

Caerdydd
Ddwyieithog



A BILINGUAL CARDIFF A BILINGUAL COUNCIL

PROMOTING & USING WELSH WITHIN THE COUNCIL



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

CONTENTS

	PAGE
OUR VISION	2
A BILINGUAL COUNCIL	2
INTRODUCTION	3
CORPORATE WELSH LANGUAGE SKILLS STRATEGY	4
WELSH LANGUAGE COORDINATORS & CHAMPIONS	5
ASSESSING WELSH LANGUAGE SKILLS	6
APPLYING WELSH LANGUAGE SKILLS	6
WELSH LANGUAGE TRAINING	8
WELSH MENTORING SCHEME	9
WELSH LANGUAGE STANDARDS: STAFF GUIDELINES	9
WELSH LANGUAGE STANDARDS – YOUR RIGHTS AS STAFF	10
BILINGUAL CARDIFF	10
BILINGUAL CARDIFF: 5-YEAR WELSH LANGUAGE STRATEGY 2017-22	11
BILINGUAL CARDIFF: MARKETING THE COUNCIL	11
BILINGUAL CARDIFF: WELSH TRANSLATION SERVICES	12
EMAIL SIGNATURES & LOGOS	12
PHONE DIRECTORY	13
OUT OF OFFICE MESSAGES	13
ANSWER PHONE MESSAGES	13
MAIL TIPS	14
GLOSSARIES	14
IAITH GWAITH ‘WORKING WELSH’ BADGES & LANYARDS	14
‘WELSH MATTERS’ BRIEF	14
DIGIGOV	15
INTRANET, STAFF APP & STAFF INFORMATION	15
CYSGLIAD (WELSH DICTIONARY & SPELL CHECK)	15
TÔ BACH (THE CIRCUMFLEX)	16
AP GEIRIADURON / THE DICTIONARY APP	16
CARING THROUGH WELSH APP	17
LANGUAGE SETTINGS (MICROSOFT OFFICE)	17
CONTACT	17

OUR VISION

Our vision is to become a bilingual organisation. An organisation that values and supports the use of Welsh among its staff; projecting a bilingual ethos where both languages are used, and staff feel supported to use their Welsh language skills. As a city, through our Bilingual Cardiff Strategy 2017-2022, we are on a journey to becoming a truly bilingual capital city. As an organisation, we want to lead by example and encourage the use of Welsh internally, and to increase opportunities to see, hear and use the language when conducting our business.

A BILINGUAL COUNCIL

In March 2017, the Council launched the city-wide Bilingual Cardiff Strategy 2017 – 2022 to deliver the ambitious ‘Bilingual Cardiff’ vision along with our partners. One of the strategy’s priorities is to support, encourage, and enable staff who speak Welsh or are learning Welsh to use the language in the workplace.

The Council is committed to promoting and facilitating the use of Welsh within its internal administration, and as Wales’s capital authority, Cardiff Council believes in a bilingual workplace environment where using your Welsh language skills in work is both valued and actively encouraged.

The aims of this policy is to:

- Develop the formal and social use of Welsh amongst our workforce through regular learning and social opportunities, and greater participation in a variety of formal and informal language networks and events.
- Increase the opportunities for staff to develop their Welsh language skills, increase their confidence, and to improve the bilingual services we provide
- Promote and project a bilingual workplace ethos externally with a view to attracting more bilingual staff.

This policy brings together existing practices, policies and resources relating to Welsh training, the Welsh language standards and our corporate approach to using Welsh in the workplace. Through this policy, we will work towards becoming an increasingly bilingual organisation where both languages are valued and used naturally, both formally and informally.

Not only will this improve our capacity to provide high quality bilingual public services, but it will also help us realise our vision of a truly bilingual capital city, as well as ensuring that we play our part in achieving the Welsh Government’s vision of a million Welsh speakers by 2050.

Cardiff Council’s mission statement ‘A Bilingual Cardiff – A Bilingual Council’ is included as **Appendix 1**.

INTRODUCTION

The Welsh Language (Wales) Measure 2011 gives the Welsh language official status in Wales, which means that Welsh should be treated no less favourably than the English language. Furthermore, the measure created the Welsh language Commissioner who has the power to impose 'standards' on certain organisations which explain how they are expected to use the Welsh language. The Commissioner can also make provision under the measure to investigate breaches of standards or any interference with the freedom to use the Welsh language.

Local Authorities in Wales and a number of Public bodies have a statutory duty to comply with Welsh language standards issued by the Welsh language commissioner

This policy has been created in accordance with the statutory requirement set out in standard 98 of the Welsh language standards issued to Cardiff Council.

Welsh speakers are currently under-represented in the workforce compared with the general population of Cardiff. As of 31st March 2018, of the non-school based employees who have indicated their skills, **9.8%** have stated they have a level of Welsh language skills, against a general population in Cardiff of **16.2%**. This is something we want to address, so that we are increasingly viewed as a bilingual organisation that values the Welsh language. This in turn will help us deliver improved bilingual services to our citizens.

We encourage all staff to use their Welsh language skills, and aim to provide support and opportunities for Welsh speakers and learners to use the language at work.

As part of this, a series of supplementary guidelines will be published on the intranet to assist staff in increasing their awareness, knowledge and understanding of Welsh language training opportunities and their everyday responsibilities.

CORPORATE WELSH LANGUAGE SKILLS STRATEGY

In order to ensure that the Council can meet its statutory duty to provide a complete bilingual service it has a Corporate Welsh Language Skills Strategy (WLSS). This revised strategy was approved by Cabinet in March 2014 and brings together our staffing, training and recruitment procedures in order to ensure that the people of Cardiff have equal access to our services whether they choose to deal with us in English or Welsh.

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

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

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

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

If a team which deals regularly with the public cannot guarantee a bilingual service (as defined above), posts will be designated Welsh essential (level 1 [entry] to 5 [proficient]) based on the duties of the posts. All Welsh essential reception posts must be designed at a minimum of level 3 'intermediate'.

For further information on how to complete the Welsh language requirement assessment in DigiGOV, please see A-Z HR People Services intranet page.

Staff are encouraged to undertake Welsh language training, and to discuss their training need with their managers. This will improve their team's capacity to provide bilingual services, and will assist the Council in fulfilling its legal requirements under the Welsh language standards (see Welsh Language Training page 6).

WELSH LANGUAGE COORDINATORS & CHAMPIONS

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

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

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

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

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

As part of the policy, the Welsh Language Coordinators and Champions will work with Bilingual Cardiff to establish a network of Welsh-speaking staff (fluent speakers and learners). This network will be used to share best practice, events, conferences, socials and training opportunities for Welsh-speaking staff, and will contribute to the Council's bilingual ethos. It will also give staff an opportunity to share their views and suggestions, as well as communicating good practice across service areas and directorates.

ASSESSING WELSH LANGUAGE SKILLS

All staff with any Welsh language skills must record this on DigiGOV (see 'DigiGOV' section on page 12) in accordance with the requirements of the Welsh language standards (standard 127).

Welsh language skill levels are split into five levels, based on the Welsh for Adults Qualifications Framework and the Association of Language Testers in Europe (ALTE) framework. A description of these levels are available on the Bilingual Cardiff intranet page and CIS. The National Centre for Learning Welsh are currently piloting a new diagnostic online tool, which will assess speaking, writing, listening, and reading skills. The tool is expected to be available to public sector organisations from March 2019. Further updates on the assessment tool will be communicated to staff in 2018-19.

