wales) Measure 2011 will have a stronger effect on third parties.

4. Linguistic Skills: comparing service needs and capacity

Welsh language Indicator 4 - Welsh language Training and Language Awareness Training

Human Resources – skills
WLI 4 (a) The number and % of staff who have received training in Welsh to a specific qualification level. 537 / 7900 or 6.80% of the workforce (excluding schools based staff, agency and casual staff) have received training to a specific level.
 (b) The number and % of staff who have received language awareness training. 830 / 7900 or 10.51% of the workforce (excluding schools based staff, agency and casual staff) have received language awareness training.

Welsh Language Training

Welsh language training is aimed initially at developing the bilingual skills of frontline staff. In future, training needs will be identified within workforce plans and through the Personal Performance and Development process.

A comprehensive list of Welsh language courses has been made available to all frontline staff who wished to learn or improve their Welsh from September 2007 onwards. As a result of high drop out numbers, it was decided that the Council would no longer provide Welsh courses in house and instead gave staff the opportunity to access Welsh courses at a time and place more convenient to them, including Community Education Centres and at other various sites around the City organised by Cardiff University. The Council supports all frontline staff that choose to learn or improve their Welsh by paying for the course of their choice as well as giving them time off work to attend training.

A total of **196** members of staff attended Welsh language courses from April 2013 to March 2014 an increase of **135** members of staff from the previous year. For full details and further information please see **Appendix II**.

Welsh Language Awareness Training

101 Libraries staff have attended Welsh language awareness training in 2013-14. Welsh language awareness training was also provided for all new Corporate Directors in October 2013.

Once the Welsh language coordinators have attended a train the trainer course in June we intend to roll out his training across all service areas. The train the trainer course was due to take place within the 2013-14 financial years but because of low take up it was re-scheduled for June 2014. Following the training in June, coordinators will identify teams/individuals that have not received training, undertake training on the basis of one day's training per coordinator per month, and keep accurate records of the training which has taken place.

Welsh Language eLearning Module

In order to help achieve the target of delivering Welsh Language Awareness courses as well as Conversational Welsh courses, four councils have been working with Learning Industries to adapt the eLearning Welsh Language module (that was developed by them and Hywel Dda Health Board for the Health Sector) for local authorities in Wales.

The councils of Cardiff, Caerphilly, Rhondda Cynon Taf and Merthyr have collaborated on this, which not only demonstrates cross-boundary and regional working, but has delivered financial savings on the cost by working as an ad-hoc consortium with Learning Industries.

Not only will the eLearning module assist Cardiff City Council in finally being able to deliver awareness courses to around a third of its workforce via the intranet, but as part of the agreement, and in order to keep costs to a minimum the Council's Welsh Language Unit will be translating the module, thus allowing the training to be accessed fully bilingually. This work in developing a bilingual eLearning module fits perfectly with the proposed All Wales Academy for Local Government, led by Cardiff Council and the WLGA (that is hoped will be funded by an ESF bid via WEFO).

The work has continued into the financial year 2014-2015 but is being noted here as an example of good practice and forward planning by four councils in South and South East Wales.

5. Mainstreaming

The Policy Integration Tool has been further developed to ensure that Cardiff Council's policies, strategies and activities are not only as joined up as possible but also address our statutory duties. In respect of its broadened remit, the Policy Integration Tool has been re-branded as the **Impact Screening Tool**.

The Impact Screening Tool now provides an opportunity to consider any impact assessments which must be undertaken to meet the statutory requirements faced by the Council by bringing previously separate screenings for equalities and sustainability (and others) together into one process.

As part of the impact screening, implications for the Welsh language are specifically considered. Currently the Impact Screening Tool considers the Welsh language in the context of the Welsh Language Scheme but it also recognises the requirements of Welsh Language Act. Subject to any specific requirements set out by the new Welsh Language Commissioner, the Impact Screening Tool will be amended to ensure that our strategies, policies and activities are challenged to ensure they respond positively to any directives or instances of best practice.

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 Impact Screening Tool. Having ensured the tool covers the Welsh language, the Council has guaranteed that it is a corporate consideration, observed by all service areas in the development of new policies, strategies and activities.

Business Planning

Cardiff's partnership strategy, '**What Matters: The 10 Year Strategy for Cardiff**' was published in 2011, setting out 7 strategic 'outcomes' which are the ultimate conditions of well being that all partners in the city have committed to deliver. The 7 outcomes are:

- People in Cardiff are healthy
- People in Cardiff have a clean, attractive and sustainable environment
- People in Cardiff are safe and feel safe
- Cardiff has a thriving and prosperous economy
- People in Cardiff achieve their full potential
- Cardiff is a great place to live, work and play
- Cardiff is a fair, just and inclusive society

'What Matters' has been based on a comprehensive needs assessment as well as an extensive programme of consultation and engagement to help identify the priorities for the city.

Cardiff Council's Corporate Plan is structured around these outcomes, effectively setting out the Council's contribution towards What Matters and providing a line of sight between the documents. Welsh language issues are a cross-cutting theme, with the provision of Welsh language

services, culture and communication featuring under each of the outcomes in these plans. Welsh language issues do, however, feature particularly prominently under two outcomes: 'Cardiff is a fair, just and inclusive society' and 'People in Cardiff achieve their full potential'. For example, the 'fair, just and inclusive' outcome gives an explicit focus to our commitment to the Welsh Language Act and continuing to accommodate the rising demand for Welsh-medium services. Similarly, the 'full potential' outcome gives a focus to Welsh-medium provision in education, sport, leisure and play. This strategic commitment is in recognition of the importance of the Welsh language within Cardiff. It also ensures that Welsh Language Actions are built into the business planning process, with service area actions reflecting the wider strategic intentions.

Everyone Matters – Strategic Equalities Plan

The Equality Act 2010 placed a duty on all local authorities to produce a Strategic Equality Plan. **'Everyone Matters'** is Cardiff Council's Strategic Equality Plan which sets out the Council's strategic equality objectives. The strategic plan was developed during 2011 and published on 2nd April 2012.

The objectives fall under the **What Matters** Strategy's 7 outcomes (as listed above). Because the needs assessment revealed that inequality within the city represents a major challenge for all partners it was appropriate that our Strategic Equalities Plan aimed to address these issues. Further work was done to consider the needs assessment in the context of the '9 protected characteristics', and the Welsh language, to further understand where the Council could take action.

'Everyone Matters' therefore seeks to address the identified inequalities under Cardiff's 7 outcomes, with a particular focus on the 9 protected characteristics and the Welsh language, as identified within the Equality Act 2010 and the Welsh Language (Wales) Measure 2011. The strategy has included comments as a result of consultation with the Welsh Language Forum.

Strategic Equality Objectives – Business Planning

The strategic objectives are also included within Cardiff Council's Corporate Plan to ensure that they are embedded within our delivery structures. Specific actions are included within the Council's service area business plans to detail how the strategic objectives will be taken forward.

Equality Training

During 2013/14 a range of equality and diversity training / briefings were provided for employees and members, this included:

2 x Equality and Diversity Awareness sessions (These sessions included details of the Welsh Language Scheme and our statutory duties.)

7 x Equality Impact Assessment training sessions

2 x Equality Impact Assessment of Budget training sessions for Scrutiny Committee members (the Equality Impact Assessment process still includes the Welsh language)

Equality Impact Assessment

The Council continues to equality impact assess its main policies and functions. Key assessments undertaken during 2013/14 include:

The White Paper: Building Communities - A New Approach to Locality Working,

The Central Square Redevelopment

The Council's 2014/15 budget

(The EIA process still includes the Welsh language)

Equality Development Grant

In 2013/14 funding was given to 23 organisations to help promote equalities across all protected characteristic groups. Included within the successful applications was one for Gŵyl Ifan Welsh Folk Dance Festival.

