Welsh Language Standards Annual Report 2018-19

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

Local authorities in Wales have a statutory duty to comply with regulation Welsh language standards that explain how they as organisations should use the Welsh language in different situations. The Welsh Language (Wales) Measure 2011 established a legal framework to impose duties on certain organisations to comply with standards in relation to the Welsh language by way of sub-legislation (Welsh Language Regulation (No.1) Standards 2015). The standards issued to Cardiff Council are listed in 'The City of Cardiff Council Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011'. A copy of the standards, which is referred to in this report, is available from www.cardiff.gov.uk/bilingualcardiff

1. Introduction

The principal aim of the legislation (standards) is to ensure that the Welsh language is treated no less favourably than the English language, with the emphasis on actively offering and recording language choice rather than the onus being on the individual service user or employee to request information or services in Welsh. Each local authority is required to publish each year an annual report detailing the following information

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

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

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

Posts Advertised
The number of new and vacant posts that were advertised during the year which were categorised as posts where—   • Welsh language skills were essential,   • Welsh language skills needed to be learnt when appointed to the post,   • Welsh language skills were desirable, or   • Welsh language skills were not necessary.

Each local authority was issued with a compliance notice from the Welsh Language Commissioner, which lists the standards, and the compliance date for each of the standards.

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

The report will be available to download on the Council's website from the **30th June 2019** www.cardiff.gov.uk/bilingualcardiff

2. Achievements

- Over 40,000 people attended the Tafwyl festival in July 2018 with an estimated £2.5m economic impact for Cardiff and The National Eisteddfod held in Cardiff Bay in August attracted more than half a million visitors over the week it was held. Both of these events were supported by Cardiff Council.
- Bilingual Cardiff translated a record-breaking **11,488,333** words. **99.1%** of all requests were returned to the client by the deadline date agreed.). The team translated more words than any previous year; a **27%** increase in the number of words translated compared to 2017-18.
- *A Bilingual Cardiff – A Bilingual Council* policy was adopted to support and promote the internal use of Welsh within the authority.
- The new draft Street Naming Policy was approved for public consultation by the Cabinet. The proposed policy aims to ensure equality between the number of Welsh and English street names, and to commit to using Welsh street names with a local historical connection for all new developments in Cardiff, and to establish a new Street naming panel to research new street names.
- Full Council will consider a new Supplementary Planning Guidance on Shop Fronts and Signage in June 2019, which includes recommendations regarding the use of bilingual signage and includes further information and advice on resources available to charities and the private sector.
- Following approval of the SPG, the Council's Planning Department can include recommendations for bilingual signage in all applicable planning decision notices relating to commercial developments.
- The Welsh Language Commissioners Assurance Report was positive overall and acknowledged service improvements across the board.
- Bilingual Cardiff presented at the Welsh Language Commissioners Best Practice Seminar, as the development of the 5-year Welsh language promotional strategy (Bilingual Cardiff Strategy 2017-22) is considered as one of the best examples in Wales.
- Dydd Miwsig Cymru (08/02/2019) and Diwrnod Shwmae (15/10/2018) were successfully promoted across the Council.
- Launch of C4 (Clwb Cymraeg Cyngor Caerdydd – Cardiff Council Welsh Language Staff Club) on St David's Day at Yr Hen Lyfrgell.
- Work is being undertaken in schools to promote Cardiff Council as a Welsh language employer.
- A Welsh language tutor post was created under the Bilingual Cardiff Strategy to deliver in-house Welsh training to Council staff.
- The number of staff with Welsh language skills has increased by **22.5%** since 2017-18.
- **409** staff completed Welsh language awareness training in 2018-19, and a total of **2284** staff have completed the corporate Welsh Language Awareness online training module to date (31/03/2019).
- The Council advertised **44** post where Welsh language skills were an essential requirement and a further **20** posts where Welsh was desirable.

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

Welsh language Commissioner Successful Practices Seminar
In October 2018, Bilingual Cardiff were invited to showcase the Bilingual Cardiff Strategy in the Welsh Language Commissioner's *Successful Practices* Seminar**.** The Strategy is considered to be one of the most successful examples of a local authority 5-year promotional Welsh strategy, due to a strong governance structure, a clear vision, extensive consultation, and communication.

[The Welsh language Commissioner's View](#)

Cardiff Council has clearly set out its commitment to contributing to the Welsh Government's vision to achieve one million Welsh speakers. I welcome the way in which the Council has proactively sought to ensure that key stakeholders and partners not only contribute to the Bilingual Cardiff Strategy but also take ownership of it. The impact of the Strategy is already visible and I look forward to seeing further progress against its aims and targets in the coming years.

The Welsh language commissioner [5-year strategies: a best practice guide for county and county borough councils and National Park authorities](#)

In October 2018, the Welsh Language Commissioner published an advice document to provide support for local authorities and national parks in Wales, as they implement their 5-year strategies to promote the Welsh language in accordance with the requirements of standards 145 and 146 as set out in the Welsh Language Standards (No. 1) Regulations 2015.

The Bilingual Cardiff Strategy 2017-22 and the approach taken by Cardiff Council and its partners is highlighted throughout the document as an example of best practice.

Cardiff Council also shows that promoting the vision is not a one-off event – it has used more than one opportunity to raise the profile of the strategy. A year after its publication, the Leader of Cardiff Council released a press statement that was given national media coverage to draw further attention to the vision. (Welsh language Commissioner)

[Bilingual Cardiff External Review](#)
One of the Bilingual Cardiff Strategy cabinet report recommendations included undertaking an independent external review of the strategy and action plan within one year. The review concludes that the Council has a clear vision, priorities and direction of travel for the Welsh language in the city. The review notes

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

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

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

The many strengths of the Bilingual Cardiff Strategy should be celebrated and good practice shared.

Recommendations

The external review included a number of recommendations.

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

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

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

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

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

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

R7   In conjunction with R1 and R2, consider reviewing the action plan in consultation with key partners (by the end of year 2, March 2019), with

a view to updating or adapting the targets. *[As part of any review, consider how the achievement of any new or adapted targets will align with the requirements to report on progress in terms of i) the increase in the number of Welsh speakers and ii) the increase in the use of Welsh and what is the quantitative and qualitative evidence required.]*

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

Please see revised action plan for the Bilingual Cardiff Strategy 2017-22 in accordance with the recommendations above **(appendix 1).**

4. Welsh in Education Strategic Plan 2017-2020

WESP Mission Statement

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

WESP Vision

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

Whilst the number and percentage of pupils enrolled at entry to Reception in Welsh-medium grew consistently between 2004/05 – 2012/13, numbers have fluctuated during the period 2013/14 to 2017/18. However, the percentage of pupils enrolled in 2017/18 represented Cardiff's highest percentage of pupils enrolled in Welsh-medium Reception classes. As the number of pupils enrolled in Welsh-medium classes directly relates to the pupil population, which may rise or fall, an increase in the percentage is a more appropriate measure of the success in promoting Welsh-medium education. See table 1 below:

School Year	Actual Intake (WM)	Actual Intake (WM, EM and Faith)	% Actual Intake (WM)	School Year	Actual Intake (WM)	Actual Intake (WM, EM and Faith)	% Actual Intake (WM)
2004/05	421	3,333	12.6%	2011/12	651	4,019	16.2%
2005/06	455	3,402	13.4%	2012/13	686	4,221	16.3%
2006/07	465	3,257	14.3%	2013/14	678	4,256	15.9%
2007/08	519	3,463	15.0%	2014/15	706	4,246	16.6%
2008/09	555	3,474	16.0%	2015/16	690	4,335	15.9%
2009/10	572	3,683	15.5%	2016/17	744	4,340	17.1%
2010/11	594	3,859	15.4%	2017/18	707	4,098	17.3%

Table 1: Numbers and Percentage of pupils admitted to Welsh-medium education from 2004/05 to 2017/18

It is important to recognise that financial resources are limited, so there is a real focus on ensuring effective and efficient use of public funds, and in developing strong partnerships to enable the delivery of improving outcomes from a reducing resource base. Cardiff's Welsh Education Forum are key partners in helping to guide and steer the development of Welsh-medium education across the city and are playing a key role in delivering the ambitions within the WESP 2017-2020.

During 2018/19 new school buildings for Ysgol Glan Ceubal with a Welsh Immersion Unit, Ysgol Glan Morfa and Ysgol Hamadryad were completed and are now occupied. The Council was successful in securing in-principle funding from the Welsh Government for capital towards expanding Welsh-medium provision, including the expansion of Ysgol y Wern to three forms of entry including teacher training facilities, the expansion of provision to provide additional places to serve the Central Cardiff area as well as developing early years provision.

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

5. A Bilingual Cardiff – A Bilingual Council

Standard 98 of the Welsh Language Standards (No.1) Regulations 2015 requires the Council to develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language.

In June 2018, the Cabinet approved a new policy **_A Bilingual Cardiff – A Bilingual Council_** to develop for promoting and facilitating the use of Welsh within its internal administration.