Employees attending Welsh language training should set a realistic skills target prior to enrolling on a course which should be recorded in their PPDR review.

The targets should reflect the level and intensity of the training. Staff arranging or undertaking courses should discuss the target with the tutor or facilitator to set appropriate targets and ensure that the course includes relevant content.

APPLYING WELSH LANGUAGE SKILLS

Managers should encourage and facilitate staff who possess Welsh language skills to use those skills in order to comply with the standards, and meet customer expectations. Therefore, fluent and confident Welsh speakers should be on hand to answer calls and deal with the public in Welsh when required.

Staff with some Welsh skills should be assisted and encouraged to undertake duties bilingually where possible, particularly when there are insufficient numbers of Welsh speaking staff to meet service needs. Examples of duties at various levels are listed below, however it should be remembered that a member of staff's level might vary according to skill (Listening, Speaking, Reading, Writing).

Duties for staff at level one (Entry) according to the Welsh for Adults Qualifications Framework may include:

- Responding in Welsh when initial contact is made through the medium of Welsh (e.g. simple phrases such as 'bore da' good morning, 'dim problem' *no problem*, 'un foment, os gwelwch yn dda' *one moment, please*)
- Reading bilingual announcements.
- Use of simple phrases casually (e.g. in the office) and formally (e.g. meetings).
- Taking details such as name, number and address.
- Informing that someone else will deal with the enquiry.

Duties at level two (Foundation) may include:

- Responding to common enquiries relevant to the service area (opening times for a library, directions to the toilets for reception staff, etc).
- Giving general or standard information, especially where phrases can be learned in advance, e.g. *dyw'r argraffydd ddim yn gweithio the printer isn't working.*

Duties at level three (Intermediate) may include:

- Responding to varied requests, maintaining the conversation in Welsh and referring where necessary.
- Maintaining the conversation in Welsh when discussing common topics relevant to the service e.g. arranging a collection, explaining what can be recycled at one of the Recycling Centres.
- Informal correspondence with other Welsh-speaking staff in the Council/schools over e-mail/phone calls.
- Managing cases or contact with service users wishing to be dealt with through the medium of Welsh wholly or mostly, especially when other Welsh speakers are not available.

Duties at level four (Advanced) may include:

- Drafting correspondence and social media messages in Welsh, ensuring this is proofread where possible
- Chairing meetings bilingually
- Interviewing staff bilingually or through the medium of Welsh
- Dealing with service users in Welsh if that is their language of choice.

Level five (proficient) indicates that staff can communicate in Welsh to a high standard and therefore can be reasonably expected to undertake a broad range of duties bilingually, including public speaking, drafting documents, and use of technical language. However, **staff at all levels may require support**, particularly where duties require knowledge of technical and specialist language, including the provision of, where possible, Welsh courses (see Welsh Language Training), specialist resources and dictionaries, Welsh-medium field-specific materials, provision of Welsh-medium training, and use of the Mentoring Scheme. Managers and staff should liaise with Bilingual Cardiff where necessary to identify how staff can be best supported. Staff should also be made aware of opportunities to practise their Welsh, e.g. Welsh practice sessions '*Paned a Chlonc*', how to arrange to be paired with a mentor (see Mentoring Scheme), and details of who in the department can provide support (see Welsh Co-ordinators and Champions).

Managers and staff should identify and agree how they can best utilise their skills in the work place to gain confidence and meet service needs.

WELSH LANGUAGE TRAINING

The Council actively encourages and supports members of staff to learn Welsh or to improve their skills in Welsh and offers a flexible and corporately funded package of training opportunities which enables staff and managers to choose the best option for their particular service area.

The supplementary guidance document **Welsh Language Training - A Guide for Staff (appendix 2)** gives full details to managers and staff about the wide range of development opportunities available to Council staff members at any and every level. In summary, the document contains the following information:

- 10-hour online Welsh Greeting training - a basic introduction
- Welsh Language Training Courses - courses at every level for learning the language
- Welsh Practice Sessions - informal sessions to help learners practice using the language with colleagues and other learners
- Welsh Language Awareness Training - the history, context and legal background
- Training Opportunities in Welsh - council courses on a range of professional development topics, delivered in Welsh for fluent Welsh speakers and advanced learners

It also has information on how to request badges and lanyards to show that staff are learning Welsh, and information on recording language skills on DigiGOV as they progress.

Welsh Training Agreement

The agreement is the principle that three parties share responsibility and duties when a member of staff undertakes Welsh language training. These are as follows:

- **Managers'** responsibilities include allocating sufficient time and resources to staff on courses, setting appropriate targets for application of Welsh skills in the workplace
- **The Council's** responsibilities include providing training and advising on training through Bilingual Cardiff and Cardiff Academy, providing opportunities to practise skills through events (e.g. coffee mornings) and the Mentoring Scheme
- **Staff** responsibilities include working towards targets, and applying skills learned in the workplace.

WELSH MENTORING SCHEME

Managers should support staff who wish to partake in the new Corporate Welsh mentoring scheme, including allowing time during working hours where possible to undertake mentoring/training.

Managers should inform Welsh-speaking staff and Welsh learners that they can be paired with a Welsh mentor if they wish, and new staff must be asked whether they are interested in becoming a mentor or being paired with a mentor. Upon receiving details of new staff who wish to be involved in the Mentoring Scheme, either as learners or mentors, a request form will be circulated. Bilingual Cardiff will assist with pairing mentors with staff where possible, including offering ongoing support and resources where requested.

Work Welsh Mentors are responsible for communicating to staff how they can work bilingually, Welsh language events, and training and support available to them. **Learner Mentors** are responsible for contacting staff they are paired with to arrange informal times to meet, to use Welsh and to discuss anything related to learning or using Welsh. Both are voluntary roles however mentors would be expected to undertake the role for a minimum period of 6 months initially. Mentors should inform Bilingual Cardiff and anyone they are mentoring if they no longer wish to partake in the role.

WELSH LANGUAGE STANDARDS: STAFF GUIDELINES

The Welsh language standards are issued to organisations by the Welsh language Commissioner, and explain how the Welsh language should be used in different situations. Cardiff Council has been issued with 171 standards – a full list is available on the Bilingual Cardiff intranet page / CIS.

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

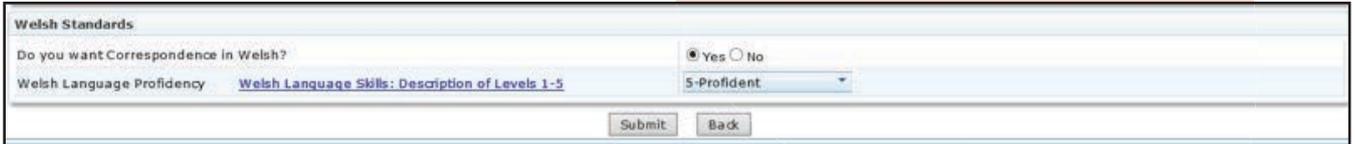
- A summary of the 'Service Delivery Standards'
- Communicating Bilingually
- Bilingual Reception Service
- Holding Meetings Bilingually
- Welsh Language Calls
- Guidance Note: Bilingual Signage & Official Notices
- Translation Guidelines.
- Welsh Language Standards: Guide for Third Parties

All guidelines are available on the Bilingual Cardiff intranet page and on CIS.