6. Analysis of Performance by Priority and Target

The Cardiff Improvement System (CIS) which is on Cardiff Council's intranet site is the authority's main tool for monitoring compliance with the Welsh Language Scheme. All the measures in the Scheme's Timetable for Improvement have been entered into the required database on CIS. Each measure appears against each of the service areas in order to ensure that all service areas are aware of every measure, as well as responsibility and target date.

Service Area Welsh Language Coordinators and Quality Coordinators who observe instances of non-compliance with the Scheme in the course of their work will log them as required Improvement Actions (IACTs) on CIS.

Overdue actions are discussed at Management Team meetings where appropriate and actions are updated accordingly. This ensures that Managers and Senior Officers are aware of instances of non-compliance as well as areas for improvement within their service area.

7. Publishing Information on Performance

Once this report has been approved and submitted to Office of the Welsh Language Commissioner, it will be published on the Council's bilingual website under www.cardiff.gov.uk/welshlanguage.

The Council will also advise citizens of the report by publishing an article and the above link in the authority's bilingual newspaper Capital Times, which is delivered to 150,000 homes in Cardiff.

In addition the Council produces an internal quarterly and annual performance report each year as well as publishing the Corporate Plan and the related Improvement Plan containing specific actions relating to all the equality strands including Welsh language.

8. Additional Information

Census 2011

The Office for National Statistics (ONS) released information regarding the Welsh language from the Census held on 27 March 2011 in December 2012. The number of Welsh speakers in Cardiff aged three and over increased by 14.99% from 2001 to 2011, with the greatest percentage seen in the 10 – 14 year old age group where 31.4% are able to speak Welsh.

Welsh in Education Strategic Plan

The School Standard and Organisation (Wales) Act (2013) became law in Wales on 4 March 2013. The Act places a statutory requirement on local authorities to prepare and introduce a Welsh in Education strategic Plan. The first plans under the new statutory arrangements will be implemented from 1 April 2014 and will cover a three year period up to March 2017. The Act enables Welsh Ministers to approve the Plan submitted, approve the Plan with modifications or reject the Plan and prepare another.

The Plan will focus on the targets in the Welsh Medium Education Strategy and local authorities will be expected to report annually on performance against these targets, which are:

- more seven year old children being taught through the medium of Welsh as a percentage of the Year 2 cohort
- more learners continuing to improve their language skills on transfer from primary school to secondary school
- more learners studying for qualifications through the medium of Welsh
- more learners aged 16-19 studying Welsh and subjects through the medium of Welsh
- more learners with improved skills in Welsh
- Standards of attainment in Welsh and Welsh Second language
- Welsh medium provision for learners with additional learning needs
- Workforce planning and continuing professional development

The local authority is expected to consult with a list of prescribed stakeholders as detailed in the 2013 Act as the Plan is prepared and the Plan must be published on the Council website and copies available in its offices.

The Plan is approved at the highest level locally , and the Plan will be implemented bearing the full authority and support of Cardiff Council.

Websites

Our work to create campaign sites and sub sites where needed has also ensured that bilingual online presence is reinforced - including the registering of bilingual URLs. The following bilingual sites and/or domain names are currently live:

ENGLISH	WELSH
www.askcardiff.com	www.holicaerdydd.com
www.cardiffproudcapital.co.uk	www.prifddinasfalchcaerdydd.co.uk
www.flatholmisland.com	www.ynysechni.com
www.cardiff.gov.uk	www.caerdydd.gov.uk
www.cardiff-market.co.uk	www.marchnad-caerdydd.co.uk
www.cardiffmuseum.com	www.amqueddfacaerdydd.com
www.carshare2cardiff.com	www.rhannuceircaerdydd.com
www.visitcardiff.com	www.croesocaerdydd.com
www.norwegianchurchcardiff.com	www.eglwysnorwyaiddcaerdydd.com
www.cardiffcastle.com	www.castell-caerdydd.com
www.cardiff-festival.com	www.gwylcaerdydd.com
www.cardiffswinterwonderland.com	www.caerdydd.gov.uk/gwlygaeaf
www.cardiffstory.com	www.storicaerdydd.com
www.cardiffagainstbullying.com	www.caerdyddynerbwnbwlio.com
www.keepcardifftidy.com	www.cadwchcaerdyddyndaclus.com
www.cardiff14-19.com	www.caerdydd14-19.com
www.cardiffpartnership.co.uk	www.partneriaethcaerdydd.co.uk
www.glamarchives.gov.uk	www.archifaumorgannwg.gov.uk
www.cardiffcastle.com/timetraveller	www.castell-caerdydd.co.uk/teithwyranser
www.compostisgood.com	www.compostioda.com
www.keepcardiffmoving.com	www.caerdydd.gov.uk/cadwcaerdyddisymud
www.roadsafety.cardiff.gov.uk	www.diogelwchyffyrdd.caerdydd.gov.uk
www.adventurecardiff.com / www.cwbac.com	www.cbwac.com/cymraeg/default_c.htm
www.newtheatrecardiff.co.uk	www.welsh.newtheatrecardiff.co.uk
www.greatbritishcheesefestival.com	www.gwylgawsfawrprydain.com
www.stdavidshallcardiff.co.uk	www.stdavidshallcardiff.co.uk/welsh

Splash Page

The introduction of the bilingual splash page to the Council's fully bilingual website we hope will encourage more Welsh speakers to use the website in the language of their choice so that traffic to the Welsh pages increases. We will continue to monitor the impact and effectiveness of the splash page to ensure that it is having a positive impact for customers using the Council's online facility.

Personal / Generic Email Addresses

The Council has activated its bilingual mailing system ensuring that all members of staff with email addresses can be contacted not only on their @cardiff.gov.uk addresses but also on @caerdydd.gov.uk e.g. a.person@cardiff.gov.uk would also receive mail to the same mailbox on a.person@caerdydd.gov.uk. Generic mailboxes have also been translated to allow mail to be directed to the same mailbox e.g. libraries@cardiff.gov.uk will also receive mail on llyfrgelloedd@caerdydd.gov.uk to ensure business continuity through the medium of Welsh. The Welsh language unit ensure that all advertised mailboxes are translated and activated by ICT.

Information and Communications Technology (ICT)

ICT have implemented the Welsh language packs across all the Citrix users allowing customers to use the Welsh language Dictionary and spellchecker within their Microsoft Office environment. ICT are also continuing to investigate new technologies and the potential for those to be used bilingually.

ICT will continue to use their customer assistance document to ensure that consideration is given to the Welsh language whilst planning development / purchasing of new IT systems within the authority. ICT will continue to emphasise the requirement of a bilingual approach on any future programmes and projects that have any public facing elements.

The Welsh language Awareness program has been rolled out to the majority of staff within ICT in line with the Welsh Language Scheme requirements. ICT will continue to roll out the Welsh language Awareness programme to those staff who have not attended previous sessions.

ICT will continue to investigate new technologies that may assist with Welsh language customer's experiences with dealing with the authority.

Working with partners

Focus has also been given to ensuring that our partnership projects reflect the Council's commitment to the Welsh Language Scheme, for example public information used for both St David's Dewi Sant and the Sports Village has been developed bilingually. Partners are increasingly aware of the importance of bilingualism in the Capital City for Wales and the Council will continue to monitor their progress as well as providing support and advice. We have worked with the Cardiff International Pool to ensure that all signage, all literature and the operators website is bilingual and we will be including this requirement in all new operating agreements for future facilities.

Cardiff International White Water (CIWW)

Cardiff International White Water Centre continue to work closely with the Urdd, Menter Caerdydd, Ysgol Plasmawr, Ysgol Glantaf and supply as many Welsh speaking coaches as possible. CIWW has one full time permanent coach who is a fluent Welsh speaker, and five casual coaches who are also fluent. One casual receptionist is a fluent Welsh speaker and all reception staff have attended a one day introduction to Welsh language course. Staff answer phones bilingually, all signage is bilingual and bilingual brochures are available. The comprehensive website is currently being translated by the Welsh language unit and will be ready in June 2014.