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

> **Bilingual Council 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.*

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 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.
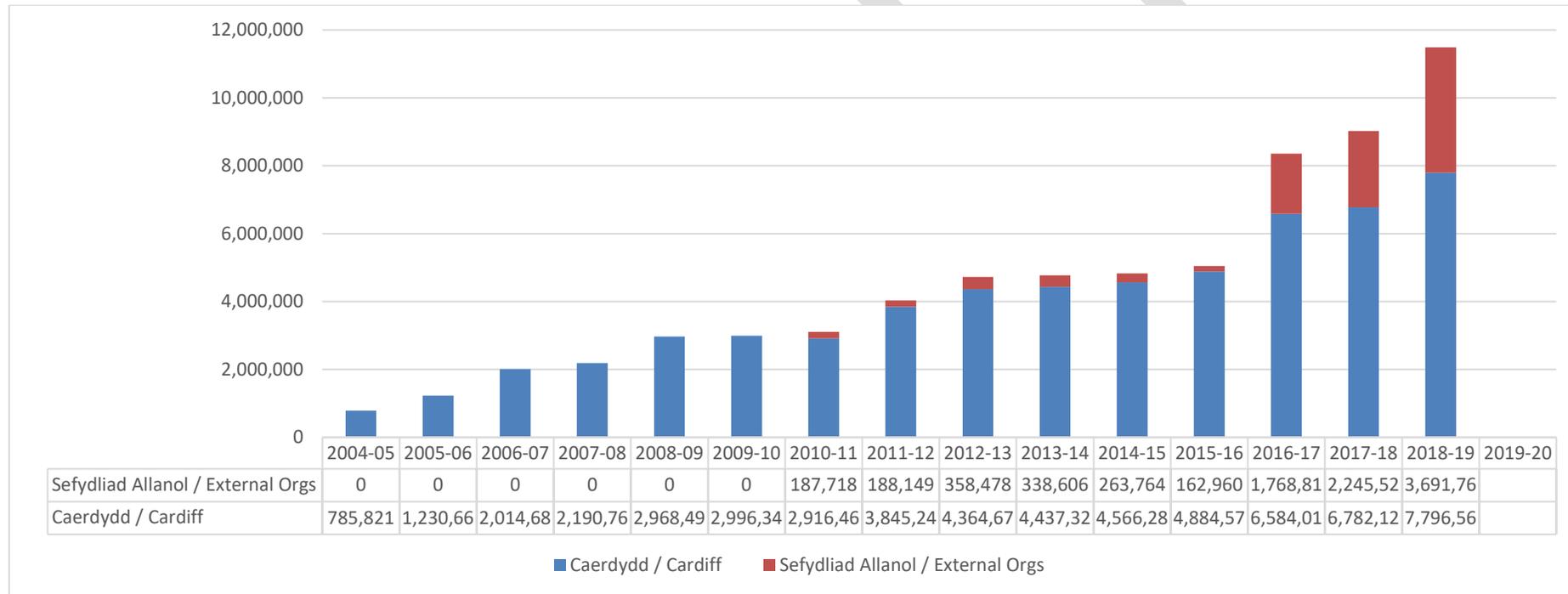
As part of the policy, in 2018 email MailTips were added to the accounts of staff who had recorded Welsh language skills (Advanced/Proficient) stating *"Rwy'n siarad Cymraeg / I'm a Welsh speaker".* It is hoped that this will encourage staff to use their Welsh language skills and will allow internal staff to know whether an internal email recipient is a Welsh speaker before emailing.

Furthermore, St David's Day 2019 saw the launch of C4 (Clwb Cymraeg Cyngor Caerdydd – *Cardiff Council Welsh Language Club*). A staff network for Welsh speakers and learners. The first event was held on St David's Day in Yr Hen Lyfrgell (Old Library Welsh language centre).

6. Welsh Translation

Bilingual Cardiff (Welsh language unit) returned **99.1%** of translation requests by agreed deadlines (**11,488,333 words**). The team translated more words than any previous year; a **27%** increase in the number of words translated compared to 2017-18. As well as providing Welsh translation services to Cardiff Council, Bilingual Cardiff have service level agreement contracts in place with a number of other public organisations for translation services.

Number of words translated by Bilingual Cardiff 2004/5 – 2018/19

	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Sefydliad Allanol / External Orgs	0	0	0	0	0	0	187,718	188,149	358,478	338,606	263,764	162,960	1,768,81	2,245,52	3,691,76	
Caerdydd / Cardiff	785,821	1,230,66	2,014,68	2,190,76	2,968,49	2,996,34	2,916,46	3,845,24	4,364,67	4,437,32	4,566,28	4,884,57	6,584,01	6,782,12	7,796,56	

■ Caerdydd / Cardiff ■ Sefydliad Allanol / External Orgs

7. Complaints against the Welsh Language Standards 2018-19

During 2018-19, a total of **12** public complaints were received in relation to the Welsh Language Standards – please see **appendix 2** for further information. Whether the complaints were received in English or Welsh, they were dealt with in accordance with the corporate complaints procedure.

The Council was also subject to **12** new investigations into the possible failure to comply with standards under section 71 of the Welsh Language Measure (Wales) 2011 by Welsh Language Commissioner. In 2018-19, the Council received:

- **6** final decisions confirming that the Council has failed to comply with the Welsh language standards.
- **3** decision confirming that the investigation would be discontinued.

A register of enforcement action is available to view on the Welsh Language Commissioner's website

The number of new investigations received by the Welsh language commissioner (**12**) is higher than in 2017-18 (**3**) but the number of public complaints received in relation to the Welsh language standards (**12**) has reduced compared with 2017-18 (**16**)

8. Posts advertised in 2018-19

During 2018-19 **1044** posts were advertised - Please see **appendix 3** for a breakdown of the Welsh Essential posts advertised.

- **44** posts were advertised where Welsh language skills were essential.
- **20** posts were advertised where Welsh language skills were desirable.
- **980** posts were advertised where Welsh language skills were not deemed necessary at present.

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

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

9. Welsh Language Training & Welsh Medium training courses

In 2018-19, **201** staff participated in Welsh language training courses, of which:

- **17** staff have completed a 10-hour online 'Welcome Welsh' course and **7** of these have undertaken Welcome Back follow up modules.
- **81** staff attended Welsh courses through Cardiff University.
- **4** staff attended 5-day residential courses through the 'Working Welsh' scheme.
- **47** staff attended internally developed beginners' Welsh training. Of these, **34** staff attended Croeso Cymraeg sessions with **6** achieving a certificate for attending 10 or more. **13** staff have started Croeso Cymraeg modules towards a 60-hour programme.
- **9** staff attended an internally developed 120-hour Sylfaen (level 2) course.
- **12** staff attended internally developed Work Welsh Workshops for level 3 and above.
- **28** staff attended intensive Welsh training through the 'Working Welsh' scheme.
- **3** senior staff including **2** directors and **1** Operational Manager undertook bespoke Welsh sessions.

In 2018-19, **409** staff completed Welsh language awareness training; of which:

- **105** staff from Adult and Children's services attended face to face Welsh Language Awareness training provided by the Welsh language coordinator for Adult Services.
- **25** corporate apprentices undertook Welsh Language Awareness training as part of the Apprentice Training Week.
- **279** Staff completed the Corporate Welsh language awareness online training.

Furthermore:

- **2284** staff have completed the Welsh language awareness module since its launch in September 2015.

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

In September 2018, a Service Delivery Lead has been appointed with responsibility for delivering Welsh language training courses, and courses through the medium of Welsh where there is demand. Capacity development is ongoing and the Academy is committed to ensuring that we meet Welsh medium training requirements under the standards. Capacity is already in place for Cardiff Manager Programme assignments to be submitted in Welsh and for sessions to be delivered through the medium of Welsh where demand is sufficient.

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

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

Arrangements are in place to ensure that staff can request to receive their training through the medium of Welsh in accordance with standard 128. In 2018-19, no specific requests for training in Welsh were received. Cardiff Academy intends to add a specific question on medium of delivery to the registration process in future to ensure that training in Welsh is actively promoted and that staff are aware of their right to receive training within the above areas, in Welsh. Where demand is sufficient, we will aim to develop capacity for Welsh medium delivery internally.

10. Employees Welsh Language Skills

The development of the HR System (DigiGOV) and the opportunity for staff to validate their own personal data, has enabled the Council to record the Welsh language ability (and other languages) of staff. As of 31st March 2019, **6301** (non-school based) staff are employed by Cardiff Council, and of these a total of **4463** staff have validated their entries on the HR system. From these, **523** staff have stated they have a level of Welsh language skills. This represents **11.72%** of those registered on the system.

Count of Welsh language Proficiency	Welsh language Proficiency					
Service Area	Entry Level	Foundation	Intermediate	Advanced	Proficient	Grand Total
ECONOMIC DEVELOPMENT	21	4	11	4	8	48
EDUCATION & LIFELONG LEARNING	27	7	5	6	17	62
GOVERNANCE & LEGAL SERVICES	8	3	4	4	5	24
HOUSING & COMMUNITIES	46	19	15	16	17	113
PERFORMANCE & PARTNERSHIPS	4	2	2	1	15	24

PLANNING TRANSPORT & ENVIRONMENT	12	5	8	5	3	33
RESOURCES	32	20	10	12	19	93
SOCIAL SERVICES	53	21	19	10	23	126
Grand Total	**203**	**81**	**74**	**58**	**107**	**523**

The number of staff with Welsh language skills has increased by **22.5%** since 2017-18 (**523** compared with **427**)**.** Such an increase can be attributed in part by improved recording arrangements and awareness raising, as well as the Bilingual Cardiff Strategy, which includes a target to increase the number of staff with Welsh language skills and Welsh courses through the 'Working Welsh' Scheme. Staff have been reminded regularly to update their DigiGOV personal details records, which includes Welsh language proficiency.

11. Mwy na Geiriau / More than just Words
Strategic Framework for Welsh Language in Health, Social Services and Social Care

Cardiff Council and its partners in the Vale of Glamorgan Council, Cardiff and Vale University Health Board and Felindre University NHS Trust have established a Welsh Language Forum to take forward the objectives of More than Just Words.

The Forum met several times during the year, sharing practice and learning.   The group has begun to discuss the following themes under the More than Just Words objectives. The group will collectively be taking associated actions forward during 2019/20.

Objective 1: National and Local Leadership, and National Policy

- A senior officer continues to undertake the role of Welsh Language Champion across the Social Services directorate. The champion is supported by two Welsh language coordinators.
- Increasing the profile of the new Forum and the More Than Just Words objectives, through appropriate organisational and partnership governance structures has been identified as an area of development that the Forum will be taking forward in the coming year.

Objective 2: Mapping, Auditing, Data Collection and Research

- In 2017, the Cardiff and Vale of Glamorgan Population Needs Assessment for the Social Services and Wellbeing (Wales) Act 2014 profiled the need for Welsh language services. The new Forum intends to further map demand and the ability of services to respond to that demand in the coming year. A priority will be to understanding sources and limitations of available data, towards developing an updated community and workforce profile during 2019/20.
- Details of the Welsh language skills of the workforce and Welsh language community profile continue to be included in the annual published report of the social services department.
- Questions continue to be in place in the Social Services client record system to record service user's language preference.

Objective 3: Service Planning, Commissioning, Contracting and Workforce Planning and **Objective 4: Promotion and Engagement**

- Staff throughout the organisation continue to be regularly reminded about the requirements of the Welsh language standards and the requirement to make an active offer through 'Welsh Matters Briefs" which are distributed to all staff by e-mail.
- The annual published report of the director of social services continues to include a commitment to the Welsh language.
- The Forum will be working to take forward actions to:

  - ➤ Attract and develop the Welsh language workforce, and strengthening links to organisations Workforce Strategies.
  - ➤ Evaluate what works and what can be developed in staff language skill training.
  - ➤ Understanding how and which standards to communicate to contracted providers.
  - ➤ Links will be made between commissioning, contracting and workforce planning and the profiling work that will be undertaken under objective 2.

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

- Welsh language training opportunities continue to be regularly promoted across the Council and service. From beginner to proficiency training.
- Awareness training is a compulsory element of induction training in social care and forms part of the social work placement induction programme and a mandatory element of the First Three Years in Practice training programme.