WELSH LANGUAGE STANDARDS – YOUR RIGHTS AS STAFF

All Council staff have the right to receive correspondence relating to their employment, and which is addressed to him or her personally, in Welsh. Staff can choose to receive correspondence in Welsh by updating their DigiGOV employee details.

“Council Core Processes” → “Manage” → “Employee Details” → “Manage Personal Details”
(Welsh Language Standards: *Do you wish to receive correspondence in Welsh? Y/N*)



The screenshot shows a web form titled "Welsh Standards". It contains the following elements: a question "Do you want Correspondence in Welsh?" with radio buttons for "Yes" (selected) and "No"; a link for "Welsh Language Proficiency" and a link for "Welsh Language Skills: Description of Levels 1-5"; a dropdown menu for "Welsh Language Skills" currently showing "5-Profident"; and "Submit" and "Back" buttons at the bottom.

Employees also have a statutory right to receive the following correspondence in Welsh from the Council:

- Personal Performance & Development Review documentation (including training needs)
- Attendance & Wellbeing Correspondence
- Annual Leave Form/Card (if not on DigiGOV)
- Flexi Leave Form (if not on DigiGOV)
- Special Leave Forms (if not on DigiGOV)
- Flexible Working Forms

BILINGUAL CARDIFF

The remit of ‘Bilingual Cardiff’ is to take a lead role in developing a truly bilingual Cardiff where citizens and staff of the City of Cardiff Council can access services and support in either language equally through improved partnership working.

The Bilingual Cardiff team assist the Council in complying with its statutory duty to provide services in both Welsh and English, and includes a comprehensive translation service. As part of the ‘co-operative council’ approach, Bilingual Cardiff will encourage partner organisations to actively promote the Welsh language across the city through collaborative working arrangements.

This innovative new approach is about bringing down the barriers between the Welsh and English languages, promoting bilingualism as something completely natural and being equally proud of both official languages here in Cardiff in order to ensure that our vision of an increasingly bilingual Cardiff is realised.

BILINGUAL CARDIFF: 5-YEAR WELSH LANGUAGE STRATEGY 2017-22

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

One of the statutory requirements of the new Welsh language standards is to create and publish a five year strategy which sets out how we will promote and facilitate the use of Welsh. Public consultation on the strategy was carried out in the autumn 2016, and approved by Council in March 2017. The Strategy includes a target to increase the number and percentage of Welsh speakers and learners in Cardiff to ensure that Cardiff plays its part in supporting the Welsh Government's vision of a million Welsh speakers by 2050.

This is a strategy for the city as a whole, not for any one organisation and delivering the strategy will therefore rely on partnership working, between the public, private and education sectors and, most importantly of all, with the people of Cardiff.

The strategy includes a target to increase the number of Cardiff Council staff with Welsh language skills by 50% from 2017 to 2022, and also to create a Welsh tutor post within Cardiff Academy to provide Welsh training and Welsh medium training for internal and external staff.

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

BILINGUAL CARDIFF: MARKETING THE COUNCIL

As part of the Bilingual Cardiff Strategy, Bilingual Cardiff will give regular presentations to schools in Cardiff and attend employment events along with other departments to promote the Council as an employer that values Welsh language skills.

The Council will regularly communicate the availability of Welsh language public services via social media channels, and will actively encourage Welsh speakers to apply for external job opportunities within the organisation. Furthermore, Bilingual Cardiff will work with Cardiff Works and the corporate Communications team to attract Welsh speaking prospective jobs applicants to register with Cardiff Works or apply for permanent positions.

BILINGUAL CARDIFF: WELSH TRANSLATION SERVICES

Bilingual Cardiff provides a full Welsh - English and English - Welsh translation, simultaneous translation and proofreading service to all directorates of the Council. The team are always available to offer guidance and advice to all Council staff, along with organisations, companies and individuals who provide services on behalf of the Council, on issues regarding the Welsh language, translation and the Council's commitment under the statutory Welsh Language Standards.

An online Translation Request Form on the Bilingual Cardiff Intranet Page. Welsh Translation Guidelines is available on the Bilingual Cardiff page as well as information on what needs to be bilingual. It is essential that all directorates plan their translations and submit documents as early as possible (even if these are in draft form) in order for meet deadlines.

Directorates should allow 1 day per 500 words per request (e.g. 5,000 word document = 10 days).

We encourage staff to use Welsh in the workplace, and when corresponding with service users. Bilingual Cardiff are happy to proof read Welsh documents or correspondence, and provide feedback to staff should they wish.

EMAIL SIGNATURES & LOGOS

All staff email signatures need to be bilingual and in a consistent format. The following corporate format will be used on all Cardiff Council staff email signatures.

Name

Job Title WELSH

Job Title ENGLISH

Cyngor Caerdydd / Cardiff Council

E-bost/Email: xxxxx@caerdydd.gov.uk / xxxx@cardiff.gov.uk

Ffôn/Tel: 02920 XXXX

Ystafelll XXX, Neuadd y Sir, Glanfa'r Iwerydd CAERDYDD CF10 4UW

Room XXX, County Hall, Atlantic Wharf CARDIFF CF10 4UW

The following logos are available on the Bilingual Cardiff intranet page and CIS, and should be include by staff in their email signatures to indicate whether they speak Welsh fluently or whether they are learning the language (Standard 134). The logos can be re-sized in Microsoft Word before copying into email signatures.

If you are a Welsh learner please use the first logo '*Dwi'n Dysgu Cymraeg*'.

If you are a Welsh speaker please use the '*Cymraeg*' logo.



PHONE DIRECTORY

Welsh speaking staff should indicate that they speak Welsh on the 'Council phone book'. Staff details can be updated through the 'Update Details' tab. <http://vmweb4.cardiff.gov.uk/corpdir/index.php>

To find Welsh speaking staff within specific teams, service areas or directorates, tick 'Welsh Speaker' within the 'Advanced Search' tab to view. <http://vmweb4.cardiff.gov.uk/corpdir/index.php?mode=adv-s>

OUT OF OFFICE MESSAGES

All out of office and automated email messages must be bilingual, for example

I am currently out of the office. I will be back on 01-01-2015
Please contact TEAM NAME / CONTACT NAME
EMAIL_ADDRESS@cardiff.gov.uk

Rwyf allan o'r swyddfa ar hyn o bryd. Byddaf yn ôl ar 01-01-2015
Cysylltwch â TEAM NAME / CONTACT NAME
EMAIL_ADDRESS@caerdydd.gov.uk

Short translation requests under 30 words can be emailed to Bilingual Cardiff directly
BilingualCardiff@cardiff.gov.uk.

ANSWER PHONE MESSAGES

There are 10 specific Welsh language standards relating to telephone services to the public. Advice on how to provide a Welsh telephone service is available via the Bilingual Cardiff Intranet page / CIS (see Staff guidelines: Welsh language calls)

All Council automated telephone voicemail messages must be bilingual and ensure that the Welsh language is not treated less favourably. If the message is long for example, the message should alternate between Welsh and English e.g. Croeso i Cysylltu â Chaerdydd / Welcome to C2C / [Welsh message] / [English message]

MAIL TIPS

In 2018/19, Welsh speakers and learners who have confirmed their skills on DigiGOV will have a MailTip added to their email letting other internal staff know they are happy to communicate with colleagues in Welsh. MailTip is the message displayed at the top of a new email advising that the recipient is either out of the office or an external recipient.