Cardiff Central Library

Compliance with the Welsh Language Act was factored in at the design stage of the fit-out of the new Central Library and all guiding treats the English and Welsh languages on the basis of equality. The main wayfinding guides and appropriate stock guides are also in Braille which is also bilingual.

The library has a Welsh Librarian who is responsible for stock and enquiries relating to Wales whether in Welsh or English, written or verbal. A Welsh Assistant Librarian is in the process of being recruited in order to support the work of the Welsh Department, particularly with children. Central Library has a further number of Welsh speakers/learners of varying degrees of fluency.

Staff were reminded of the Council's Welsh Language Scheme and the strategies to implement should customers want to access the service through the medium of Welsh during the programme of Welsh awareness training.

The new Assistant Welsh Librarian's post will involve a considerable amount of outreach work, strengthening links with external organisations e.g. Menter Caerdydd in order to promote the Library at events such as 'Tafwyl' and also working on a programme of Welsh Rhymetimes/Storytimes. The Central Library runs a popular monthly 'Clwb Llyfrau Cymraeg' as well as a monthly Welsh language Scrabble club, and supports three Welsh language reading groups in partnership with Merched y Wawr.

Several Welsh language events are held throughout the year and this is an area we are keen to develop in future .The library hosts a class for Welsh learners. Societies such as Cymdeithas Carnhuanawc have also been using the Library's meeting rooms for conferences thus enabling us to raise the profile of the Welsh collection by exhibiting relevant material.

The Cardiff Story Museum

The Cardiff Story is Cardiff's history museum, which opened to the public in April 2011. The Museum gives equal precedence to the English and Welsh languages throughout all of its activities:

Museum Collection, Interpretation and Events Programme

For a museum to be accessible and relevant to a community and/or individual, it must be representative of them. The Cardiff Story Museum recognises that its collection and displays must contain objects, information, stories, memories and images that ‘speak’ to all its communities and represent their histories. The Museum does a great deal of community outreach work to ensure that objects are actively obtained and accessioned into the collection and that the displays created are inclusive of different communities histories and experiences. There are a number of objects and stories of particular relevance to the Welsh speaking community in Cardiff being displayed and interpreted in the museum’s galleries, and more in its collection.

The Museum’s gallery interpretation is multi layered, incorporating graphic panels, touch screens, interactives, ‘hands on’ activities, audio and film displays, all of which appear in both English and Welsh as standard. Where members of the Cardiff community are ‘featured’ in films, telling their personal or family’s stories, they tell it in their chosen language which is then translated, thereby ensuring that all content is as available in English as it is in Welsh and vice versa.

Over the last year, the Museum has worked with and supported organisations to create and then display exhibitions of particular interest to the Welsh speaking community in its City Showcase gallery - Menter Caerdydd’s exhibition explored history of the Welsh language in Cardiff (on display March – May 2013) and Eglwys Minny Street’s exhibition explored the history and development of this Welsh speaking church in Cathays (on display March - May 2014). Several objects of specific relevance to the Welsh speaking community have also been donated to the Museum – most notably from the Cardiff Honourable Society of Cymmrodorion, Welsh Government and Côr Aelwyd CF1

Fully bilingual, new resources for teachers, pupils and students visiting the Museum have been created in 2013, for both key stage II and Welsh Bacclaireate.

This year the Museum also launched its Dinky Dragons/Dreigiau Drygionus days – a once a month event specifically for babies and toddlers. During these events, ‘storytelling’ and ‘rhyme time’ sessions are run, which include both stories and rhymes in Welsh and English. It was involved in Tafwyl, holding both a stall in the Castle grounds, and running a Welsh language event in the Museum during the festival.

Signage and Wayfinding

Signage throughout the Museum is in English and Welsh, including tactile lettering and English and Welsh Braille. Tactile maps are situated in the Cardiff in Context and City Lab galleries again produced in English and Welsh text and English and Welsh Braille. Visitor maps are available at the meet and greet desk in both languages.

The Cardiff Story Museum has completed a project to create an audio guide for visitors. This includes a tour for adults, one for children, a tour for blind and visually impaired visitors and a tour for deaf and hard of hearing visitors (BSL signed and subtitled). All these tours are available in Welsh and English.

Publicity, Policies, Evaluation

All printed promotional material and the museum's website is produced in both English and Welsh. The Cardiff Story is promoted on S4C, Golwg, Y Dinesydd and other Welsh language publications. The Museum's evaluation forms, object donation and loan forms, copyright clearance forms and policy documents are produced and available in both English and Welsh.

The Museum has dramatically increased its social media presence and marketing this year (5,489 followers on Twitter, 960 likes on Facebook), and ensures that all posts and tweets are uploaded bilingually.

Staffing, Translations and Advice

The Museum's staffing comprises 'front of house' staff who are the first point of contact for most visitors and staff based 'behind the scenes' working in the areas of collections, learning, outreach, exhibitions, development and administration. All members of staff have received Cardiff Council's Welsh Awareness training and front of house staff have had additional bespoke training from a member of the Council's Welsh Language Unit in order for them to be confident in using 'everyday' and/or useful and relevant Welsh words and phrases to welcome visitors to the Museum.

Four members of the front of house team and two front of house volunteers speak Welsh fluently, and an additional three members of staff are learning the language (to various levels). All staff answer the telephone bilingually and are trained to put callers through to a Welsh speaker if requested.

The Museum is committed to its role as a fully bilingual institution, and works actively and closely with the Council's Welsh Language Unit to achieve this. All material, interpretation, etc. is translated and designs proofread by them to ensure high standards of translation, consistency, precision and quality.

Menter Caerdydd

In partnership with Menter Caerdydd, Cardiff Council has developed the following services:

1. Menter Caerdydd provide 6 free open access Welsh language Play sessions every day during school holidays in Llanedeyrn, Trowbridge, Ely, Fairwater, Splott and Gabalfa. Over 900 children attend these free play sessions every week during school holidays and a number of them experience activities outside school hours in Welsh for the first time.
2. Menter Caerdydd also offer free Welsh language Play opportunities for children in numerous Park across the city during the Summer holiday. These activities are organised in Hayley Park, Llandaff North and Llandaff Fields, Pontcanna. On average over 525 children attend during the week.
3. Menter Caerdydd's Welsh language Care Provision during School is also going from strength to strength. Additional funding was received from Clybiau Plant Cymru this year to establish a third Care scheme in the North Cardiff area of the city. The Care schemes provide full day care throughout all school holiday periods through the medium of Welsh for Children 4 – 11 year old Our schemes are located in Canton, Whitchurch and Llanishen. On average over 650 children attend the care schemes each week.

4. We organised accredited Training courses throughout the year for all our Play and Care staff in order to ensure that we meet CSSIW guidelines and to ensure that our services are run professionally, safely and successfully. Per year, we employ approximately 55 staff within our Care and Play services.
5. Menter Caerdydd received a 2nd Service Level Agreement from Cardiff Council Neighbourhood Learning Department to provide accredited Training Courses through the medium of Welsh specifically targeting young people between the ages of 16 – 25. These courses have proved to be a huge success with attendance levels very high and very positive feedback. This year we anticipate that over 180 new students will have received accredited training in various subject through the medium of Welsh in partnership with Menter Caerdydd and Cardiff Council.
6. A successful Adult Education package continues to be delivered by Menter Caerdydd through a Service Level Agreement with Cardiff Council's Neighbourhood Learning Team. This year, we delivered 24 weekly evening classes and 2 day courses through the medium of Welsh Cooking, Guitar, Yoga, Local History, Web Design, Photography, Sewing, Poetry Writing etc. This year, over 311 adult participated in one or more of our courses. An Estyn Inspection took place during January 2012 of which the Welsh Language Service delivery received good feedback and Estyn were happy with the service that we provide.
7. Menter Caerdydd organise a comprehensive package of workshops through the medium of Welsh during each holiday period targeting children and young people between the ages of 4 – 13 years old. The package includes Arts, Music, Cookery, Technology, Sports and Drama. Over 1100 children and young people participate in these activities throughout the year.
8. Tafwyl – Cardiff's Welsh Language Festival held every July over a period of 7 days attended by over 14,000 people during 2013. Menter Caerdydd succeeded in working effectively with over 68 partners this year to ensure that Tafwyl festival was a success and a strong platform for the Welsh Language within Cardiff's summer festival programme.
9. Menter Caerdydd in partnership with Cardiff Council receive a Service level agreement to organise weekly Leisure services for families and children in Cardiff through the medium of Welsh. During 2013, we organised 17 weekly Leisure clubs ranging from Swimming, Football, Rugby, Gymnastics, Tennis, Athletics, Cricket, Dance etc. On average over 450 children per week attend these clubs. The demand for Welsh medium Leisure services is high and our aim will be to develop this service in partnership with Cardiff Council during the coming year.