12. Monitoring & Overseeing Compliance with the Standards

WELSH LANGUAGE COORDINATORS & CHAMPIONS

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

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

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

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

Coordinator meetings are chaired by Bilingual Cardiff, and held monthly in County Hall. A list of Coordinators and Champions is available on the Bilingual Cardiff intranet page.

DIRECTORATE DELIVERY PLANS

To monitor compliance with the Welsh language standards, each directorate is required to include an objective/objectives relating to delivering the Welsh language standards within their Directorate Delivery Plans annually to ensure corporate ownership of the requirements of the standards. The objectives included within the Directorate delivery plans are listed in **appendix 4.**

As part of our work in monitoring compliance, each director will be required to complete a 'Welsh language assurance statement' **(appendix 5)** in 2019-20 for their directorate.

SENIOR MANAGEMENT TEAM

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

BILINGUAL CARDIFF MEMBER GROUP

The Bilingual Cardiff Member Group is a cross-party group established to take a lead role in developing a truly bilingual Cardiff where citizens and Cardiff Council staff can access services and support in either language equally through improved partnership working. During 2018-19 the group met 4 times to discuss Welsh language matters, including the implementation of the Welsh Language Standards and the Bilingual Cardiff Strategy 2017-2022 (Standard 145) as well as a number of external presentations from partners in the Bilingual Cardiff Forum (formerly the Welsh Language Forum) including the National Eisteddfod, Urdd, Menter Caerdydd and Tafwyl.

CABINET & FULL COUNCIL

Cardiff Council's Welsh Language Standards Annual Report is considered by the Cabinet and full Council to ensure scrutiny at the highest level.

13.   Welsh Language Commissioner's Assurance Report 2017-18

In the National Eisteddfod in August 2018, the Welsh Language Commissioner published her annual assurance report *A Measure of Success*

The report assesses the overall situation of Welsh language public services, and shows that services are improving across Wales. Following the publication of the annual report, a meeting was held between Council and Welsh Language Commissioner officers where specific findings in relation to the Council's performance were shared and discussed.

The aim of the Commissioner Annual Assurance Report is to give their independent view of Welsh language services, based on evidence, in order to:

- *inform Welsh speakers to what extent public organisations provide services for them, and what is the quality of those services;*
- *draw the attention of organisations to successful practice, and where compliance arrangements need to be developed, in order to enable them to comply and improve users' experiences;*
- *provide evidence to politicians, and other policy makers, regarding to what extent public organisations provide services of good quality in Welsh, and to what extent the standards regime is successful.* (Welsh language Commissioner)

The Council's performance was good overall, and shows a continued improvement in most areas. The Commissioner's survey highlighted that there was some room for improvement in areas including ensuring the availability of Welsh language reception services. Please see **appendix 6** for full performance results.

The Senior Management Team considered the report in February 2019. As well as managing risk, as a local authority we are continuing to strive to ensure that service users receive the same high quality services whether they choose to deal with us in Welsh or English.

14.   Promoting & Facilitating the Standards

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

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

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

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

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

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

BILINGUAL CARDIFF: TRANSLATION & POLICY ADVICE
Bilingual Cardiff provides a full Welsh language translation and simultaneous translation service for all Council Directorates.

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

CORPORATE WELSH LANGUAGE SKILLS STRATEGY

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

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

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

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

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

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

All external Welsh Essential posts are routinely advertised on www.lleol.cymru a website specialising in Welsh essential posts for organisations across Wales.

WELSH LANGUAGE TRAINING

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

As of September 2018, Cardiff Academy have appointed a trainer who is responsible for providing Welsh training to Council staff.

There is a corporate budget for Welsh language training, therefore there is no individual cost to Council staff or their directorates and staff have their hours credited for time attending courses. Priority is given to frontline staff.

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

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

The aim of the training is for staff to:

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

'IAITH GWAITH' LANYARDS & BADGES

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

Appendix 1 – Revised Bilingual Cardiff Strategy Action Plan

**Families, Children and Young People**
REF	PRIORITY	OBJECTIVES	TARGET	TIMESCALE	DELIVERY PARTNERS	LEAD PARTNER
1.1	**Promote the benefits of Welsh Medium education to all Cardiff communities and implement the Welsh in Education Strategic Plan.**	Share information with prospective parents and new parents, regarding Welsh education and childcare through the health sector.	Cymraeg i Blant to arrange two visits per month to ante-natal clinics or groups across the health board.	April 2019 – April 2020	Cardiff & Vale Midwifery and Health Visiting teams, Flying Start, Birth Registrar, FIS Cardiff, Menter Caerdydd, Learn Welsh Cardiff	Mudiad Meithrin Cardiff Council
		Implement the Welsh in Education Strategic Plan 2017 – 2020.	Increase the number of pupils attending Welsh medium schools by 12.3% by 2022.	2022	Cardiff Council – Education and Lifelong Learning	Cardiff Council
		Pilot a 'one in a million' event targeting year 8 and 9 pupils at Ysgol Plasmawr demonstrating the value of Welsh medium education and benefits of bilingualism at this	Language psychology questionnaires before and after the event.	November 2019	All Bilingual Cardiff Forum partners	Ysgol Gyfun Plasmawr

		crucial age. Roll out to other Welsh medium secondary schools depending on impact.				
		Take part in the celebratory procession to mark 70 years of Welsh medium education in Cardiff.	All partners to report back to Bilingual Cardiff Forum meeting	June 2019	All Bilingual Cardiff Forum partners	Cardiff Council

Menter Caerdydd |
| | | Offer a comprehensive programme of Welsh for the Family courses and courses for families in regeneration areas | 6 courses | September 2019- August 2020 | Mudiad Meithrin, Y Ganolfan Dysgu Cymraeg Genedlaethol, Cymraeg i Blant, Flying Start, local schools, Menter Caerdydd | Cardiff University (School of Welsh) |
| | | Work with schools and the Welsh medium nursery units in order to offer lessons to parents and prospective parents | 6 courses | Sept 2019- Aug 2020 | Mudiad Meithrin, Y Ganolfan Dysgu Cymraeg Genedlaethol, Cymraeg i Blant, Flying Start, local schools, | Cardiff University (School of Welsh) |

					Menter Caerdydd	
		Develop a new Welsh Medium Education Strategy for whole of University to increase Welsh medium provision. Intention is to create strategy by end of 2019. Coleg Cymraeg Cenedlaethol as a partner	Approve a new Welsh Medium Education Strategy by end of 2019 then seek approval for new Welsh Education Strategy	End of 2019	Coleg Cymraeg Cenedlaethol	Cardiff University (School of Welsh)
1.2	**Improve provision and standards in Welsh in both Welsh medium schools and English medium schools through the Welsh in Education Strategic Plan.**	Implement the Welsh in Education Strategic Plan 2017 – 2020.	Increase the percentage of learners who achieve A*- C in Welsh first language GCSE by the end of Key Stage 4 to 85% by 2020.	2020	Cardiff Council – Education and Lifelong Learning	Cardiff Council
			Increase the number of learners who study the full time Welsh second language GCSE course to at least 80% by 2020.	2020	Cardiff Council – Education and Lifelong Learning	Cardiff Council

			Increase the percentage of the year 11 cohort who achieve grades A*-C in Welsh second language GCSE to 40% by 2020.	2020.	Cardiff Council – Education and Lifelong Learning	Cardiff Council
		Offer CPD courses to teachers and teaching assistants in the Welsh and English Medium sector through the National Sabbatical Scheme.	Sabbatical programme: 2 year long courses for 14 education practitioners from South Central Consortium and South East Consortium + supplementary courses where there's demand	Sept 2019-Aug 2020	Central South Consortium, Welsh Language Officers/Challe nge Consultants, Welsh Government	Cardiff University (Welsh for Adults)
		Hold revision classes and master classes for First and Second Language A-level students	Subject to demand (not yet ascertained, but usually at least one masterclass held in Cardiff)	Sept 2019-Aug 2020	Local Schools	Cardiff University (Welsh for Adults)
1.3	**Promote the benefits of transferring the Welsh language within the family,**	Visit 50% of all Welsh medium schools in Cardiff to present Menter Caerdydd's services and the advantages of Welsh to all parents of children starting in the	Keep records of 50% of schools visited in 2019 (50% in 2020)	June – September 2019	Cardiff Council	Menter Caerdydd

and give children and young people the opportunity to become confident bilingual adults.	reception class in September 2019.				
	Develop comprehensive face-to-face sessions across Cardiff for families summarising the advantages of bilingualism as well as providing concise materials/videos information on Welsh nurseries and schools.	4 sessions per year. Collate (or produce) 4 short introductory social media videos each year from 2019-22 (16 in total), addressing issue at critical choice periods. Videos available on-line and promoted on social media. (Education/Billingual Cardiff)	From September 2019 - 2022	Menter Caerdydd, Cardiff Council – Education and Lifelong Learning – and Bilingual Cardiff, Flying Start, Mudiad Meithrin, Family Information Service, RhAG	Cardiff Council
	Promote Radio Platfform (the Centre's radio station which is run by young people) A 6 week course with an OPEN qualification for young people aged 14 – 25. Welsh and English stream available.	April to March 2019/20 - 2 x Welsh streams for 6 week course accommodating total of 20-30 young people age 14-25 (inc. Ysgol Plasmawr). 2020/21 and 2021/22 - 3 x Welsh streams for 30-45 young people 14-25 each	Each year 2019-2022	Secondary Schools, Menter Caerdydd	Wales Millenium Centre (WMC)

			year (in South East Wales) In addition, in 2019/20 a minimum of three outreach workshops a year in WM schools, rising to six worksops each year in 2020/21 and 2021/22			
		Provide opportunities to children and young people in Cardiff to develop their Welsh medium skills through Eisteddfodau / Camps / Sports and opportunities in the community.	4500 children and young people enrolled	April 2019 – March 2020	Cardiff Schools	Urdd
		Offer Welsh For Adults taster sessions to improvers/proficiency courses.	1000 learners	Sept 2019-Aug 2020	Y Ganolfan Dysgu Cymraeg Genedlaethol, Cymraeg i Blant, Flying Start, local schools	Cardiff University (Welsh for Adults)
1.4	**Provide opportunities for families to use Welsh together.**	Plan and develop specific projects to target mixed language families of all ages and map current provision, identify new partners and hold 3 events during the year.	Hold 3 events in 2019-20	By March 2020	Menter Caerdydd, Cymraeg i Blant, National Museum	Menter Caerdydd