We are aware that Welsh speakers of all abilities often email each other in English as they don't know that the email recipient can also speak Welsh. MailTips will be a quick and convenient way to flag this up and promote the use of Welsh in the workplace. **MailTips will only be visible for Cardiff Council staff.**

Staff who have identified themselves with good/very good skills or Level 4 / Level 5 on DigiGOV will have **“Rydw i'n siarad Cymraeg”** added to their Outlook account.

Staff who have identified themselves with “fair” / Level 3 Welsh skills speaking will have **“Rydw i'n siarad rhywfaint o Gymraeg”** added to their Outlook account.

Welsh speaking staff can opt out of having the above MailTip added to their accounts

GLOSSARIES

A series of simple English/Welsh glossaries are available on the Bilingual Cardiff intranet page in order to provide some basic bilingual information such as days and dates etc.

IAITH GWAITH ‘WORKING WELSH’ BADGES & LANYARDS

Welsh speaker and Welsh learner badges and lanyards are available to staff, to let the public know that they speak or are learning Welsh. Standard 68 requires staff at receptions who are able to provide a Welsh language reception service must wear a badge to convey that.

These are available from Room 400 County Hall or by contacting Bilingual Cardiff

BilingualCardiff@cardiff.gov.uk

Welsh speaker and learner lanyards will be offered any staff requesting a new or replacement Staff ID card.

‘WELSH MATTERS’ BRIEF

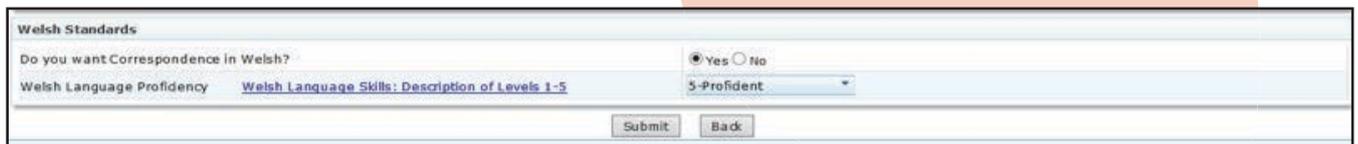
A bi-monthly brief ‘*Welsh Matters*’ is sent to all staff via their Welsh language coordinator. The brief updates staff on various Welsh language requirements, as well as guidelines and useful information. Staff members who haven't received the brief should contact their Welsh language coordinator or the Bilingual Cardiff team.

If staff wish to include information within the brief, they should contact **Bilingualcardiff@cardiff.gov.uk**

DIGIGOV

It is important that all bilingual staff with access to DigiGOV update their Welsh language proficiency skills. This will allow the council to report accurately on the numbers of Welsh speakers employed and will help to plan our services.

“Council Core Processes” → “Manage” → “Employee Details” → “Manage Personal Details”
(Welsh Language Standards: *Do you wish to receive correspondence in Welsh? Y/N*)



The screenshot shows a web form titled "Welsh Standards". It contains the following elements:

- A question: "Do you want Correspondence in Welsh?" with radio buttons for "Yes" (selected) and "No".
- A dropdown menu for "Welsh Language Proficiency" with the value "5-Profident" selected.
- A link: "Welsh Language Skills: Description of Levels 1-5".
- Buttons for "Submit" and "Back".

INTRANET, STAFF APP & STAFF INFORMATION

Corporate ‘Staff Information’ emails will be bilingual and formatted in two columns. Individual directorates are encouraged to correspond bilingually when sending emails to all staff.

All staff information articles on the intranet and staff app are bilingual, and work is ongoing on developing a bilingual staff intranet.

When corresponding bilingually, best practice is to format the email within two columns to avoid staff having to scroll down to read their chosen language. To create columns within Microsoft Outlook and Word, insert a two-column table, then remove the boarder before sending.

CYSGLIAD (WELSH DICTIONARY & SPELL CHECK)

Cysgair (dictionary software) and Cysill (Welsh spell check software) are available to all Council staff who have PC’s as their desktop interface. To request these programs please log an ICT acquisition call for ‘Cysgliad’ or contact the ICT Service desk who will be able to assist.

TÔ BACH (THE CIRCUMFLEX)

'To Bach' is a free integrated programme that can be installed on PCs in order to use circumflexes when writing in Welsh. Simply use the key sequences shown below.

Alt Gr	+ A	gives	â
Alt Gr	+ E	gives	ê
Alt Gr	+ I	gives	î
Alt Gr	+ O	gives	ô
Alt Gr	+ U	gives	û
Alt Gr	+ W	gives	ŵ
Alt Gr	+ Y	gives	ŷ

'To bach' is compatible with most programs. To install 'To Bach' on your PC please log a request with the ICT Service desk.

If you are using an Apple Ipad / Iphone, hold down a letter to choose the circumflex.

AP GEIRIADURON / THE DICTIONARY APP

"Ap Geiriaduron" is a useful English-Welsh / Welsh-English dictionary app available on IOs which gives you offline access to thousands of words from multiple dictionary sources. The app has an English and Welsh user interface with the ability to change the language in Settings. It also has a 'drill down' feature to find detailed information on specific words.

CARING THROUGH WELSH APP

The 'Caring Through Welsh' app developed by Swansea University and Coleg Cymraeg Cenedlaethol is available to download for free.

The app lists common phrases, terms and expressions as well as recordings of how to pronounce the terms.

This is an useful app for Welsh learners working in the social care sector specifically, or for Welsh speakers who want to refresh sector specific terms.

The app can be download from Itunes or the Google Play Store now.