Appendix I – More than words / Mwy na Geiriau

SOCIAL SERVICES AND SOCIAL CARE

‘Mwy na Geiriau’ / ‘More than just Words’
Year 1 – Six Month report

Strategic Objective 1: Social Services Departments and Social Care providers to implement a systematic approach to Welsh language services as an integral element of service planning and delivery

Outcome	Actions	Lead Responsibility	6 month situation (Red/Amber/Green)	Est. situation at the end of year 1 (Red/Amber/Green)	How will we monitor Progress
1. People receive language sensitive care, because social services and social care providers mainstream Welsh language services into all aspects of planning, commissioning and delivery.	1.1 Informed by the Directors of Public Health needs assessments, the Care Council for Wales working with NLIAH and the Welsh language Unit to issue guidance on how to analyse community language needs.	Director of Public Health, The Care Council of Wales, NLIAH and the Welsh Language Unit.			Through: Evidence from User Experience Surveys and engagement / involvement networks Evidence in service plans

Outcome	Actions	Lead Responsibility	6 month situation (Red/Amber/Green)	Est. situation at the end of year 1 (Red/Amber/Green)	How will we monitor Progress
	1.2 Under the leadership of Directors of Social Services, department to establish their Welsh language community profile and use this information as a baseline for planning local services.	LA Director of Social Services	Information being gathered from corporate sources to inform the community profile by ward	Comprehensive community profile by ward available	
2. ICT systems support front line staff to provide services for users and carers in their own language.	2.1 Increase awareness of the impact of language sensitivity (quality care issues and the organisations' legal responsibilities) among ICT staff that support social services.	Director of Social Services and ICT Service Manager.	Cardiff Council website is fully bilingual. The intranet holds a database of Welsh speaking staff and how to access their services	Awareness training rolled out across ICT staff	Through: User Record Systems Evidence from ICT commissioning documentation Feedback from staff on ability to operate bilingually

Please use the space below to provide an explanation of the colour code used in box four and five.

1.2

6 months: work ongoing

end of year: analysis of requirements will need to be undertaken

2.1

6 months: work ongoing

end of year: clarification required on whether this will be achieved

Strategic Objective 2: To build on current best practice and plan, commission and provide care based on the 'Active Offer'

Outcome	Actions	Lead Responsibility	6 month situation (Red, Amber, Green)	Estimated situation at the end of year 1 (Red/Amber/Green)	How will we monitor Progress
1. In line with the emphasis on individual-centred services in Sustainable Social Services for Wales, raise awareness of the “Active Offer” among social services and social care staff.	1.3 Take practical steps to implement the “Active Offer” service in an incremental way, starting with the first point of contact service and information services. Record when able to respond.	Director of social services.	Work ongoing with the Council's contact centre to ensure Welsh first point of contact is achievable	Aim to implement the ‘Active Offer’ in key parts of the service	Through: Established systems such as staff surveys, internal OD and professional development programmes.
4. Users and carers will be empowered if they are able to speak with staff in their first language.	4.1 Welsh Language Champions within Social Services Departments and local authority HR Departments to disseminate current best practice, particularly to service heads.	Welsh Language Champions and local authority HR Departments.	Welsh language champion at senior management level and a coordinator in place to liaise with the corporate Welsh Language team. Monthly newsletter disseminated to all staff highlighted welsh language	Identified Welsh language representatives in each team	Ongoing

Outcome	Actions	Lead Responsibility	6 month situation (Red, Amber, Green)	Estimated situation at the end of year 1 (Red/Amber/Green)	How will we monitor Progress
			issues		
	4.4 Encourage social service and social care staff to wear the “Working Welsh” logo and to incorporate the “Working Welsh” logo into uniforms they provide for some workers.	Commissioners and providers.	‘Working Welsh’ badges were available to staff for Diwrnod Swt Mae and there was active promotion of the event	Continued and ongoing promotion	

Please use the space below to provide an explanation of the colour code used in box four and five.

1.3

6 months: work ongoing but not achieved
end of year: plan not yet fully established to achieve this objective

4.1

6 months: in place and continuously developing
end of year: further work required to achieve this

4.4

6 months: initiative implemented
end of year: initiative to be maintained

Strategic Objective 3: To increase the capability of the workforce to provide Welsh language services in priority areas and language awareness amongst staff

Outcome	Actions	Lead Responsibility	6 month situation (Red, Amber, Green)	Estimated situation at the end of year 1	How will we monitor Progress
<p>1. Users are empowered because workforce plans that are informed by an analysis of community language needs and reliable data on the Welsh language skills of staff, will enable organisations to meet their needs.</p>	<p>1.1 Workforce planning methodology to incorporate assessment of community Welsh language needs and the Welsh language skills or the workforce.</p>	<p>Director of Social Services</p>	<p>Undertaking assessment of Welsh language capability in every team to comply with the standards</p>	<p>Essential posts to be identified as designated Welsh language posts. This will be implemented through workforce planning</p>	<p>Through: Organisation's workforce plans Care Council for Wales workforce planning reports / data</p>
	<p>1.2 The Care Council for Wales to quality assess the workforce information to ensure that data includes information on community language needs and the workforce's Welsh language skills.</p>	<p>The Care Council for Wales</p>			

	1.4 The statutory Annual Report of the Director of Social Services in Wales to include information on Welsh language skills within workforce plans, and how this responds to community needs.	Director of Social Services in Wales			
	1.7 Social Services Departments to report on Welsh language skills within their workforce, as part of the LA data collection, for their Welsh Language scheme performance.	LA Director of Social Services	Not achieved	To be implemented	

Please use the space below to provide an explanation of the colour code used in box four and five.

<p>1.1 6 months: additional work required to complete this end of year: further analysis required</p> <p>1.7 6 months: not achieved end of year: plan to be drawn up to achieve this</p>
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Strategic objective 4: To create leaders who will foster a supportive ethos within the organisations, so that Welsh speaking users and carers receive language sensitive services as a natural part of their care.