					Wales, Mudiad Meithrin Cardiff & Vale College (CAVC)	
		Increase the number of reading out loud sessions or other Welsh activities for parents and children at all Cardiff hubs and libraries.	An increase of 25% by 2022.	From September 2018 and every year thereafter	Cardiff Council, Menter Caerdydd, Mudiad Meithrin	Cardiff Council
		Develop and promote a calendar of events and activities for families so that children and parents can learn Welsh together.	One event per term	Sept 2019-Aug 2020	Y Ganolfan Dysgu Cymraeg Genedlaethol, Cymraeg i Blant, Flying Start, local schools	Cardiff University (Welsh for Adults)
		Develop a Network to use School Communication channels with partners to advertise Welsh language performances in the city (for Adults, children and families).	Memorandum of Understanding established with partners Alerts to go out	September 2019	Primary Schools Welsh language charter officers, Education consortium, theatre companies, Menter Caerdydd, Arts Council Wales	Arts Council Wales

| | | Develop a 'Night Out' Network in Cardiff – promoters and community locations, to attract more Welsh language performances to Cardiff and promote Welsh language events. | Art providers to be contacted to identify what can be delivered

Partners to agree delivery plan though consultation with Welsh medium primary schools | September 2019 | Urdd, Menter Caerdydd, Schools, Arts Council Wales, Cardiff Council. | Arts Council Wales |
| --- | --- | --- | --- | --- | --- | --- |
| | | Hold termly events to increase the social opportunites and raise awareness of the Welsh language for parents with small children across the city. | 3 Miri Meithrin events to be held for pre-school children by Menter Caerdydd & Cymraeg i blant | April 2019 - April 2020 | Cymraeg i Blant, Menter Caerdydd, Family Information Service, Learn Welsh Cardiff, Libraries/Hubs | Mudiad Meithrin

Menter Caerdydd |
| 1.5 | **Increase the provision of Welsh-medium extra-curricular activities and opportunities for children and young people to use Welsh outside the school gates.** | Coordinate and administer the full programme of holiday care, play and leisure activities for children aged 4 – 11 including day care, open play session and leisure activities as well as various holiday activities for young people 11 – 16 years old. | 10 weeks of holiday care attracting 400 children per week.

7 weeks of open play in 6 areas, attracting over 500 children per week

A minimum os 8 leisure activities per term during school holidays, attracting 200 children/young | From April 2019 and annually thereafter. | Menter Caerdydd

CVAC | Menter Caerdydd |

			people to register each year			
		Develop a programme of Welsh workshops and activities for children and young people.	Co-ordinate a menu of opportunities and aim to deliver 15 per term, attracting a minimum of 200 children and young people	From April 2019 and annually thereafter	Menter Caerdydd	Menter Caerdydd
		Use Dydd Miwisg Cymru (Welsh language Music Day) as a way of attracting young people to take part in the Welsh Music Scene both socially and as artists.	Create a new Action Plan for Dydd Miwsig Cymru (Welsh language music day)	By October 2019	Welsh Government	Welsh Government, Clwb Ifor Bach, Cardiff Council
		Employ a Youth Officer to work with young people in Cardiff's Secondary Schools to develop new opportunites for young people to use their Welsh.	New Officer in post from September 2019	September 2019 – September 2020	Cardiff Secondary Schools, Cardiff Council Menter Caerdydd CAVC	Urdd

		Establish a 'Criw Awn i Weld' for children to attend Welsh performances in groups with chaperones including added value e.g. meeting the cast, discussing the show, write a short review, back stage access all in Welsh.	Agree and develop approach with partners Pilot with a primary school Roll out to other Welsh medium primary schools	January 2020	Schools / Welsh language charter, Urdd, Menter Caerdydd	Arts Council Wales
		Increase Welsh language arts provision to children in Cardiff through a series of courses & events, feed into the Urdd Eisteddfod's Arts & Crafts competitions.	Contact art providers including venues and Creative Learning Agents to identify what can be delivered Delivery plan agreed with partners through consultation with Welsh medium primary schools	September 2019	Schools / Welsh language charter, Urdd, Menter Caerdydd	Arts Council Wales
		Develop a Welsh scene (theatre or Rock) between a number of schools using the 'Noson Allan yr Ifanc' Scheme and the 'Ewch i Weld' grant	1 performance arranged as a pilot Evaluate and share findings with other schools Establish a 'Noson Allan' community network – arrangers and venues	December 2019	Schools / Welsh language charter, Urdd, Menter Caerdydd, Cardiff Council	Arts Council Wales

		Establish a sub-group to look at Welsh arts provision in the city.	Sub-group to report back to Bilingual Cardiff Forum each quarter	September 2019	Urdd, Menter Caerdydd, Arts Council Wales, other partners, Education Consortium Officer (Welsh language charter)	Arts Council Wales
		Lead on the development of the first Welsh medium Cardiff Youth Forum for young people aged 16+ in the city.	To hold 4 meetings annually and report back to Bilingual Cardiff Forum once a year	June 2019	Menter Caerdydd, Urdd Gobaith Cymru. Bilingual Cardiff Forum. Clwb Ifor Bach, Pyst. UMCC. The Coleg Cymraeg Cenedlaethol, Colegau Cymru, Cardiff Council Youth Department	Menter Caerdydd
1.6	**Develop opportunities for children and young people in English**	Iaith ar Waith qualification provided in numerous disciplnes across the college.	1200 learners	By April 2020	WJEC and Welsh Teachers	Cardiff & Vale College (CAVC)

		Provide opportunities for the children and young people of Cardiff in English settings to engage positively with the Welsh language through Eisteddfodau / Camps / Sports and opportunites in the community.	4,500 children and young people enrolled by end of March 2020	April 2019 onwards January – March 2020 - Eisteddfodau April 2019 – March 2020 Urdd camps April 2019 – March 2020 Sports Activities	WMC English Schools	Urdd
medium settings to positively connect with the Welsh language.						
		Collaborate with Cardiff's secondary schools through the Welsh Every Day project to provide positive opportunities for young people in English medium settings to use the Welsh language.	An offer of 40 activities each year for 40 schools affording an opportunity to over 1,000 children and young people to use their Welsh	April 2019 onwards	English Schools	Urdd
1.7	**Improve rates of progression between early years to post-16 education.**	Work with the primary and secondary schools and higher education settings to ensure a clear progression of Welsh education.	Throughout the year Attendance to option evenings/events at the three Welsh medium secondary schools, as well as	By May 2020		CAVC

			practical skills events with primary and secondary schools.			
		Promote our commitment to Welsh education and bilingualism in order to improve progression rates in the Welsh medium sector.	Strategic groups to continue with the development of resources, staff and provision.	By September 2020	All Cardiff Schools, Coleg Cymraeg Cenedlaethol (Welsh College)	CAVC
		Promote Cardiff Council's established Welsh Immersion Unit (primary & secondary) which provides intense Welsh language learning enabling children to gain a level of fluency to transfer to education in a Welsh-medium School.	Annual presentation for new parents of children aged 3-7 Regular social media promotion	By September 2019		Cardiff Council (Education & Lifelong Learning)
		Implement the Welsh in Education Strategic Plan 2017 – 2020	Increase the number of seven year olds educated through the medium of Welsh by 1.2%, from 15.2% in January 2016 to 16.4%	By 2020.	Cardiff Council and the Welsh Education Forum	Cardiff Council

			Increase the number of learners in year nine being assessed in Welsh (First Language) by 1.5% to 14.4%	By 2020	Cardiff Council and the Welsh Education Forum	Cardiff Council
			Increase the percentage of 17 year old learners studying 2 or more subjects through the medium of Welsh by 4% to 95%	By 2020	Cardiff Council and the Welsh Language Forum	Cardiff Council
		Collect progression data from Early Years provisions (nursery groups) for the Schools so the Welsh Government can share with the county for the WESP. Encourage transition between the nurseries and the schools they feed.	Collect transition data from Cylchoedd Meithrin to Schools on an annual basis. Data is available from Welsh Government for every Local Authority from October onwards of each year.	April 2019-20	Mudiad Meithrin and the members working together with the primary schools	Mudiad Meithrin
1.8	**Ensure that the Welsh language is seen as a valuable skill for training and employment.**	Increase awareness and encourage young people to consider the Welsh language as a skill when looking for employment and training through a series of 1:1	Visit all 3 Welsh Medium secondary schools by October 2019	By end of October 2019	Menter Caerdydd, Welsh in Buiness	Menter Caerdydd

		presentations with the Welsh in Business Officer				
		Provide up to date and regular information for young people regarding job opportunities and apprenticeships, which require bilingual skills.	Develop a joint strategy	By April 2020	Coleg Cymraeg Cenedlaethol, Cardiff University (School of Welsh), South Wales University, Colegau Cymru, Cardiff Council, Menter Caerdydd	Coleg Cymraeg Cenedlaethol
		Increase employers' awareness of the Welsh skills that learners have when they leave College and the added value that these skills provide for employers.	BC partners to organise / attend job fairs and to report back annually as to how many jobs fairs were held or attended	From September 2019	WJEC, all Billingual Cardiff Partners	CAVC
		Provide opportunities for Cardiff's young people to volunteer with the Urdd and secure Welsh medium jobs.	50 volunteers	April 2019 – March 2020	Cardiff Schools

Cardiff University | Urdd |

		Continue to work with and promote the National Centre's 'Working Welsh' strategy as well as offering Language Awareness lessons and sessions to staff in a variety of organizations in Cardiff	6 Working Welsh intensive courses – dependent on winning tenders	Sept 2019-Aug 2020	Y Ganolfan Dysgu Cymraeg Genedlaethol, y Coleg Cymraeg Cenedlaethol	Cardiff University (Welsh for Adults)
		Share the advantages of speaking two languages with Midwifery and Health Visitor students at Cardiff University and with child care students at the Cardiff and Vale Further Education College and pupils at the Welsh Secondary Schools	Presentation to midwifery students Presentation to Heath Visiting students Presentation to Child Care Students at Cardiff & Vale Mudiad Meithrin staff will attend 'Diwrnod Pontio' at Ysgol Gyfun Plasmawr	July 2019 January 2020 October 2019 July 2019	Curriculum Leader of the Midwifery and Health Visitor course at Cardiff University, Cardiff and Vale College, Headteachers at Ysgol Gyfun Glantaf, Ysgol Gyfun Plasmawr, Ysgol Gyfun Bro Edern	Mudiad Meithrin