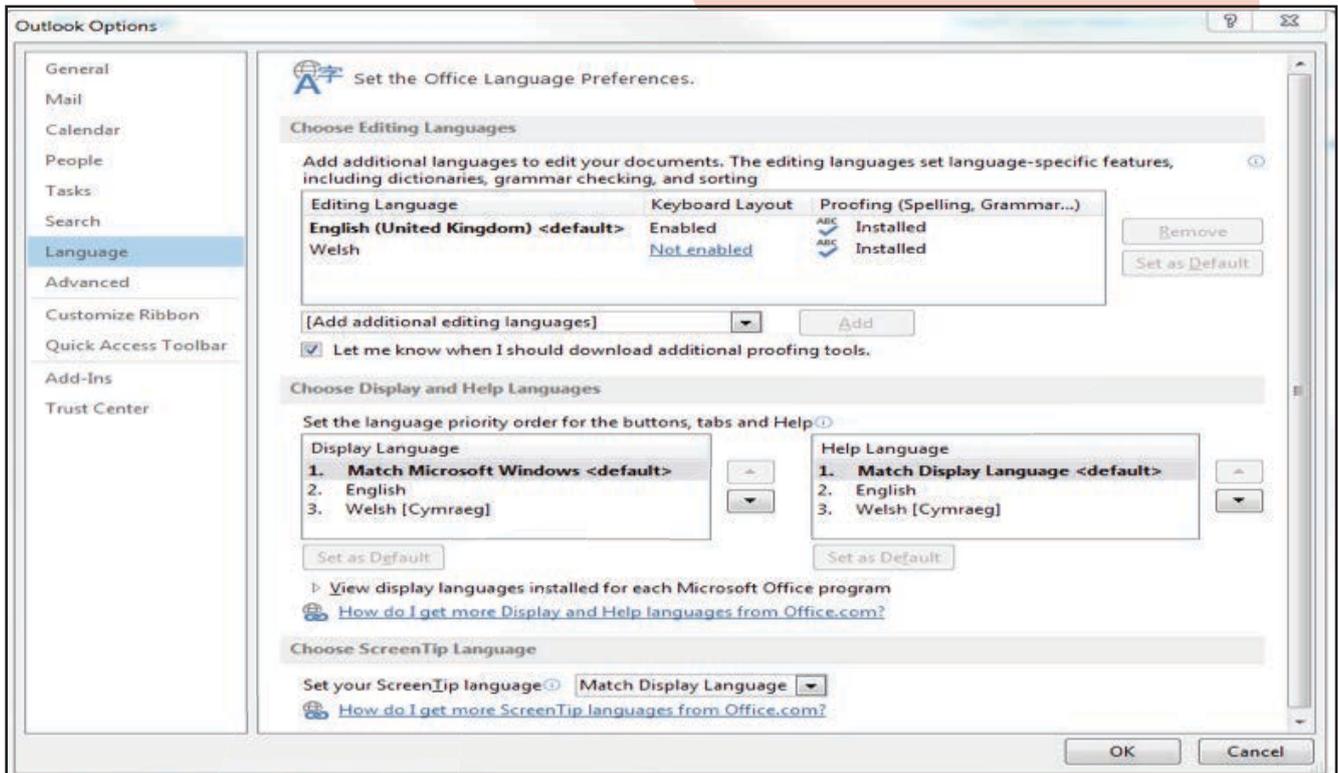
<https://itunes.apple.com/gb/app/gofalu-trwyr-gymraeg/id668425270?mt=8>

https://play.google.com/store/apps/details?id=air.gofalutrwyrgymraeg&hl=en_GB

LANGUAGE SETTINGS (MICROSOFT OFFICE)

Converting Microsoft Office to Welsh is simply a matter of going to Options in the File tab. Go into the Language tab and select Welsh for both the editing and display languages, click OK and you should be prompted to restart any Office apps you have open.

This should effect a full conversion of all Microsoft Office apps to Welsh. Occasionally, Welsh won't be in the list in which case a call will need to be raised with ICT to add the language pack. This would only be the case with older builds of Windows 7 and should be rare.



CONTACT

For information on Welsh language policy, please contact Bilingual Cardiff at Bilingualcardiff@cardiff.gov.uk or on **02920 872527**.

APPENDIX 1

Caerdydd
Ddwyieithog



A Bilingual Cardiff – A Bilingual Council

Vision Statement

Towards the Million

The Welsh Government has set out ambitious plans to promote and facilitate the growth of the Welsh Language through 'Cymraeg 2050: A million Welsh speakers'. Cardiff Council fully supports the aims of the strategy and will continue to play its part in increasing the number of people who are able to learn and speak the Welsh language.

As a major employer in the City, the Council also needs to reflect this ambition within its workforce.

OUR VISION is to become a bilingual organisation. An organisation that values and supports the use of Welsh among its staff; projecting a bilingual ethos where both languages are used, and staff feel supported to use their Welsh language skills. As a city, through our Bilingual Cardiff Strategy 2017-2022, we are on a journey to becoming a truly bilingual capital city. As an organisation, we want to lead by example and encourage the use of Welsh internally, and to increase opportunities to see, hear and use the language when conducting our business.

CARDIFF COUNCIL AIMS to mainstream the use of the Welsh language and become a recognised bilingual employer because the benefits of bilingualism are promoted, the opportunity to learn Welsh is encouraged and services can be delivered bilingually.

WE WILL fulfil our Bilingual Capital City ambition by promoting greater learning opportunities for staff, adopting best practice and ensuring that anybody using Council Services can be confident of receiving them through the medium of English or Welsh.



WELSH LANGUAGE TRAINING GUIDANCE



INTRODUCTION - A BILINGUAL COUNCIL

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

The Welsh Language (Wales) Measure 2011 gives the Welsh language official status in Wales, which means that Welsh should be treated no less favourably than the English language in Wales. In practice, this means that for example, team managers are responsible for ensuring that their teams are able to guarantee an equal service to both Welsh and English-speaking customers.

One way of achieving this is to encourage current staff to undertake Welsh language training in order to fulfil legal requirements and to improve Welsh language provision.

The Council actively encourages and supports members of staff to learn Welsh or to improve their skills in Welsh and offers a flexible and corporately funded package of training opportunities which enables staff and managers to choose the best option for their particular service area.

To help in this regard, this guidance document has been developed to include as many options as possible in order to provide managers and staff with a variety of ways they can not only learn the language, but also learn about its history and heritage.

The guidance covers the following areas:

- 10-hour online Welsh Greeting training - a basic introduction
- Welsh Language Training Courses - courses at every level for learning the language
- Welsh Practice Sessions - informal sessions to help learners practice using the language with colleagues and other learners
- Welsh Language Awareness Training - the history, context and legal background
- Training Opportunities in Welsh - council courses on a range of professional development topics, delivered in Welsh for fluent Welsh speakers and advanced learners

It also has information on how to get badges and lanyards to show that you are learning, and also information on recording your skills on DigiGOV as you progress.

10-HOUR ONLINE WELSH GREETING TRAINING

Developed by the National Centre for Learning Welsh, this course is free, and can be followed at a time that is convenient to staff and their teams. It can be accessed from electronic devices at work or at home. Each unit can be undertaken at any time, and there is no specific time limit for completing the units, however all units must be completed in order to receive a completion certificate. Staff wishing to complete the course during worktime should agree times and/or frequency of access with their line managers.

The course can be accessed by following this link: <https://learnwelsh.cymru/work-welsh/work-welsh-welcome/>

Instructions:

- To register on the course, you will need to click on the 'start learning' tab.
- After completing the registration process and selecting 'Cardiff Council' as the organisation, you will be able to start the course immediately.

If you have any queries or problems with registration, please contact Cymraeggwaith@dysgucymraeg.cymru.

Unit 1: The Essentials (45min)	The very first basics of understanding the alphabet and numbers.
Unit 2: Meet and Greet (60min)	Learn the different ways to say hello and to introduce yourself at different times of the day.
Unit 3: Numbers, Days, Months & Times (75min)	Getting to grips with telling the time and understanding the Welsh calendar.
Unit 4: Meeting People in Person (55min)	Learn how to address people in person depending on the time and situation.
Unit 5: A Warm Welsh Welcome (75min).	How to introduce someone and making them feel welcome
Unit 6: Conversing on the Phone (55min).	Understanding the basics of making and taking a phone call.
Unit 7: More Phone Talk (45min)	More detailed phrases and terms to use when on the telephone.
Unit 8: Hosting and Arranging a Meeting (65min)	Learning how to organise and communicate meeting arrangements.
Unit 9: Hosting a Bilingual Meeting (65min)	How to communicate in a meeting which is to be held bilingually.
Unit 10: Summary and Extension (60min)	<p>A recap quiz on what you have learnt so far and suggestions for next steps.</p> <p>All managers responsible for teams who regularly deal with the public should actively encourage non-Welsh speaking staff to undertake the online training, and allow sufficient allocation of time during working hours to complete the course.</p>

WELSH LANGUAGE TRAINING COURSES

Staff can choose from over 100 approved courses in Cardiff University or in the community, varying from entry level to refresher courses at a time and location that best suits them. The Council also supports staff who live outside the county to learn in their own communities or in universities closer to their homes if that particular arrangement works better for them.