Outcome	Actions	Lead Responsibility	6 month situation (Red, Amber, Green)	Estimated situation at the end of year 1	How will we monitor Progress

<p>1. Visible leadership and commitment from political leaders and senior officers to strengthen Welsh language services and create a bilingual culture within organisations, will ensure more user centred services that respect people's cultural identity.</p>	<p>1.1 To ask political leaders, Directors of Social Services to issue a statement setting out:</p> <ul style="list-style-type: none"> • Their wish to see sensitivity to the Welsh language reflected throughout their organisation to ensure quality care and effective services • The importance of responding to user's Welsh language needs in assessing and caring for users. 	<p>Local Authority Social Services Portfolio Holder and Director of Social Services</p>	<p>Director of Health & Social Care and the Cabinet member have issued an appropriate statement to all staff</p>	<p>Continued commitment to be demonstrated</p>	<p>Through:</p> <p>Director of SS Wales Annual Report</p> <p>LA Director of Social Services reports</p> <p>Public statements in Board / Council meetings on Welsh language service provision</p>
	<p>1.2 Agree the steps they will take to satisfy themselves that the service they provide are sensitive and appropriate.</p>	<p>Portfolio Holders and Directors of Social Services</p>	<p>Director and Cabinet member requiring report and action plan to be monitored</p>	<p>Quality measures to be developed</p>	

	1.3 Directors to put arrangements in place to monitor how the National Strategic Framework and Action Plan is being implemented.	Director of Social Services	See 1.2 above	See 1.2 above	
	1.5 Directors of Social Services to designate a senior officer as Welsh Language Champion within the Department.	Director of Social Services	Achieved	Will continue to be in place	

Please use the space below to provide an explanation of the colour code used in box four and five.

1.1

6 months: in place
end of year: continued approach

1.2

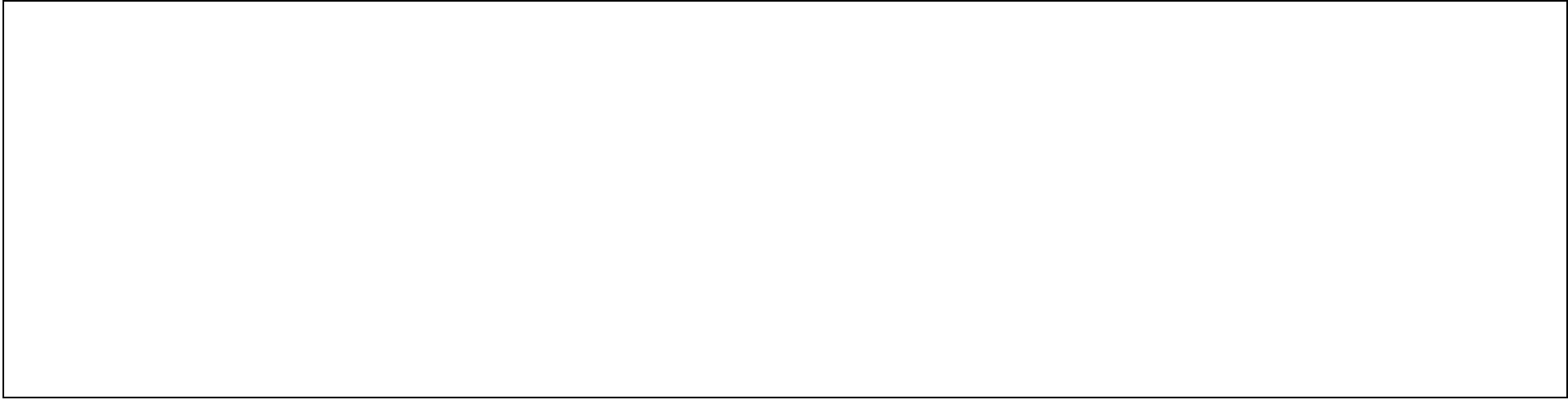
6 months: work in progress
end of year: need to be developed

1.3

6 months: work in progress
end of year: need to be developed

1.5

6 months: achieved
end of year: continued approach



Strategic objective 5: To design and provide education, learning and development programmes which reflect the services' responsibility to plan and provide Welsh language services.

Outcome	Actions	Lead Responsibility	6 month situation (Red, Amber, Green)	Estimated situation at the end of year 1	How will we monitor Progress
1. Mainstreaming the Welsh language dimension into health and social care training and professional development programmes	2.3 Training and staff development programmes to increase the capacity of staff to provide services through the medium of Welsh, and to initially target training at increasing the confidence of existing Welsh speakers to use the language at work, and raise awareness among key staff particularly front line staff and team managers.	Director of Social services and senior managers of all care providers	Welsh language training opportunities are widely available to all staff	As at 6 months	Through: Care Council for Wales reports

Please use the space below to provide an explanation of the colour code used in box four and five.

2.3

6 months: in place

end of year: to be continued

Strategic Objective 6: National Strategies, policies and leadership.

Outcome	Actions	Lead Responsibility	6 month situation (Red, Amber, Green)	Estimated situation at the end of year 1	How will we monitor Progress
3. Strong leadership from Government departments to strengthen Welsh language services will ensure priority is given to providing better quality services for Welsh speaking users.	3.1 The Annual Report of the Director of Social Services Wales to include a section on how service provision is meeting user's needs and report on progress and improvement targets.	Director of Social Services Wales			Through: Published policies and strategies reflect the principles of "More than just words"
	3.5 Value Wales to issue guidance on Welsh language procurement/ commissioning in line with the Welsh Language Commissioner's procurement guidance.	Value Wales			
	3.6 Commissioning and contracting work undertaken by DHSSC and national agencies to operate in accordance with the Welsh Language Commissioner's procurement guidelines.	DHSSC and national agencies			

4. Strong and visible leadership from ADSS Cymru to the Welsh Language Strategic Framework.	4.1 ADSS Cymru to commit and demonstrate visible leadership to the implementation of the Strategic Framework.	ADSS Cymru			Public Statements by ADSSC and engagement in implementation programme.
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Please use the space below to provide an explanation of the colour code used in box four and five.

APPENDIX II Frontline post assessments

Service Area	Identified Priority Areas	Assessed	% of identified teams assessed in 2013-14
Communication & Media	Communication Team	X	50%

	Media Team	✓	
Education	Admissions	✓	75%
	SEN Casework	✓	
	Family Information Service - Childcare Strategy	X	
	Youth Service	✓	
Adult Services	Occupational Therapy Team	✓	100%
	UHW Social Work Team	✓	
	Adult Social Work Llandough	✓	
Communities	Libraries (Llanrhymni)	✓	66%
	Ely Housing Office	✓	
	City Centre Hub (subject to approval of manager)	X	
	New Claims Advice Phone Line	✓	
	Housing Enquiries phone line	X	
	C2C	✓	
	Central Library	✓	
	Marland House / Llanrumney Hub Allocations	X	
Resources	City Hall Reception	X	75%
	Coleridge Road Reception	✓	
	County Hall Reception	✓	
	Porters at City Hall	✓	
Environment	Business Support	✓	75%
	Education/Enforcement	✓	
	Waste Collection Supervisors	X	
	Commercial Services	✓	
Sport, Leisure & Culture	Fairwater Leisure Centre	✓	80%

	Norwegian Church	✓	
	Cardiff Bay Visitor Centre	✓	
	Cardiff Castle Customer Facing Team	X	
	Cardiff Harbour Authority Reception	✓	
Finance	LFM	✓	25%
	Audit	X	
	Revenues	X	
	Investigations	X	
Children's Services	Fostering & Adoption – Kim Perkins	✓	100%
	Supported Lodgings – Eleri John	✓	
Democratic Services	Electoral Services (Register of Elections)	X	
	Welsh Language Unit	✓	33%
	Committee & Members Services (Public Council meetings)	X	
Policy, Partnerships & Citizen Focus	Customer Services	✓	100%
	Citizen Focus	✓	
	Neighbourhood Management	✓	
HR People Services	FPOC	✓	40%
	Recruit	X	
	Attendance & wellbeing	X	
	Cardiff Works	X	
	Manage	✓	
Economic Development	Economic Development	X	0%
Schools and Lifelong Learning	Youth Mentoring Programme	✓	100%
	Active Involvement and participation	✓	
	DofE	✓	
	Eastmoors Youth Centre	✓	
	Howardian /Heol Hir	✓	
	Powerhouse & Dome Youth Centres	✓	

North Ely Youth & Community Centre	✓	
Pupil referral unit inclusion project	✓	
St Mellons Youth Centre	✓	
Storey Arms	✓	
Street Based Team	✓	
Radyr/ Creigau/ Gwealod Y Garth	✓	
Welsh-speaking provision	✓	
Whitchurch and Waterhall	✓	