Community and Infrastructure

REF	PRIORITY	OBJECTIVES	TARGET	TIMESCALE	DELIVERY PARTNERS	LEAD PARTNER
2.1	**Promote the Welsh language as a unique selling point for Cardiff as a capital and core city and promote the 'Bilingual Cardiff' brand.**	Arrange a variety of events such as an open evening and business events during the year to promote the benefits of bilingualism and the Bilingual Cardiff vision.	4 – 6 Events during the year	From July 2019	All partners	CAVC
		Ensure that economic, business and tourism marketing information includes a reference to Cardiff as a bilingual city.	Undertake spot checks of marketing materials once a year	By April 2020	Cardiff Council's Bilingual Cardiff and Tourism and Economic Development Teams	Cardiff Council
		Encourage private businesses who support the Welsh language to show or display the Bilingual Cardiff brand in their businesses e.g. taxis, buses, hotels etc and offer Welsh language courses to taxi and bus drivers.	Relevant businesses and organisations to use the Bilingual Cardiff logo	from April 2019	Welsh in Business Cardiff Council, Menter Caerdydd The Old Library	Cardiff Council
		Implement the Cardiff Blues Welsh Language Policy.	All future signage around Cardiff Arms Park to be bilingual.	April 2019 – March 2020	Cardiff Council	Cardiff Blues

			Ensure casual staff at home games have simple greetings in Welsh (i.e 'croeso', 'diolch' etc.)			
			Strengthen relationships with Welsh language organisations, such as Tafwyl, and Welsh language media.			
			Continually increase Welsh language content on Cardiff Blues' online presence (website and social media platforms)			
			Introduce Welsh language on retail items such as clothing			
			Enhance bilingual match-day experience, with regular bilingual announcements over the tannoy and music from Wales to be played over the PA			
			Support the promotion of Welsh-speaking athletes within the squad in the Welsh media			
2.2	**Increase the use of the Welsh language in all**	Administer and maintain an electronic network promoting Welsh and Bilingual events across the city.	To reach a minimum of 7000 people across the city to promote our services	From September 2019 and	Menter Caerdydd	Menter Caerdydd

high profile and major events hosted in Cardiff, support existing Welsh-language community events and share good practice.			continuously thereafter		
	Organise a Bilingual Cardiff Forum event to showcase the Forum's work and to celebrate International year of Indigenous Language 2019.	Deliver a showcase event	November 2019	Welsh Government	Bilingual Cardiff Partners Forum
	Sponsor and have a strong presence in Tafwyl (Annual Welsh language community festival).	All partners to report back to the Bilingual Cardiff Forum	June 2019	Cardiff Council All Bilingual Cardiff Partners	CAVC
	Organise 10 Eisteddfod Cylch / Dance / Region / Art and Crafts events across Cardiff for over 3,500 children and young people and hold 10 sports competitions for over 3,000 children through the medium of Welsh.	10 Eisteddfod Cylch events with 3500 children & young people attending 10 Sport competitions with 3,000 children & young people attending	From April 2019 annually		Urdd
	Permit Applications (events) to include conditions to ensure bilingual signs and publications.	Annual spot check	From September 2019		Cardiff Council
	Offer support by having presence at events – tailor marketing materials / courses	Eisteddfod yr Urdd Tafwyl	Summer 2019		All Bilingual Cardiff

		information and short taster sessions	Events in specific areas e.g. Butetown Carnival.			Forum Members
2.3	**Increase the visibility of the Welsh language within the city to reflect a 'Bilingual Cardiff' through existing planning mechanisms.**	Provide language awareness sessions, advice and practical support to small and medium businesses to introduce and use the Welsh language in business.	To hold a minimum of 5 sessions during the year	From September 2019	Welsh in Business, Menter Caerdydd, FOR Cardiff, FSB, Business Wales	Menter Caerdydd
		Conduct quarterly audits to ensure that the Welsh language appears first on all display material created by the Council from September 2017 onwards.	Report findings to SMT and Bilingual Cardiff Forum annually	From April 2020	Cardiff Council	Cardiff Council
		Planning decision notices for applicable commercial applications to include recommentations to ensure bilingual signage.	Shop Front Guidelines and Signs and Supplementary Planning Guidance to be approved by Council (June 2019) Prepare a 'best practice' guide with existing examples for businesses – October 2019	From September 2019		Cardiff Council
		Adopt a new street naming policy that confirms existing bilingual street names and aims to give all new streets a Welsh name with the emphasis on using researched historical/heritage	Cabinet approval for the street naming policy	July 2019		Cardiff Council

		names for all new streets in Cardiff.				
		Create an online resource to promulgate knowledge and information regarding historic or linguistic meaning behind new street names.	Section created on Council website	From April 2020		Cardiff Council
		Confirm list of standardised Welsh place names in Cardiff for Welsh Language Commissioner.	Publish a list of all place names in Cardiff	From April 2020	Welsh Language Commissioner	Cardiff Council
		Share out our marketing materials, information on courses & events widely accross the city.	Minimum of 1000 learners on mainstream courses as well as circa 150 in the workplace	Summer 2020		Cardiff University (Welsh for Adults)
2.4	**Introduce the Welsh language to new and emerging**	Schools officer to visit every local secondary school to talk about Welsh education, learning Welsh and cultural awareness.	Deliver CAVC presentation regarding career opportunities to all local secondary schools to raise awareness of the benefits of bilingualism.	From July 2019	All Bilingual Cardiff partners	CAVC

communities as a way of convening Welsh culture and promote Welsh language learning and Welsh medium education.	Co-ordinate with the third sector to develop Welsh classes for new and prospective communities, including refugees and migrants, to identify further opportunities for new communities in the city to learn Welsh.	4 Welsh taster classes available	By January 2020	Ysgol y Gymraeg (Welsh for Adults) at Cardiff University, Y Ganolfan Dysgu Cymraeg Genedlaethol, Cardiff Council, Welsh Refugee Council	Cardiff University (Welsh for Adults)
	Complete the current projects concerned with the innovation grant for Welsh learning Centre (teaching in disadvantaged communities and teaching Assylum Seekers and Refugees).	Introduce the language to new communities and communities that are more difficult to reach through language classes and informal teaching.	July 2019	Y Ganolfan Dysgu Cymraeg Genedlaethol	Cardiff University (Welsh for Adults)
	Ensure that there's a Welsh language aspect to the activities and outputs of the CAER project: https://caerheritageproject.com	Billingual heritage interpretation with original material on the Welsh language in the area; Welsh medium activities for local schools 2019-22

https://www.cardiff.ac.uk/news/view/1463026-1.65m-community-project-to-reveal-6,000-year-old-hidden-historic-site-in-cardiff | 2019-2022 | Cardiff University (School of Welsh) | Cardiff University (School of Welsh) |

		Develop new Ti a Fi nursery groups through a Sefydlu a Symud scheme in new areas.	A new Cylch Meithrin at Ysgol Hamadryad , Cardiff Bay to offer wrap around care for the 3 year old pupils who access part time Education	From September 2019.		Mudiad Meithrin in partnership with Cardiff Council
		Promote our work in new communities across the city	Hold a series of Cymraeg i blant groups with new parents in Butetown and develop strong links with Health	April 2019 – March 2020	Cymraeg i blant	Mudiad Meithrin
2.5	**Support Yr Hen Lyfrgell – Cardiff's Welsh Culture Centre to increase outreach activities and**	Establishing Menter Caerdydd's new office in Yr Hen Lyfrgell creating a Welsh hub and a seasonal programme of activities and campaigns in the City Centre	Seasonal programme prepared and circulated at the beginning of each quarter starting Summer 2019	From April/May 2019	Menter Caerdydd, Cardiff Council, Llaeth & Siwgr, Dysgu Cymraeg Cenedlaethol, Cardiff Story Museum, Bodlon	Menter Caerdydd Cardiff Council

		Menter Caerdydd to lead on planning, co-ordinating and promoting events calendar to introduce Welsh to new audiences.	Events calendar prepared and circulated at the beginning of each quarter starting September 2019	From September 2019	Menter Caerdydd, Cardiff Council, Cardiff University, National Museum of Wales	Menter Caerdydd
	develop opportunities to showcase Cardiff's extensive Welsh language history and heritage.	Provide different vocational skills training sessions in Welsh.	In partnership with Menter Caerdydd, provide a variety of skilled based workshops in Welsh (e.g hair and beauty)	January 2020	Menter Caerdydd, Coleg Cymraeg Cenedlaethol, Urdd.	CAVC
		Establish level of support to set up permanent committees to raise money for Welsh language promotion as a legacy of the Cardiff National Eisteddfod 2018 and report back to the Bilingual Cardiff Forum.	Feedback results to the Bilingual Cardiff Forum in September 2019	By September 2019	National Eisteddfod, Menter Caerdydd, Bilingual Cardiff	Cardiff Council
		Hold the Tafwyl festival annually by working with the voluntary, public and private sector to create a 9 day national event in order to promote and raise the profle	40,000 visitors to the event	June 2019 and every year thereafter.	Menter Caerdydd, Cardiff Council, Cardiff Castle,	Menter Caerdydd

		of the Welsh language and attracting Welsh and non-Welsh speaking communities to socialise and engage with the Welsh language, the Welsh music scene, literature, sports and culture.			Welsh Government	

		Welsh Services and the Workplace					
REF	PRIORITY	OBJECTIVES	TARGET	TIMESCALE	DELIVERY PARTNERS	LEAD PARTNER	
3.1	**Increase the number/percentage of Welsh speakers within the City of Cardiff Council and enable and support fluent staff, as well as staff who are learning, to use the**	Provide Welsh lessons for CCAF tutors, and investigate the possibility of delivering these in partnership with other Bilingual Cardiff organisations.	Increase numbers on the Welsh in the Workplace project by 10%	September 2019.	Welsh in the Workplace, Sgiliaith, Menter Caerdydd	CAVC	
		Ensure that all staff at WMC are offered 3 levels of Welsh lessons 1) 10 hour admission online 2) intensive course 3) refresher for fluent speakers. Share practical considerations and resources with	Students of the intensive course will sit the WJEC		Canolfan Dysgu Cymraeg	WMC	

	Welsh language in the workplace, and encourage Bilingual Cardiff partner organisations to adopt the same approach.	BC Forum partners with a view to all partners following suit.	Admission exam			
		Hold weekly informal coffi a chlonc sessions for all Bilingual Cardiff partners to give Welsh speakers of every level an opportunity to meet and practice.		Weekly from June 2019	Menter Caerdydd; Cardiff Council	WMC
		Increase the number of bilingual staff in Cardiff Council to reflect the percentage of Welsh speakers in the community and encourage other Bilingual Cardiff public organisations to adopt the same method.	Increase the number of staff with Welsh language skills in the Council's workforce by 20%. Share good practice with other public organisations	From 2018/19 to 2022. By April 2022.	Cardiff Council, Coleg Cymraeg Cenedlaethol, University of South Wales, Colegau Cymru, Cardiff University (School of Welsh), Recruitment Agencies	Cardiff Council
		Increase the number of Cardiff Council staff who attend Welsh courses by 10% between 2018-19 and 2022.	Increase of 10%	Between 2018/19 and 2022.		Cardiff Council (Cardiff Academy)