All courses can be viewed via the National Centre for Learning Welsh website <https://learnwelsh.cymru>.

To book on a Welsh training course, staff need to register for a course via <https://learnwelsh.cymru> and then contact CardiffAcademy@cardiff.gov.uk with a completed nomination form signed by their line manager [link to CIS]. The Academy is responsible for administering the booking and payment of Welsh training courses on behalf of the Council.

Welsh language courses will be corporately funded for Cardiff Council staff, and staff will get their hours credited for time attending the training courses. Managers are expected to approve Welsh training requests unless there is a genuine service delivery reason not to do so. However, service areas will be charged if staff withdraw from a course with insufficient reason. Staff will be expected to attend at least 80% of the training course; otherwise, Cardiff Academy reserves the right to charge the relevant service area.

The Council supports and funds Welsh training requests at all levels (from entry level to refresher courses), and particularly encourages frontline staff as well as staff with Welsh skills at levels intermediate and above to attend training to enable them to use Welsh as part of their roles.

Staff wishing to attend basic or 'entry' level Welsh training courses would be expected to complete the 10-hour online Welsh greeting course prior to attending any corporate funded courses (see further information on page 3). Furthermore, staff are expected to assess their current Welsh language skills levels prior to enrolling on a course (see further information below).

Once staff have completed their course, they should update their Welsh language proficiency levels on DigiGOV.

Applications > Manage > Employee Details > Manage Personal Details (Welsh Language Standards)

Welsh Standards	
Do you want Correspondence in Welsh?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Welsh Language Proficiency	Welsh Language Skills: Description of Levels 1-5 5-Proficient
<input type="button" value="Submit"/> <input type="button" value="Back"/>	

WELSH PRACTICE SESSIONS

We encourage all Welsh learners to practice their skills, and informal sessions are held in both County and City Hall regularly.

Practice Sessions '*Paned a Chlonc*' will be promoted regularly via internal communication channels and all Welsh learners and speakers will be invited to attend.

Furthermore, Bilingual Cardiff and Communications will advertise other external events aimed at Welsh learners.

WELSH LANGUAGE AWARENESS TRAINING

In order to understand the context of the Welsh language and why as a public body we are providing services bilingually, the Council has an online Welsh language awareness training module. The Welsh Language Awareness training, aims to make staff aware of:

- The importance of the Welsh language in the delivery of Council services within Wales.
- The role and responsibility of staff in delivering Welsh language and bilingual services.
- The history and cultural context of the Welsh language.
- Simple words and useful phrases when dealing with Welsh speaking service users.

The training module is available on the Cardiff Learning Pool Site
<http://cardiff.learningpool.com/enrol/index.php?id=540>

As well as an online module, face to face Welsh Language Awareness training sessions are available for different staff groups, including directors, managers, and officers. Qualified staff members will deliver these sessions.

The aim of these sessions will be to actively engage with staff, explore attitudes regarding the language, address any issues or queries staff might have, and to outline the Council's Welsh language policies, and our legal obligations.

ASSESSING WELSH LANGUAGE SKILLS

All staff with any Welsh language skills must record this on DigiGOV (see 'DigiGOV' section on page 8) in accordance with the requirements of the Welsh language standards (standard 127).

Welsh language skill levels are split into five levels, based on the Welsh for Adults Qualifications Framework and the Association of Language Testers in Europe (ALTE) framework. A description of these levels are available on the Bilingual Cardiff intranet page and CIS. The National Centre for Learning Welsh are currently piloting a new diagnostic online tool, which will assess speaking, writing, listening, and reading skills. The tool is expected to be available to public sector organisations from March 2019. Further updates on the assessment tool will be communicated to staff in 2018-19.

Employees attend Welsh language training should set a realistic skills target prior to enrolling on a course which should be recorded in their PPDR review.

The targets should reflect the level and intensity of the training. Staff arranging or undertaking courses should discuss the target with the tutor or facilitator to set appropriate targets and ensure that the course includes relevant content.

TRAINING OPPORTUNITIES IN WELSH

In accordance with the Welsh language standards, Council staff have the right to receive the following training in Welsh (if the training in question is provided in English):

- Recruitment and interviewing;
- performance management;
- complaints and disciplinary procedures;
- induction;
- dealing with the public; and
- health and safety.

Employees will be able to indicate whether they wish to undertake the training in Welsh on the training request form within DigiGOV within 'Special Requirements' (see below).

The Welsh medium training will be subject to the same required minimum attendees as English medium courses. If there are insufficient numbers to run the course on a particular date then it will be rescheduled in future when there are sufficient number, and those staff will be contacted directly by Cardiff Academy.

The screenshot shows a web form titled "Register for Training". It contains several sections:

- Course Description:** For details on receiving this course in Welsh please read the supporting information. The programme is suitable for all new employees during the first six months of their employment. Nominations
- Course Created By:** Robert Owens
- Schedule Detail:** A table with the following data:

Training Type	Internal	Training Mode	Classroom
Nomination Approval Required?	Yes	Approx. Course Fee (excluding VAT)	0.0 GBP
Minimum No. of Candidates Required	5	Seats Available/Total Seats	0/16
Nomination Last Date	19-Jan-2018	On Waiting List	0
From Date	26-Jan-2018 09:30	To Date	26-Jan-2018 16:30
Venue	Ystafell 126, Canol y Ddinas / Room 126, City Hall CF10 3ND	Pending Approval	1
- Requirements, Benefits and Outcome of Training:** A section with three text input fields:
 - Any Special Requirements:** This field is highlighted with a red border.
 - Training Benefits to Candidate's Current/Future Role**
 - Expected outcome from Training**

IAITH GWAITH 'WORKING WELSH' BADGES & LANYARDS

If you are a Welsh learner we have badges and lanyards available for you, to let the public know that you are learning Welsh. Cymraeg / Dysgwyr lanyards will also be offered any staff requesting a new Staff ID card.

These are available from Room 400 County Hall or please contact Bilingual Cardiff BilingualCardiff@cardiff.gov.uk to arrange postage.

DIGIGOV

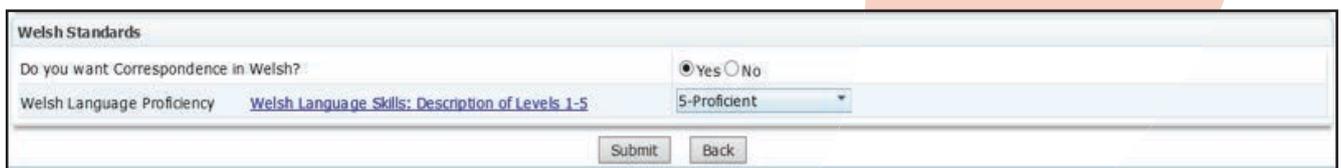
It is important that all bilingual staff with access to DigiGOV update their Welsh language proficiency skills as they progress through learning the language.