Appendix III – Welsh Language Training

Welsh Learners 2013/2014	
Entry	
Childrens Services	3
City Development	0
City Management	0
City Services	1

Communities, Housing & Customer Care	14
Democratic Services	1
Education	3
Finance	2
Health & Social Care	4
HR People Services	2
Regulatory & Supporting Services	1
Sport Leisure & Culture	1
Scrutiny Performance & Improvement	1
	33
Foundation	
Childrens Services	0
City Services	0
City Management	1
City Development	0
Communities, Housing & Customer Care	8
Democratic Services	0
Education	2
Finance	1
Health & Social Care	1
HR People Services	2
Regulatory & Supporting Services	1
Sport Leisure & Culture	0
Scrutiny Performance & Improvement	0
	16
Intermediate	
Childrens Services	0
City Development	0
City Management	0
City Services	0
Communities, Housing & Customer Care	3

Democratic Services	0
Education	1
Finance	4
Health & Social Care	0
HR People Services	0
Regulatory & Supporting Services	0
Sport Leisure & Culture	0
Scrutiny Performance & Improvement	0
	8
Advanced	
Childrens Services	0
City Development	1
City Management	0
City Services	0
Communities, Housing & Customer Care	0
Democratic Services	0
Education	0
Finance	0
Health & Social Care	0
HR People Services	0
Regulatory & Supporting Services	0
Sport Leisure & Culture	0
Scrutiny Performance & Improvement	1
	2
Proficiency	
Childrens Services	2
City Development	0
City Management	0
City Services	0
Communities, Housing & Customer Care	1
Democratic Services	0

Education	0
Finance	0
Health & Social Care	0
HR People Services	0
Regulatory & Supporting Services	0
Sport Leisure & Culture	0
Scrutiny Performance & Improvement	1
	4
Taster	
Individual Service Areas - not available	133
Total Learners 2013/2014	196
Work Force Representation in 2013-14	1.34%

During 2013/14 £9,983.00 was spent on Welsh language training.

APPENDIX IV – Welsh Language Skills

Welsh Language Ability by Grade	
Grade	Count
CE2	3
EAI	2
EDPSY A	4
GRADE 1	1
GRADE 3	20
GRADE 4	23
GRADE 5	16
GRADE 6	39
GRADE 7	39
GRADE 8	29
GRADE 9	9
GRADE 10	8
OM 2	3
T00 2	1
T00 5	1
TEACHER	11
Grand Total	209

Welsh Language Ability by Location *	Count
CITY HALL	12
COUNTY HALL	65
GLOBAL LINK	12
WILLCOX HOUSE	15
Other	105
Grand Total	209

*Due to the numbers identified in some Locations, we are unable to publish the data as individuals may be identified.

APPENDIX V - Cardiff Partnership Board's Priority

Welsh Language Ability by Service Area	Count
CHILDREN SERVICES	15
COMMUNITIES HOUSING & CUSTOMER SERVICES	36
DEMOCRATIC SERVICES	12
ECONOMIC DEVELOPMENT	12
EDUCATION & LIFELONG LEARNING	33
ENVIRONMENT	15
FINANCE	13
HEALTH & SOCIAL CARE	22
HR PEOPLE SERVICES	6
LEGAL SERVICES	1
RESOURCES	8
SPORT LEISURE & CULTURE	32
STRATEGIC PLANNING HIGHWAYS TRAFFIC&TRAN	4
Grand Total	209

Workstreams

Programme	Workstream	Workstream Activities
Families and Young People	Early Childhood	<ul style="list-style-type: none"> Undertake preventative actions to improve child outcomes
	Vulnerable Families	<ul style="list-style-type: none"> Early Intervention and Prevention (including Families First and Integrated Family Support Services)
		<ul style="list-style-type: none"> Address issues affecting disabled children and young people
		<ul style="list-style-type: none"> Safeguard children Tackling Poverty
Education Development	Education Improvement	<ul style="list-style-type: none"> Improve attendance, behaviour and attainment of young people in school
	Engagement and progression	<ul style="list-style-type: none"> Reduce the number of young people who are not in education, employment or training HE/FE and Adult Community Learning
Safer and Cohesive Communities	Safety and Safeguarding Communities	<ul style="list-style-type: none"> Reduce domestic and sexual violence
		<ul style="list-style-type: none"> Improve offender management/ Reduce first time entrants to the youth justice system
		<ul style="list-style-type: none"> Develop a vibrant and safe night time economy

Programme	Workstream	Workstream Activities
		<ul style="list-style-type: none"> • Addressing exploitation <ul style="list-style-type: none"> - Human Trafficking - Street Sex Work • Reduce anti-social behaviour
	Community Cohesion	<ul style="list-style-type: none"> • Deliver the outcomes sought by the CONTEST strategy <ul style="list-style-type: none"> - Prevent - Pursue - Prepare - Protect • Mainstreaming, Managing and Promoting Community Cohesion: <ul style="list-style-type: none"> - Mainstreaming cohesion - Managing and monitoring tensions - Helping our communities feel safer • Support Inclusion and citizen involvement
Older People	Older People Services	<ul style="list-style-type: none"> • Support the Frail Elderly
Emotional, Mental Health and Well Being	Emotional and Mental Health	<ul style="list-style-type: none"> • Adult Mental Health • Children & Young People
Healthy Living	Substance Misuse	<ul style="list-style-type: none"> • Reduce damaging alcohol consumption • Reduce smoking
	Healthy Lifestyles	<ul style="list-style-type: none"> • Increase physical activity • Promote nutrition and healthy eating
Thriving & Prosperous Economy	Sustainable Employment	<ul style="list-style-type: none"> • Promote entrepreneurship and innovation • Promote the development of key economic sectors • Improve local competitiveness by developing workforce skills • Development of City Business Infrastructure
Urban Environment	One Planet city	<ul style="list-style-type: none"> • Energy • Transport • Water • Waste
Neighbourhood Partnership		Cardiff City and South
		Cardiff South East

Programme	Workstream	Workstream Activities
		Cardiff East
		Cardiff North
		Cardiff West
		Cardiff South West

APPENDIX VI – Welsh Language Coordinators - Champions

Directorate	Service Area	Cydlynnydd / Coordinator	Hyrwyddwr / Champion
CHIEF EXECUTIVE Paul Orders	CABINET OFFICE	Rhian Phillips	Susan Edwards
	DEMOCRATIC SERVICES Marie Rosenthal	Dylan Hughes	Anna Meredith
	ECONOMIC DEVELOPMENT Neil Hanratty	Rhian Jones	Heledd Williams
OPERATIONS (DIRECTORATE)	CHILDREN SERVICES Tony Young	Karen Wilkinson	Sarah Woelk
	COMMUNITIES HOUSING & CUSTOMER SERVICES Sarah McGill	Mair Newton / Carole Morgan Emyr Ap Sion Llinos Merriman Gareth Pierce	Elisabeth Morris Rachel Bishop Elisabeth Morris Jane Thomas
	EDUCATION & LIFELONG LEARNING	Nicola Hayward	Avril Hooper

	Nick Batchelar		
	ENVIRONMENT Jane Forshaw Tara King (Assistant Director)	Aled Evans Steve Bumford Alison James Christine Harry	Tara King Dave Smith
	HEALTH & SOCIAL CARE Sian Walker	Jackie Burns	Susan Schelewa
	SPORT LEISURE & CULTURE Chris Hespe Martin Hamilton (Assistant Director)	Alison James Daniel Allcock	Roger Hopwood
	STRATEGIC PLANNING HIGHWAYS TRAFFIC&TRAN Andrew Gregory		Shaun Reville
	FINANCE	Iestyn Roberts	Ian Allwood
	HR PEOPLE SERVICES Philip Lenz	Olwen Medi	Lynne David
	LEGAL SERVICES Shaun Jamieson	Lisa Michael	Ian Allwood
RESOURCES (DIRECTORATE) Christine Salter	RESOURCES	Jessica Pritchard Mike Reilly	Julie Jones

Very Satisfied	70%	Unsatisfied	0%
Satisfied	30%	Very Unsatisfied	0%

A wnaeth y person a atebodd eich galwad eich cyfarch mewn ffordd briodol?