		Cardiff Council Academy to hold events to promote Welsh language training and support staff to attend.	Twice a year every year	From 2019 – 2022		Cardiff Council (Cardiff Academy)
		Promote our Welsh for Adults courses (mainstream and summer intensive courses) as well as the Sabbatical Programme in order to increase the numbers that use Welsh within the organizations.	Minimum of 1000 learners on mainstream courses and 200 in the workplace.	Summer 2019-20	Menter Caerdydd, Central & South Education Consortium, Welsh Language Officers/Challenge consultants; Welsh Government	Cardiff University (Welsh for Adults)
		Extend Mudiad Meithrin's Language Scheme (Cross the Bridge) to help develop the language skills of the staff and children at the nurseries	Target to be confirmed in September 2019	Timescale to be confirmed in September 2019		Mudiad Meithrin
3.2	**Encourage Bilingual Cardiff partner organisations to provide Welsh language training and Welsh language awareness training**	Provide various training courses in Welsh e.g First Aid, Health and Safety, Level 2 and 3 Play Qualifications to the people of Cardiff.	To deloiver a minimum of 6 training course per year	From September 2019 and annually thereafter	Cardiff Council (Academy)	Menter Caerdydd
		Ensure that Cardiff Council staff and managers attend language awareness courses and encourage other Bilingual	Report annually on the number and	Annually	Cardiff Council, Public Services	Cardiff Council

	to all Senior Managers and staff.	Cardiff public organisations to adopt the same method.	percentage of staff who have received training		Board, Cardiff University (School of Welsh),	
		Cardiff Council to ensure that Welsh learner and improver courses are available to all members of staff who deal with the public and encourage other Bilingual Cardiff public organisations to adopt the same method.	Report annually on the number and the percentage of staff who have received training	Annually	Cardiff Council, Public Services Board, Cardiff University (School of Welsh),	Cardiff Council
		Various guest speakers from the Forum to hold sessions to raise awareness about their work / language awareness.	Programme of sessions	By July 2019	Mudiad Meithin, Menter Caerdydd, Sgiliaith, Urdd, Welsh For Businesses, WMC	CAVC
		Ensure that reception staff in the Council's main offices, libraries and community hubs complete Welsh greeting and Welsh language awareness training and offer any face to face awareness training to other Bilingual Cardiff Forum partners.	All reception staff to complete training	By April 2020	All BC Forum Partners	Cardiff Council
		Provide a course on the language immersing method for members of the	Target to be confirmed	Timescale to be confirmed		Mudiad Meithrin

		AcadeMi and offer relevant training to Bilingual Cardiff partners where appropriate/relevant.	in September 2019	in September 2019		
		Offer tailored training to the needs of the organisation, including a language awareness course that can be adapted for individual organisations.	3 Language Awareness courses – one each term (dependent on demand)	Summer 2019-20	Y Ganolfan Dysgu Cymraeg Genedlaeth ol	Cardiff University (Welsh for Adults)
		Ensure that every member of staff at the Centre receives language awareness sessions as part of their induction training and offer relevant training to Bilingual Cardiff partners where appropriate/relevant.	Refresher sessions are provided before major events	Continuous	Ateb Cyf	WMC
3.3	**Implementation of the Welsh language standards by relevant Bilingual Cardiff organisations resulting in increasing the availability and use made of Welsh language services.**	CCAF communication department to provide Welsh lessons to all business assistants.	Provide training for all CAVC reception staff.	From July 2019		CAVC
		Notify assistants of lessons and specific events to improve Welsh skills.	Notification of lessons, taster sessions and courses to all academic staff by July 2019.	By September 2019.	Welsh in the Workplace	CAVC
		Hold monthly Mystery Shopper surveys on Cardiff Council Welsh language services.	Report findings to SMT and Bilingual	From September		Cardiff Council

			Cardiff Forum annually	2019 – March 2020		
		Develop a mystery shopper programme with interested partners to report on the effectiveness of the Welsh services within those organisations.	Programme developed Mystery shopper exercises.	By December 2019 To commence April 2020		Bilingual Cardiff Forum partners
3.4	**Demonstrate a strong commitment to the Welsh language in collaboration arrangements and 3rd party contract and commissioning documents and ensure Welsh language considerations are included from the outset.**	Administer the Phone Book – Directory, which outlines the Welsh services available in the city to promote and raise awareness of private businesses and public services.	To conduct one campaign during the year to expand the phone book	September 2019		Menter Caerdydd
		Implementation of Microsoft's CitizenBot platform to deliver AI-driven, conversational, automated customer service via chatbot (online and Facebook messenger), voice channels, and virtual assistant technologies (Alexa, Siri etc)	A fully bilingual CitizenBot	March 2020		Cardiff Council
3.5	**Increase opportunities for people to receive**	Organise a bilingual childcare and health and social care conference.	Conference to be scheduled	Between September 2019 – March 2020	Menter, Coleg Cymraeg Cenedlaethol, Mudiad.	CAVC

	Health & Social Care in Welsh.	Ensure that the 'Active Offer' of Welsh services is shared with all members of staff in Social Services and within commissioned services.	Provide staff training on the 'Active offer' each quarter.	March 2020	Cardiff Council, Cardiff and Vale Health Board	Cardiff Council
		Include a Welsh service within third party and independent contract details, service level contracts and grant finance processes where needed.	Communicate the requirements of the Welsh language standards with all new contractors.	March 2020	Cardiff Council, Cardiff and Vale Health Board	Cardiff Council
		Maximise ability to provide services in Welsh. Where gaps in the workforce capacity to provide services in Welsh is noted these should be reflected in the organisation's Bilingual Skills Strategy.	Increase the number of staff within Social Services with Welsh language skills by 20% Report on the numbers annually in the Welsh language standards annual report	April 2019 – March 2022	Cardiff Council, Cardiff and Vale Health Board	Cardiff Council
		Within the Council's Social Work Recruitment campaign, and our involvement in the social work degree courses at Cardiff University, Cardiff Metropolitan University and the Open University, we will be stressing:	Increase the number of staff within Social Services with Welsh	April 2019 – March 2022	Cardiff Council, Vale of Glamorgan, Cardiff University,	Cardiff Council

		a) The importance of using Welsh language skills in the field of social care; b) Promoting the support and opportunities available within the Council to Welsh speaking staff and those wishing to learn or improve their Welsh language skills.	language skills by 20%		Cardiff Metropolitan University, Open University	
3.6	**Examine the way our services are offered to the public and work with specialists in language choice architecture to ensure equitable linguistic choice.**	Ensure a Welsh stand and/or presentation in fresher's week and open evenings to promote studying in Welsh or bilingually including information on availability of Welsh courses.	Increase awareness of the bilingual opportunities available to new learners at CAVC.	September - October 2019	All colleges and universities	CAVC
		Conduct initial research and experiments, and/or if prudent, discussions with other bodies, to look at the question of how minor changes can influence the choices made when using computerised Council services via different language choice architectures, in order to ascertain which ones are the most likely to ensure the highest level of use in Welsh.	Conclusions to be presented to Bilingual Cardiff by end of September 2019	By September 2019		Cardiff University (School of Welsh)
		Conduct research centred on parents of pre-school age children to ascertain what linguistic choice architecture mechanisms and/or considerations the Council may need to put into place in order to increase the number of parents who chose Welsh	Use the research findings and conclusions to inform service system changes (if any) in time for the next school	July – End of October 2019		Cardiff University (School of Welsh), Cardiff Council

		medium education for their children in Cardiff.	admissions round in early November			

Appendix 2 – Public complaints 2018-19

Date Received	Complaint Details	Service Area
April 2018	Errors on a Welsh correspondence.	Resources (Finance - Council Tax)
May 2018	Incorrect Welsh text on a banner at the Volvo Ocean Race.	Economic Development (Culture Venues Tourism & Events)
July 2018	Complaint regarding the lift in Yr Hen Lyfrgell (Welsh language centre) not working and the fact that not all of the café staff can speak Welsh	N/A
July 2018	Errors on an Electoral Services website / correspondence householdresponse.com/cardiff	Governance & Legal Services (Electoral Services)
July 2018	Complaint regarding sending letters (electoral registration reminders) bilingually rather than in accordance with language preference / English default.	Corporate (Bilingual Cardiff)
August 2018	Complaint regarding the lack of Welsh language at the Geraint Thomas home coming event (Aug 2018).	Economic Development (Culture Venues Tourism & Events)
August 2018	Lack of Welsh language provision at Pride Cymru 2018.	N/A (external non-Council event)
October 2018	Error on the Welsh version of a consultation survey.	Policy & Partnerships (Cardiff Research Centre)
November 2018	Complaint regarding sending Fixed Penalty Notices in both Welsh & English	Corporate (Bilingual Cardiff)
January 2019	Complaint regarding the standard of Welsh used on the Council website	Education & Life Long Leaning (School Admissions)
January 2019	Customer who had confirmed Welsh language preference received a letter in English.	Rent Smart Wales
March 2019	Lack of Welsh language service at Central Library	Communities & Housing (City Centre & Advice Services)

Welsh Language Commissioner Complaint Investigations 2018-19

REF	DESCRIPTION	DIRECTORATE	DECISION / STATUS	DATE RECEIVED	FINAL DECISION DATE
CSG319	Errors on a Welsh Penalty charge notice	Planning, Transport & Environment (Waste Management)	Final Decision Received - Standard(s) Breached	11/04/2018	05/04/2019
CSG346	Combining 2 separate complaints: *CSG312* English only road signs at Duke Street and *CSG315* English only road signs at Penarth Rd / Taff Embankment	Planning, Transport & Environment (Highways)	Final Decision Received - Standard(s) Breached	09/05/2018	22/03/2019
CSG367	Complaint regarding the Welsh version of the Keep Cardiff Moving website	Planning, Transport & Environment (Transport)	Final Decision Received - Standard(s) Breached	16/05/2018	10/12/2018
CSG370	Complaint regarding English only social media adverts on the Visit Cardiff Facebook page	Economic Development (Culture Venues Tourism & Events)	Investigation Discontinued	18/05/2018	18/10/2018
CSG374	Penalty Charge Notice send in English only	Planning, Transport & Environment (Transport)	Investigation Discontinued	04/06/2018	30/07/2018