This will allow the council to report accurately on the numbers of Welsh speakers employed and will help to plan our services.

Like all equalities information on DigiGOV this information will be treated confidentially unless staff give their permission for these details to be shared with Bilingual Cardiff.

Please follow these simple steps:

Applications > Manage > Employee Details > Manage Personal Details (Welsh Language Standards)



The screenshot shows a web form titled "Welsh Standards". It contains the following fields and controls:

- A question: "Do you want Correspondence in Welsh?" with radio buttons for "Yes" (selected) and "No".
- A label "Welsh Language Proficiency" followed by a link: "[Welsh Language Skills: Description of Levels 1-5](#)".
- A dropdown menu currently showing "5-Proficient".
- At the bottom, there are two buttons: "Submit" and "Back".

CONTACT

For information on Welsh language policies, please contact Bilingual Cardiff at Bilingualcardiff@cardiff.gov.uk or on **02920 872527**.



Policy Title: A Bilingual Cardiff, A Bilingual Council: Promoting and Using Welsh Within the Council
New/Existing/Updating/Amending: New

Who is responsible for developing and implementing the Policy/Strategy/Project/Procedure/Service/Function?	
Name: Ffion Gruffudd	Job Title: Head of Bilingual Cardiff
Service Team: Bilingual Cardiff	Service Area: Policy, Partnerships and Community Engagement
Assessment Date: 04.05.18	

1. What are the objectives of the Policy/Strategy/Project/ Procedure/ Service/Function?

<p>The aims of this policy are to:</p> <ul style="list-style-type: none"> • Develop the formal and social use of Welsh amongst Cardiff Council's workforce through regular learning and social opportunities, and greater participation in a variety of formal and informal language networks and events. • Increase the opportunities for Cardiff Council staff to develop their Welsh language skills, increase their confidence, and to improve the bilingual services we provide • Promote and project a bilingual workplace ethos externally with a view to attracting more bilingual staff.
--

CARDIFF COUNCIL

Equality Impact Assessment
Corporate Assessment

2. Please provide background information on the Policy/Strategy/Project/ Procedure/Service/Function and any research done [e.g. service users data against demographic statistics, similar EIAs done etc.]

The Welsh Language (Wales) Measure 2011 gives the Welsh language official status in Wales, which means that Welsh should be treated no less favourably than the English language. This policy has been created in accordance with the statutory requirement set out in standard 98 of the Welsh language standards issued to Cardiff Council.

Welsh speakers are currently under-represented in the workforce compared with the general population of Cardiff. As of 31st March 2018, of the non-school based employees who have indicated their skills, **9.8%** have stated they have a level of Welsh language skills, against a general population in Cardiff of **16.2%**. This is something the Council wishes to address, so that it is increasingly viewed as a bilingual organisation that values the Welsh language, which in turn will help it deliver improved bilingual services to its citizens.

Though the aim is to increase the number of Welsh speaking staff in order to meet needs of a bilingual city and to comply with legislation, no staff member is forced to learn Welsh and no staff member is disadvantaged by choosing not to learn Welsh. The policy encourages, not enforces, staff to learn and use their language skills.

3 Assess Impact on the Protected Characteristics

3.1 Age

Will this Policy/Strategy/Project/Procedure/Service/Function have a differential impact [positive/negative/] on younger/older people?

	Yes	No	N/A
Up to 18 years			✓
18 - 65 years	✓		
Over 65 years			✓

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

The policy is aimed at all Cardiff Council staff members, regardless of age.

By encouraging staff to learn Welsh or to improve their skills, the policy provides staff members, regardless of their age, with professional development opportunities in terms of the Welsh Language, in order for them to provide

CARDIFF COUNCIL

Equality Impact Assessment
Corporate Assessment

bilingual services on behalf of the Council.

CARDIFF COUNCIL

Equality Impact Assessment
Corporate Assessment

What action(s) can you take to address the differential impact?

None required

3.2 Disability

Will this Policy/Strategy/Project/Procedure/Service/Function have a differential impact [positive/negative] on disabled people?

	Yes	No	N/A
Hearing Impairment	✓		
Physical Impairment	✓		
Visual Impairment	✓		
Learning Disability	✓		
Long-Standing Illness or Health Condition			✓
Mental Health	✓		
Substance Misuse			✓
Other			✓

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

The policy is aimed at all Cardiff Council staff members, regardless of whether they have a disability or long-term illness. The basis for noting a **Yes** above in terms of **positive impacts** for some categories is as follows:

Hearing Impairment: Though language training is by and large based on learning by speaking/listening, there are options of specialist courses and online visual learning tools that could be provided, as a reasonable adjustment, should any Deaf or Hearing-Impaired staff member wish to learn to read Welsh for example.

Physical Impairment: Training locations must be physically accessible to everyone including any staff member who has a disability or limited mobility. In addition, there are on-line course options available meaning that staff can learn from their work desks or from home if necessary.

Visual Impairment: Online and downloadable audio-based courses are available as a learning option, which are potentially ideal for staff members with any form of visual impairment.

CARDIFF COUNCIL

Equality Impact Assessment
Corporate Assessment

Learning Disability: There are options of Easy Read visual learning tools that could be provided, as a reasonable adjustment, should any staff member with Learning Disabilities wish to learn.

Mental Health: No staff member will be forced to learn, and any who begin a course and find that it is not for them will not be put under any pressure to remain in the class. It is also possible that by being in a class with different colleagues from across the Council and in a new learning environment, some mental health issues could actually improve.

The basis for noting a **N/A** above in terms of impacts for some categories is as follows:

Long Standing Illness or Health Condition: This is more Unknown rather than Not Applicable, as it is difficult to assess whether there will be a positive or negative effect on staff members who have long standing illnesses or health conditions; the courses will be available to them as with all other staff in terms of professional development, however their individual circumstances and choice will determine their ability to undertake Welsh language training classes.

Substance Misuse: Again, and for the same reasons, this is more Unknown rather than Not Applicable as individual circumstances will determine staff members' ability to undertake Welsh language training classes

What action(s) can you take to address the differential impact?

As noted above, given the wide variety of course formats already available, with more being developed annually, reasonable adjustments can be made for groups of staff or individuals based on their particular circumstances in order to make Welsh language training opportunities available to all Cardiff Council staff members.

CARDIFF COUNCIL

Equality Impact Assessment
Corporate Assessment

3.3 Gender Reassignment

Will this Policy/Strategy/Project/Procedure/Service/Function have a differential impact [positive/negative] on transgender people?

	Yes	No	N/A
Transgender People (People who are proposing to undergo, are undergoing, or have undergone a process [or part of a process] to reassign their sex by changing physiological or other attributes of sex)	✓		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.
By encouraging staff to learn Welsh or to improve their skills, the policy provides staff members, regardless of their past, current or future gender status, with professional development opportunities in terms of the Welsh Language, in order for them to provide bilingual services on behalf of the Council.
What action(s) can you take to address the differential impact?
None directly required: Though outside the scope of this policy, there may be a wider requirement for Transgender Awareness work within the Council (possibly within HR in terms of policy/practice and in general in terms of equal treatment of staff), but it needs to be noted here in terms of how classroom dynamics may affect a transgendered person's ability to undertake Welsh language training courses.

3.4. Marriage and Civil Partnership

Will this Policy/Strategy/Project/Procedure/Service/Function have a differential impact [positive/negative] on marriage and civil partnership?