Did the person who answered your call greet you in an appropriate manner?

<i>Do</i>	100%	<i>Naddo</i>	0%
<i>Ddim yn gwybod</i>	0%		

Yes	100%	No	0%
Don't Know	0%		

Appendix VII - C2C Customer Satisfaction Reports

**Q1
Customer Satisfaction - Welsh**

Surveys completed in June - 20

Pa mor fodlon oeddech chi ar yr amser y gwnaethoch ei ddisgwyl cyn i ni ateb eich galwad?

Firstly, how satisfied were you with the time you waited before we answered your call?

<i>Bodlon iawn</i>	70%	<i>Anfodlon</i>	0%
<i>Bodlon</i>	30%	<i>Anfodlon iawn</i>	0%

Beth oedd eich barn ar agwedd a gwybodaeth yr unigolyn a ddeliodd â'ch galwad?

How would you rate the attitude and knowledge of person who dealt with your call?

Agwedd

<i>Da iawn</i>	85%	<i>Gwael</i>	0%
<i>Da</i>	15%	<i>Gwael iawn</i>	0%

Attitude

Very Good	85%	Poor	0%
Good	15%	Very Poor	0%

Gwybodaeth

<i>Da iawn</i>	80%	<i>Gwael</i>	0%
<i>Da</i>	20%	<i>Gwael iawn</i>	0%

Knowledge

Very Good	80%	Poor	0%
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Good	20%	Very Poor	0%
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A ddywedwyd wrthy ch pa gamau a fyddai'n cael eu cymryd ar ôl eich galwad?

Were you told what action would be taken following your call?

<i>Do</i>	95%	<i>Naddo</i>	5%
<i>Ddim yn gwybod</i>	0%		

Yes	95%	No	5%
Don't Know	0%		

A wnaeth Cysylltu â Chaerdydd ddatrys eich ymholiad?

Did Connect to Cardiff resolve your enquiry?

<i>Do</i>	95%	<i>Naddo</i>	5%
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Yes	95%	No	5%
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Os 'Naddo', a wnaeth y staff eich cyfeirio at y person cywir i ddelio â'ch ymholiad?

If no, were staff able to connect you to the correct person to deal with your enquiry??

<i>Do</i>	100%	<i>Naddo</i>	0%
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Yes	100%	No	0%
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Yn gyffredinol pa mor fodlon oeddech ar y gwasanaeth a gawsoch gan Cysylltu â Chaerdydd?

Overall, how would you rate the service you received from Connect to Cardiff?

<i>Bodlon iawn</i>	90%	<i>Anfodlon</i>	0%
<i>Bodlon</i>	10%	<i>Anfodlon iawn</i>	0%

Very Satisfied	90%	Unsatisfied	0%
Satisfied	10%	Very Unsatisfied	0%

Ble gwelsoch ein rhif wedi'i hysbysebu?

Where did you see our number advertised?

<i>Bil/Llythyr</i>	45%	<i>Ar lafar gwlad/ Ffrindiau/Teulu</i>	5%
<i>Taflen</i>	0%	<i>Allgymorth</i>	0%
<i>Rhyngrwyd/ Gwefan y Cyngor</i>	35%	Poster	5%
<i>Llais y Ddinas</i>	5%	<i>Cyfeirlyfr ffôn</i>	0%
<i>Ddim yn cofio</i>	0%	<i>Tocyn bws</i>	0%
<i>Bagiau/ bin sbwriel</i>	0%	<i>Arall</i>	5%

Bill / Letter	45%	Word of Mouth	5%
Leaflet	0%	Outreach	0%
Council Website / Internet	35%	Poster	5%
Capital Times	5%	Telephone Directory	0%
Can't remember	0%	Bus Pass	0%
Bins / Bags	0%	Other	5%

Cusmer yn hapus iawn i allu trefnu'r trwy'r Gymraeg.

Allwch chi feddwl am rywbeth allwn ni ei wneud i wella'n gwasanaeth?

Can you think of anything we can do to improve our service?

Allwch chi feddwl am rywbeth allwn ni ei wneud i wella'n ...

Na, gwasanaeth Saeneg yn wael.

Dim off top ei ben

Eisiau bod rhywun sy'n siarad Saesneg yn ateb mewn ffordd briodol - dim yn dechrau'r alwad gyda "bore da/prynhawn da" gan gam arwain y gwsmer – teimlo'n "stupid"

Bodlon iawn gyda popeth oedd wedi digwydd

Mwy o hysbysebion am y linell Gymraeg, i ddangos fod e'n bosib i trafod yn y Gymraeg am unrhyw fater

Continue to use social media esp. Twitter

Na, wastad yn fodlon i helpu.

Q2
Customer Satisfaction – Welsh

Surveys completed in Quarter 2 - 57

Pa mor fodlon oeddech chi ar yr amser y gwnaethoch ei ddisgwyl cyn i ni ateb eich galwad?

Firstly, how satisfied were you with the time you waited before we answered your call?

<i>Bodlon iawn</i>	67%	<i>Anfodlon</i>	7%
<i>Bodlon</i>	26%	<i>Anfodlon iawn</i>	

Very Satisfied	67%	Unsatisfied	7%	
Satisfied	26%	Very Unsatisfied		

A wnaeth y person a atebodd eich galwad eich cyfarch mewn ffordd briodol?

Did the person who answered your call greet you in an appropriate manner?

<i>Do</i>	100%	<i>Naddo</i>	
<i>Ddim yn gwybod</i>			

Yes	100%	No	
Don't Know			

Beth oedd eich barn ar agwedd a gwybodaeth yr unigolyn a ddeliodd â'ch galwad?

How would you rate the attitude and knowledge of person who dealt with your call?

Agwedd

<i>Da lawn</i>	84%	<i>Gwael</i>	
<i>Da</i>	14%	<i>Gwael lawn</i>	2%

Attitude

Very Good	84%	Poor	
Good	14%	Very Poor	2%

Gwybodaeth

<i>Da lawn</i>	80%	<i>Gwael</i>	16%
<i>Da</i>	2%	<i>Gwael lawn</i>	2%

Knowledge

Very Good	80%	Poor	16%
Good	2%	Very Poor	2%

A ddywedwyd wrthy ch pa gamau a fyddai'n cael eu cymryd ar ôl eich galwad?

Were you told what action would be taken following your call?

<i>Do</i>	88%	<i>Naddo</i>	5%
<i>Ddim yn gwybod</i>	7%		

Yes	88%	No	5%
Don't Know	7%		

A wnaeth Cysylltu â Chaerdydd ddatrys eich ymholiad?

Did Connect to Cardiff resolve your enquiry?

Do	92%	Naddo	8%
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Yes	92%	No	8%
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Os 'Naddo', a wnaeth y staff eich cyfeirio at y person cywir i ddelio â'ch ymholiad?

If no, were staff able to connect you to the correct person to deal with your enquiry??

Do	40%	Naddo	60%
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Yes	40%	No	60%
-----	-----	----	-----

Yn gyffredinol pa mor fodlon oeddech ar y gwasanaeth a gawsoch gan Cysylltu â Chaerdydd?

Overall, how would you rate the service you received from Connect to Cardiff?

Bodlon iawn	82%	Anfodlon	3%
Bodlon	15%	Anfodlon iawn	

Very Satisfied	82%	Unsatisfied	3%
Satisfied	15%	Very Unsatisfied	

Ble gwelsoch ein rhif wedi'i hysbysebu?

Where did you see our number advertised?