CSG403	Shared Regulatory Services: No Welsh language telephone response (Welsh language line).	Shared Regulatory Service (Vale of Glamorgan on behalf of Cardiff Council)	Final Decision Received - Standard(s) Breached	28/08/2018	22/03/2019
CSG413	English response to a Welsh email from BusinessSupport@cardiff.gov.uk	Planning, Transport & Environment	Provisional Decision - Standard(s) Breached	10/09/2018	ONGOING
CSG414	English text on a Welsh web page www.cardiff.gov.uk	Communities & Housing (Web Team)	Investigation Discontinued	10/09/2018	05/03/2019
CSG435	Cardiff & Vale Music Service website errors.	Economic Development (Cardiff & Vale Music Service)	Investigation Ongoing	22/10/2018	ONGOING
CSG439	English response to a Welsh email.	Economic Development (City Centre Management & Development)	Final Decision Received - Standard(s) Breached	24/10/2018	05/04/2019
CSG473	English email received following submission of Welsh comments to a planning application online.	Planning, Transport & Environment (Planning)	Investigation Ongoing	14/12/2018	ONGOING
CSG514	Investigation into 3 separate complaints received (previously CSG490, CSG491, CSG496) • that the council's parking and taxi licences contain English only text; *(Parking & Licencing)*	Planning, Transport & Environment (Parking & Transport)	Investigation Ongoing	19/03/2019	ONGOING

	• that English only 'Canton' signs have been erected and the Council does not recognise that the official name is 'Treganna'; *(Transport).* • that an English only parking letter and licence has been issued by the Council's Parking Services department *(Parking).* • that there is no statement on correspondence noting that the Council invites and receives a response in Welsh; *(Parking).* • that a complaint submitted to the Council in September 2017 is not included in the Council's annual report for 2017-2018; *(Parking).* • that an English only letter had been sent in response to a freedom of information request sent in Welsh. *(Information Governance).*	Resources (Information Governance) Shared Regulatory Services (Licencing)			

APPENDIX 3: 2018-19 Welsh Essential Posts

SERVICE AREA	POST NUMBER	POST DESIGNATION	NO OF ADDITIONAL POSTS	GRADE	STATUS
Communities, Housing & Customer Services	CS50215388	Customer Service Representatives (Welsh Essential)	0	Grade 4	Permanent
Communities, Housing & Customer Services	CS50252451	Hub Officer - Welsh Essential	0	Grade 4	Permanent
City Operations	EN50009878	Senior Building Control Surveyor	0	Grade 9	Permanent
City Operations	EN50246100	Building Control Surveyor	0	Grade 7	Permanent
Communities, Housing & Customer Services	CS50229532	Housing Trainee (Welsh Essential)	0	Grade 3	Temporary
Education & Lifelong Learning	ED50049492	Disability and Inclusion Specialist Teacher (Welsh Essential)	0	MPS	Temporary
Education & Lifelong Learning	ED50225175	Early Years Transition Worker	0	Grade 6	Temporary
City Operations	EN50008687	Registrar (Welsh Essential)	0	Grade 6	Permanent
Housing & Communities	CS50252737	Higher Clerical Assistant (Welsh Essential)	0	Grade 3	Permanent
Resources	HR50252410	Service Delivery Lead - Welsh Essential	0	Grade 7	Temporary
City Operations	EN50009878	Senior Building Control Surveyor	0	Grade 9	Permanent
City Operations	EN50252811	Support Officer - Welsh Essential	0	Grade 5	Permanent
Adults Social Services	HS50238876	Carers Assessment Worker - Welsh Essential	0	Grade 5	Permanent
Education & Lifelong Learning	ED50253943	Childcare Offer Engagement Officer (Welsh Essential)	0	Grade 4	Temporary

Housing & Communities	CS50252451	Hub Officer (Welsh Essential)	0	Grade 4	Permanent
Education & Lifelong Learning	ED50049491	Specialist Teacher	0	MPS/UPS	Temporary
Education & Lifelong Learning	ED50049493	Specialist Teacher (Welsh Essential)	0	MPS/UPS	Permanent
Education & Lifelong Learning	ED50253940	Childcare Offer Business Support Officer	0	Grade 4	Temporary
Resources	RS50005648	LFMS Officer (Welsh Essential)	0	Grade 6	Permanent
Resources	RS50246799	Marketing Officer RSW	0	Grade 7	Permanent
Housing & Communities	CS50215427	Hub Officer (Welsh Essential)	0	Grade 4	Permanent
Economic Development	ET50009786	Senior Clerical Assistant	0	Grade 4	Permanent
Housing & Communities	CS50223752	Admin Assistant - Welsh Essential	0	Grade 2	Permanent
Resources	RS50005601	Collections Assistant (Welsh Essential)	0	Grade 4	Permanent
Housing & Communities	CS50186177	Hub Officer (Welsh Essential)	0	Grade 4	Temporary
Housing & Communities	CS50196453	Hub Officer (Welsh Essential)	0	Grade 4	Permanent
Resources	RS50005601	Collections Assistant (Welsh Essential)	0	Grade 4	Permanent
Resources	RS50006789	Media Advisor	0	Grade 7	Permanent
Resources	RS50256924	Bilingual Cardiff Business Manager/Rheolwr Busnes Caerdydd Ddwyieithog	0	Grade 9	Permanent
Education & Lifelong Learning	ED50255451	Senior Teaching Assistant	0	Grade 5	Temporary
Education & Lifelong Learning	ED50257167	Admissions Officer	0	Grade 4	Permanent
Housing & Communities	CS50257576	Family Gateway Contact Officers (Welsh Essential)	1	Grade 5	Permanent

Housing & Communities	CS50257588	Family Help Advisors (Welsh Essential)	1	Grade 6	Permanent
Housing & Communities	CS50257588	Family Help Advisors (Welsh Essential)	1	Grade 6	Permanent
Education & Lifelong Learning	ED50010319	Senior Admissions Officer	0	Grade 6	Permanent
Economic Development	ET50219575	Front of House Supervisor (Welsh Essential)	0	Grade 5	Permanent
Resources	RS50243472	Rent Smart Wales - Enforcement Officer	0	Grade 6	Permanent
Planning Transport & Environment	ST50009948	Registrar - Welsh Essential	0	Grade 6	Permanent
Housing & Communities	CS50006204	Benefit Trainee (Welsh Essential)	0	Grade 3	Temporary

Appendix 4 – Directorate Delivery Plans - Delivering the Welsh Language Standards 2018 - 2019

Planning, Transport & Environment [City Operations]

Objective

As part of ongoing activities a review Welsh language Compliancy within the Planning, Transport and Environment directorate, will be completed by March 31st 2019. This will inform the directorate of shortfalls and opportunities.

Welsh language standards have been adopted holistically across the directorate. However, it must be noted that resource limitations e.g. lack of welsh speakers in some face to face situations has an impact; but mitigations are implemented upon request / need; such as Welsh speakers made available from other sources.

Welsh Matters // Materion Cymraeg brief is distributed to the directorate (Planning, Transport and Environment) officers are encouraged to use it as a resource and adopt the principles prescribed within.

Officers are encouraged to take up any Welsh Language training opportunities.

A new Welsh language coordinator has been appointed for Planning, Transport & Environment.

People & Communities [Communities Housing & Customer Services]

Objective

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

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

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

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

Reception Services: Identify all reception services and ensure that they are delivering bilingual services (or are aware of the process if no Welsh speaker is available) by conducting a mystery shopper exercise. Put measures in place to address any instances of non-compliance. Ensure that all staff are made aware of the Bilingual Reception Service Guidance.

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

Websites, Online Services & Social Media: Conduct an audit to ensure that all websites are bilingual and put measures in place to address any instances of non-compliance. Ensure that all staff are aware of the requirement that all social media accounts must be bilingual and operate bilingually and record how this information has been circulated

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

Meetings: Ensure that all staff are made aware of the Guidance for Holding Meetings and record how the information has been circulated. Conduct an internal audit to

ensure that staff are aware of the guidance including offering language choice and arranging a simultaneous translator as required. Record the results of the audit including additional improvement measures for any non-compliance found.

Telephone Calls: Ensure that all staff have received and are aware of the process for dealing with Welsh language calls and record how the information has been circulated. Conduct an internal audit to ensure that staff are following the agreed process as specified in the guidance including answering the phone bilingually and transferring correctly. Record the results of the audit including additional improvement measures for any non-compliance found.

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

Economic Development

Objective

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

All staff with access to a PC must complete the **Welsh language awareness** e-training on Cardiff Learning Pool site

RECEPTION SERVICES - All reception services in the Directorate must deliver bilingual services (or are aware of the process if no Welsh speaker is available). All staff should be aware of the Bilingual Reception Service Guidance

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

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

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

MEETINGS: All staff should be aware of the Guidance for Holding Meetings. This includes offering language choice and arranging a simultaneous translator as required.

TELEPHONE CALLS: All staff within your Directorate should be aware of the process for dealing with Welsh language calls. The agreed process includes answering the phone bilingually and transferring correctly.

CORRESPONDENCE: Keep a record or create a database of an individual's language choice (Welsh/English) and /or ensure that you have a process in place for recording language choice e.g. SAP CRM.

Education

Objective

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

Governance & Legal Services

Objective

Welsh Matters // Materion Cymraeg brief is distributed to the directorate officers are encouraged to use it as a resource and adopt the principles prescribed within.

Officers are encouraged to take up any Welsh Language training opportunities.

Following a complaint to the Welsh Language commissioner, develop work instructions to enable Committee Minutes and Agendas to be published in Welsh in a timely manner.

Resources

Objective

Recruit a Welsh Language Trainer (Grade 7) into Cardiff Academy on a cost recovery basis to sustain the role until 2020/21

Cabinet Office work to ensure that Bilingual Cardiff receive all requests for translation in relation to Modern Gov as soon as is possible in order to ensure decision making is open, transparent and bilingual.

Undertake an audit of Welsh speakers in Resources

Identify/communicate who key welsh speakers are in Service to redirect customers if they wish to communicate in welsh

Identify if we have any welsh essential posts/requirements

Ensure all staff (with PC access) carry out the Welsh Language Awareness e-learning module

Where appropriate:
Reception Services: Identify all reception services and ensure that they are delivering bilingual services (or are aware of the process if no Welsh speaker is available) by conducting a mystery shopper exercise. Put measures in place to address any instances of non-compliance. Ensure that all staff are made aware of the Bilingual Reception Service Guidance.

Where appropriate:
Websites, Online Services & Social Media: Conduct an audit to ensure that all websites are bilingual and put measures in place to address any instances of non-compliance. Ensure that all staff are aware of the requirement that all social media accounts must be bilingual and operate bilingually and record how this information has been circulated

Where appropriate:
Telephone Calls: Ensure that all staff have received and are aware of the process for dealing with Welsh language calls and record how the information has been circulated. Conduct an internal audit to ensure that staff are following the agreed process as specified in the guidance including answering the phone bilingually and transferring correctly. Record the results of the audit including additional improvement measures for any non-compliance found.