	Yes	No	N/A
Marriage			✓
Civil Partnership			✓

Please give details/consequences of the differential impact, and provide supporting evidence, if any.
By encouraging staff to learn Welsh or to improve their skills, the policy provides staff members, regardless of their marital or civil partnership status, with professional development opportunities in terms of the Welsh Language, in order for them to provide bilingual services on behalf of the Council.

CARDIFF COUNCIL

Equality Impact Assessment
Corporate Assessment

What action(s) can you take to address the differential impact?
None required

3.5 Pregnancy and Maternity

Will this Policy/Strategy/Project/Procedure/Service/Function have a differential impact [positive/negative] on pregnancy and maternity?

	Yes	No	N/A
Pregnancy	✓		
Maternity	✓		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.
By encouraging staff to learn Welsh or to improve their skills, the policy provides staff members, regardless of whether they are pregnant or on maternity leave, with professional development opportunities in terms of the Welsh Language, in order for them to provide bilingual services on behalf of the Council.
What action(s) can you take to address the differential impact?
<p>Pregnant members of staff will be able to continue with their training until they reach the date where their maternity leave begins.</p> <p>For staff members on maternity leave, it may be possible for them to continue with classes and/or sit exams, however this will depend on individual circumstances, the dates involved and what reasonable adjustments can be made.</p> <p>Re-starting courses (even if this requires beginning a specific course year again) is an option that will be offered to all staff who are returning from maternity leave and were on courses prior to leaving.</p>

CARDIFF COUNCIL

Equality Impact Assessment
Corporate Assessment

3.6 Race

Will this Policy/Strategy/Project//Procedure/Service/Function have a differential impact [positive/negative] on the following groups?

	Yes	No	N/A
White	✓		
Mixed / Multiple Ethnic Groups	✓		
Asian / Asian British	✓		
Black / African / Caribbean / Black British	✓		
Other Ethnic Groups	✓		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

Providing Welsh language training opportunities to staff members from every ethnic background and culture also supports the work within the following Council policies and statutory duties:

- Cardiff Council's Strategic Equality Objective 7 (Build strong and cohesive communities where people feel safe, and able to celebrate Cardiff's diversity)
- Well-being of Future Generations (Wales) Act 2015's Aim of a Wales of Cohesive Communities.

Classes of staff from multiple ethnic backgrounds show that anyone can learn Welsh regardless of race or nationality.

What action(s) can you take to address the differential impact?

None required

CARDIFF COUNCIL

Equality Impact Assessment
Corporate Assessment

3.7 Religion, Belief or Non-Belief

Will this Policy/Strategy/Project/Procedure/Service/Function have a differential impact [positive/negative] on people with different religions, beliefs or non-beliefs?

	Yes	No	N/A
Buddhist	✓		
Christian	✓		
Hindu	✓		
Humanist	✓		
Jewish	✓		
Muslim	✓		
Sikh	✓		
Other	✓		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.
As with Race above, providing Welsh language training opportunities to staff members from different faith and belief backgrounds also supports Cardiff Council's Strategic Equality Objective 7 and the Well-being of Future Generations (Wales) Act 2015's Aim of a Wales of Cohesive Communities.
What action(s) can you take to address the differential impact?
None required

3.8 Sex

Will this Policy/Strategy/Project/Procedure/Service/Function have a differential impact [positive/negative] on men and/or women?

	Yes	No	N/A
Men			✓
Women			✓

Please give details/consequences of the differential impact, and provide supporting evidence, if any.
By encouraging staff to learn Welsh or to improve their skills, the policy provides staff members, regardless of their sex, with professional development opportunities in terms of the Welsh Language, in order for them to provide bilingual services on behalf of the Council.
What action(s) can you take to address the differential impact?
None required

CARDIFF COUNCIL

Equality Impact Assessment
Corporate Assessment

3.9 Sexual Orientation

Will this Policy/Strategy/Project/Procedure/Service/Function have a differential impact [positive/negative] on the following groups?

	Yes	No	N/A
Bisexual			✓
Gay Men			✓
Gay Women/Lesbians			✓
Heterosexual/Straight			✓

Please give details/consequences of the differential impact, and provide supporting evidence, if any.
By encouraging staff to learn Welsh or to improve their skills, the policy provides staff members, regardless of their sexual orientation, with professional development opportunities in terms of the Welsh Language, in order for them to provide bilingual services on behalf of the Council.
What action(s) can you take to address the differential impact?
None required

3.10 Welsh Language

Will this Policy/Strategy/Project/Procedure/Service/Function have a differential impact [positive/negative] on Welsh Language?

	Yes	No	N/A
Welsh Language	✓		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.
By its very nature, this policy will have a positive impact on the Welsh language.
What action(s) can you take to address the differential impact?
None required

CARDIFF COUNCIL

Equality Impact Assessment
Corporate Assessment

4. Consultation and Engagement

What arrangements have been made to consult/engage with the various Equalities Groups?

- Cardiff Council Welsh Language Coordinators and Champions Network.
- Employee Networks
- HR People Services
- Trade Unions

CARDIFF COUNCIL

Equality Impact Assessment
Corporate Assessment

5. Summary of Actions [Listed in the Sections above]

Groups	Actions
Age	None required
Disability	As detailed in the main Disability section, given the wide variety of course formats already available, with more being developed annually, reasonable adjustments can be made for groups of staff or individuals based on their particular circumstances in order to make Welsh language training opportunities available to all Cardiff Council staff members.
Gender Reassignment	None directly required: Though outside the scope of this policy, there may be a wider requirement for Transgender Awareness work within the Council (possibly within HR in terms of policy/practice and in general in terms of equal treatment of staff), but it needs to be noted here in terms of how classroom dynamics may affect a transgendered person's ability to undertake Welsh language training courses.
Marriage & Civil Partnership	None required
Pregnancy & Maternity	For staff members on maternity leave, it may be possible for them to continue with classes and/or sit exams, however this will depend on individual circumstances, the dates involved and what reasonable adjustments can be made. Re-starting courses (even if this requires beginning a specific course year again) is an option that will be offered to all staff who are returning from maternity leave and were on courses prior to leaving.
Race	None required
Religion/Belief	None required
Sex	None required
Sexual Orientation	None required
Welsh Language	None required
Generic Over-Arching [applicable to all the above groups]	None required

CARDIFF COUNCIL

Equality Impact Assessment
Corporate Assessment

6. Further Action

Any recommendations for action that you plan to take as a result of this Equality Impact Assessment (listed in Summary of Actions) should be included as part of your Service Area's Business Plan to be monitored on a regular basis.

7. Authorisation

The Template should be completed by the Lead Officer of the identified Policy/Strategy/Project/Function and approved by the appropriate Manager in each Service Area.

Completed By: David Thomas	Date:
Designation: Welsh Translator	04.05.2018
Approved By: Ffion Gruffudd	
Designation: Head of Bilingual Cardiff	04.05.2018
Service Area: Bilingual Cardiff	

7.1 On completion of this Assessment, please ensure that the Form is posted on your Directorate's Page on CIS - *Council Wide/Management Systems/Equality Impact Assessments* - so that there is a record of all assessments undertaken in the Council.

For further information or assistance, please contact the Citizen Focus Team on 029 2087 3059 or email citizenfocus@cardiff.gov.uk