Bil/Llythyr	33%	Ar lafar gwlad/ Ffrindiau/Teulu	5%
Taflen	3.5%	Allgymorth	0
Rhynggrwyd/ Gwefan y Cyngor	21%	Poster	3.5%
Llais y Ddinas	3.5%	Cyfeirlyfr ffôn	3.5%
Ddim yn cofio	2%	Tocyn bws	

Bagiau/ bin sbwriel	2%	Arall	17%
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Bill / Letter	33%	Word of Mouth	5%
Leaflet	3.5%	Outreach	0
Council Website / Internet	21%	Poster	3.5%
Capital Times	3.5%	Telephone Directory	3.5%
Can't remember	2%	Bus Pass	
Bins / Bags	2%	Other	17%

Allwch chi feddwl am rywbeth allwn ni ei wneud i wella'n gwasanaeth?

Can you think of anything we can do to improve our service?

fwy o siaradwyr yn gweithio (gormod o aros i gael ateb)

Better explanation of process

Ateb y ffon yn gyflymach

Tried to call before, missed the option welsh, might have been an error on the call.

long wait for the fridge to get collected.

Mwy o saiadwyr cymraeg ar dydd sadwrn.

dim problemau

Gormod o opsiynau ar y ffon.

Happy with the service

not at the moment, nice to have the service , make sure plenty of welsh speaker available , happy to use welsh when contacting the council, feels that it is very important that the service is there in the welsh medium

Mwy o gwybodaeth i wneud hefo ffufrleni cais

Mwy o siaradwyr Cymraeg

Na - agwedd well ar y llinell cymraeg.

Na - cwsmer yn hapus iawn a'r wasanaeth a'r darpariaeth Cymraeg.

Na dim byd, pob dim yn iawn

Caller believes welsh service is great addition to the service and thinks the quality of the service is really good

Atebwyd y ffon yn Saesneg ond cawswyd galwad yn ol yn Gymraeg yn sydyn iawn.

Make sure all agents have all relevant info

Customer Satisfaction - Welsh

Surveys completed in Quarter 3 - 23

Pa mor fodlon oeddech chi ar yr amser y gwnaethoch ei ddisgwyl cyn i ni ateb eich galwad?

Firstly, how satisfied were you with the time you waited before we answered your call?

<i>Bodlon iawn</i>	65%	<i>Anfodlon</i>	4%
<i>Bodlon</i>	31%	<i>Anfodlon iawn</i>	

Very Satisfied	65%	Unsatisfied	4%	
Satisfied	31%	Very Unsatisfied		

A wnaeth y person a atebodd eich galwad eich cyfarch mewn ffordd briodol?

Did the person who answered your call greet you in an appropriate manner?

<i>Do</i>	100%	<i>Naddo</i>	
<i>Ddim yn gwybod</i>			

Yes	100%	No	
Don't Know			

Beth oedd eich barn ar agwedd a gwybodaeth yr unigolyn a ddeliodd â'ch galwad?

How would you rate the attitude and knowledge of person who dealt with your call?

Agwedd

<i>Da iawn</i>	83%	<i>Gwael</i>	
<i>Da</i>	13%	<i>Gwael iawn</i>	4%

Attitude

Very Good	83%	Poor	
Good	13%	Very Poor	4%

Gwybodaeth

<i>Da iawn</i>	79%	<i>Gwael</i>	
<i>Da</i>	17%	<i>Gwael iawn</i>	4%

Knowledge

Very Good	79%	Poor	
Good	17%	Very Poor	4%

A ddywedwyd wrthy ch pa gamau a fyddai'n cael eu cymryd ar ôl eich galwad?

Were you told what action would be taken following your call?

<i>Do</i>	82%	<i>Naddo</i>	9%
<i>Ddim yn gwybod</i>	9%		

Yes	82%	No	9%
Don't Know	9%		

A wnaeth Cysylltu â Chaerdydd ddatrys eich ymholiad?

Did Connect to Cardiff resolve your enquiry?

<i>Do</i>	83%	<i>Naddo</i>	17%
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Yes	83%	No	17%
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Os 'Naddo', a wnaeth y staff eich cyfeirio at y person cywir i ddelio â'ch ymholiad?

If no, were staff able to connect you to the correct person to deal with your enquiry??

Do	75%	Naddo	25%
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Yes	75%	No	25%
-----	-----	----	-----

Yn gyffredinol pa mor fodlon oeddech ar y gwasanaeth a gawsoch gan Cysylltu â Chaerdydd?

Overall, how would you rate the service you received from Connect to Cardiff?

<i>Bodlon iawn</i>	87%	<i>Anfodlon</i>	4%
<i>Bodlon</i>	9%	<i>Anfodlon iawn</i>	

Very Satisfied	87%	Unsatisfied	4%
Satisfied	9%	Very Unsatisfied	

Ble gwelsoch ein rhif wedi'i hysbysebu?

Where did you see our number advertised?

<i>Bil/Llythyr</i>	28%	<i>Ar lafar gwlad/ Ffrindiau/Teulu</i>	
<i>Taflen</i>	4%	<i>Allgymorth</i>	

<i>Rhyngrwyd/ Gwefan y Cyngor</i>	22%	Poster	
<i>Llais y Ddinas</i>	13%	<i>Cyfeirlyfr ffôn</i>	7%
<i>Ddim yn cofio</i>		<i>Tocyn bws</i>	
<i>Bagiau/ bin sbwriel</i>		<i>Arall</i>	26%

Bill / Letter	28%	Word of Mouth	
Leaflet	4%	Outreach	
Council Website / Internet	22%	Poster	
Capital Times	13%	Telephone Directory	7%
Can't remember		Bus Pass	
Bins / Bags		Other	26%

Allwch chi feddwl am rywbeth allwn ni ei wneud i wella'n gwasanaeth?

Can you think of anything we can do to improve our service?

Gormod o opsiynau ar y ffon. - Too many options on the phone

Atebwyd y ffon yn Saesneg ond cawsyd galwad yn ol yn Gymraeg yn sydyn iawn. - The call was answered in English however I had a call back in Welsh very quickly

Make sure all agents have all relevant info

Q4

Customer Satisfaction - Welsh line

Surveys completed in March - 19 surveys

NB. 21 surveys were completed in the previous quarter.

Firstly, how satisfied were you with the time you waited before we answered your call?

Very Satisfied	68.4%	Unsatisfied	0%
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Satisfied	31.6%	Very Unsatisfied	0%
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Did the person who answered your call greet you in an appropriate manner?

Yes	100%	No	0%
Don't Know	0%		

How would you rate the attitude and knowledge of person who dealt with your call?

Attitude

Very Good	78.9%	Poor	0%
Good	21.1%	Very Poor	0%

Knowledge

Very Good	78.9%	Poor	0%
Good	21.1%	Very Poor	0%

Were you told what action would be taken following your call?

Yes	84.2%	No	5.3%
Don't Know	10.5%		

Did Connect to Cardiff resolve your enquiry?

Yes	84.2%	No	15.8%
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If no, were staff able to connect you to the correct person to deal with your enquiry??

Yes	66.7%	No	33.3%
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Reason given for 'no' - **na oherwydd roedd fe ddim y landlord** - No, because he was not the landlord.

Overall, how would you rate the service you received from Connect to Cardiff?

Very Satisfied	68.4%	Unsatisfied	5.3%
Satisfied	26.3%	Very Unsatisfied	0%

Where did you see our number advertised?

Council Website	31.6%	Other	10.5%
Internet	26.3%	Bins / Bags	5.3%
Bill / Letter	21.1%	Leaflet	5.3%

Na, mae rhaid canmol y ffaith bod y cymraeg yn gael ei chynnig cyn Saeasneg. - No, it is commendable that Welsh will be offered before English

Great to be able to contact in Welsh.

Dim digon o siaradwyr gymraeg ar gael. - Not enough Welsh speakers available