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

Where appropriate:
Forms & Documents: Conduct an audit to ensure that the following are bilingual:
Agendas and minutes for meetings, conferences and seminars that are open to the public; Licences; Certificates; Brochures;
Leaflets, pamphlets or cards; Policies, strategies, annual reports and plans; Guidelines, Codes of Practice and Rules; Press
Statements, record your findings and prepare an Improvement Plan (or IACTs) to address any areas of noncompliance

Where appropriate:
Meetings: Ensure that all staff are made aware of the Guidance for Holding Meetings and record how the information has been
circulated. Conduct an internal audit to ensure that staff are aware of the guidance including offering language choice and arranging a simultaneous translator as required.
Record the results of the audit including additional improvement measures for any non
compliance found

Where appropriate:

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

Social Services

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

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

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

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

Social Services in Cardiff recognise the importance of meeting Welsh language need as part of routine assessment and care and are committed to providing and developing Welsh language services. Progress made during the year includes:

- A Regional Forum is being formed. This will enhance the coordination of Welsh language activity within the service, with partners, and will be key to resolving difficulties / issues in a coordinated way.
- Welsh language social work posts are in the process of being created.
- Welsh language training opportunities continue to be regularly promoted across the service - from beginner to proficiency training.
- There are positive examples of social workers who are sensitive to identifying Welsh language needs during their casework with positive results. Further work is required to identify how well this is being done across the service and by non-Welsh speaking social workers.
- 60 Welsh speakers in the Directorate.

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.... Directorate

Welsh Language Standards Assurance Statement – 2019/20

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Assurance Statements	1. Not in place	2. Limited Application	3. Mixed Application	4. Strong Application	5. Embedded
	No evidence of effective delivery.	Some evidence of application, but the effectiveness of delivery is limited.	Mixed evidence of effective application, with some good evidence and some gaps in application or evidence.	Clear evidence of effective application throughout the directorate on a consistent basis and, where applicable, through all collaborations and partnerships.	Clear evidence of effective application embedded into all operations and consistently applied throughout the directorate and, where applicable, through all collaborations and partnerships.
1. **Reception Services** • I have Identified all reception services and ensured that they are delivering bilingual services (or are aware of the process if no Welsh speaker is available) by conducting a mystery shopper exercise. • I have put measures in place to address any instances of non-compliance. • I have ensured that all staff are made aware of the Bilingual Reception Service Guidance.	☐	☐	☐	☐	☐
	Please provide supporting comments, examples, evidence/audits and exceptions, and any actions taken as a result of complaints/investigations undertaken by the Welsh Language Commissioner.				
2. **Websites, Online Services & Social Media** • I have conducted an audit to ensure that all websites and social media accounts are bilingual and put measures in place to address any instances of non-compliance. • I have ensured that all staff are aware of the requirement that all social media accounts must be bilingual and operate bilingually and have recorded how this information has been circulated.	☐	☐	☐	☐	☐
	Please provide supporting comments, examples, evidence/audits and exceptions, and any actions taken as a result of complaints/investigations undertaken by the Welsh Language Commissioner.				
3. **Telephone Calls** • I have ensured that all staff have received and are aware of the process for dealing with Welsh language calls and have recorded how the information has been circulated. • I have conducted an internal audit to ensure that staff are following the agreed process as specified in the guidance including answering the phone bilingually and transferring correctly. The results of the audit have been recorded, including additional improvement measures for any non-compliance found.	☐	☐	☐	☐	☐
	Please provide supporting comments, examples, evidence/audits and exceptions, and any actions taken as a result of complaints/investigations undertaken by the Welsh Language Commissioner.				
4. **Correspondence** • I have conducted an audit to ensure that all standard letters and emails are (a) sent bilingually or in accordance with language choice (b) that all external correspondence (excluding emails) include a statement regarding language choice (c) each team has a process in place to deal with Welsh correspondence. • The results of the audit have been recorded, including additional improvement measures for any noncompliant letters and/or emails.	☐	☐	☐	☐	☐
	Please provide supporting comments, examples, evidence/audits and exceptions, and any actions taken as a result of complaints/investigations undertaken by the Welsh Language Commissioner. Please record the database or process you have in place				
5. **Forms & Documents** • I have conducted an audit to ensure that the following are bilingual: Agendas and minutes for meetings, conferences and seminars that are open to the public; Licences; Certificates; Brochures; Leaflets, pamphlets or cards; Policies, strategies, annual reports and plans; Guidelines, Codes of Practice and Rules; Press Statements. • I have recorded the findings and prepared an Improvement Plan (or IACTs) to address any areas of noncompliance.	☐	☐	☐	☐	☐
	Please provide supporting comments, examples, evidence/audits and exceptions, and any actions taken as a result of complaints/investigations undertaken by the Welsh Language Commissioner,				

Appendix 5

Assurance Statements	1. Not in place	2. Limited Application	3. Mixed Application	4. Strong Application	5. Embedded
	No evidence of effective delivery.	Some evidence of application, but the effectiveness of delivery is limited.	Mixed evidence of effective application, with some good evidence and some gaps in application or evidence.	Clear evidence of effective application throughout the directorate on a consistent basis and, where applicable, through all collaborations and partnerships.	Clear evidence of effective application embedded into all operations and consistently applied throughout the directorate and, where applicable, through all collaborations and partnerships.
6. **Meetings.** • I have ensured that all staff are made aware of the Guidance for Holding Meetings and have recorded how the information has been circulated. • I have conducted an internal audit to ensure that staff are aware of the guidance including offering language choice and arranging a simultaneous translator as required. • The results of the audit have been recorded, including additional improvement measures for any non-compliance found.	☐	☐	☐	☐	☐
	Please provide supporting comments, examples, evidence/audits and exceptions, and any actions taken as a result of complaints/investigations undertaken by the Welsh Language Commissioner.				
7. **Signs, Notices & Display Material** • I have conducted an audit to ensure that all existing signs are bilingual and created new Improvement Actions to address any instances of non-compliance. • I have ensured that all staff are aware of the requirement to have bilingual signs and notices with the Welsh text positioned first (all signs after 30th March 2016) and can evidence how this has been achieved.	☐	☐	☐	☐	☐
	Please provide supporting comments, examples, evidence/audits and exceptions, and any actions taken as a result of complaints/investigations undertaken by the Welsh Language Commissioner.				
8. **Public Events** • I have ensured that all public events organised or funded by us are bilingual by creating a checklist of the following bilingual requirements for each event: Publicity material, signage, audio announcements and services offered to persons attending the event and ensuring that accurate and up to date records are kept that each element is bilingual for each event	☐	☐	☐	☐	☐
	Please provide supporting comments, examples, evidence/audits and exceptions, and any actions taken as a result of complaints/investigations undertaken by the Welsh Language Commissioner.				
9. **Welsh Language Awareness** • I have ensured that all staff with access to a PC have completed the Welsh Language awareness e-training on the Cardiff Learning Poll site. [http://cardiff.learningpool.com/course/view.php?id=540#section-2]	☐	☐	☐	☐	☐
	Please provide supporting comments, examples, evidence/audits and exceptions, and any actions taken as a result of complaints/investigations undertaken by the Welsh Language Commissioner.				

Appendix 5

Annual Welsh Language Standards Statement 2019/20 - Significant Issues

The following are recognised as significant issues which have occurred during the financial period 2019/20 within the Directorate for which I am responsible, which may be considered appropriate for inclusion in the Council's Annual Welsh Language Report 2019/20. If the Welsh Language Commissioner has investigated a complaint into an area of work within your Directorate please note it here.

The co-ordinated responses of the Assurance Statements will be reviewed and presented to Senior Management Team.

Significant issue	Action implemented / proposed

Alternatively,

No significant issues identified	

Declaration

The information and responses provided in this statement are given to the best of my knowledge for the financial year 2019/20 (To date).

Signed by:	
Designation:	
Date:	

Appendix 6 – Welsh Language Commissioner Assurance Report 2017-18. Cardiff Council Performance

	Cardiff Council Performance	National Performance
Response to correspondence	**Enquiries that received a reply (in any language):** • 3 of 3 Welsh e-mail enquiries / 2 of 3 English e -mail enquiries; • 3 of 3 Welsh Facebook enquiries / 3 of 3 English Facebook enquiries. **Enquiries that received a reply in Welsh:** • 3 of 3 Welsh e-mail enquiries; • 2 of 3 Welsh Facebook enquiries. [1] **Average time taken to reply:** • Welsh e-mails – 0.7 days / English e-mails – 0.5 days; • Welsh Facebook enquiries – 0.3 days / English Facebook enquiries – 0.3 days. **Replies that answered the enquiry fully:** • 3 of 3 Welsh e-mail enquiries / 2 of 3 English e-mail enquiries; • 2 of 3 Welsh Facebook enquiries / 3 of 3 English Facebook enquiries. **Replies that included additional information or documentation:** • 2 of 3 Welsh e-mail enquiries / 2 of 3 English e-mail enquiries; • 2 of 3 Welsh Facebook enquiries / 3 of 3 English Facebook enquiries. **Replies that included a statement about contacting the organisation in Welsh:** • 3 of 3 Welsh e-mail enquiries / 2 of 3 English e-mail enquiries; • 0 of 6 Facebook enquiries.	**Enquiries that received a reply (in any language):** • 75% of Welsh e-mail enquiries / 80% of English e-mail enquiries; • 51% of Welsh Facebook enquiries / 49% of English Facebook enquiries. **Enquiries that received a reply in Welsh:** • 93% of Welsh e-mail enquiries; • 95% of Welsh Facebook enquiries. **Average time taken to reply:** • Welsh e-mails – 2.1 days / English e-mails – 1.8 days; • Welsh Facebook enquiries – 1.2 days / English Facebook enquiries – 0.8 days. **Replies that answered the enquiry fully:** • 92% of Welsh e-mail enquiries / 97% of English e-mail enquiries; • 96% of Welsh Facebook enquiries / 98% of English Facebook enquiries. **Replies that included additional information or documentation:** • 30% of Welsh e-mail enquiries / 49% of English e-mail enquiries; • 33% of Welsh Facebook enquiries / 60% of English Facebook enquiries. **Replies that included a statement about contacting the organisation in Welsh:**

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[1] **Correspondence**
The Welsh Facebook message that received an English response was a general enquiry regarding how to make a noise complaint.

	Replies that treated the Welsh language less favourably than the English language (appearance / format / prominence): • 0 of 3 Welsh e-mail enquiries; • 0 of 3 Welsh Facebook enquiries.	• 57% of Welsh e-mail enquiries / 53% of English e-mail enquiries; • none of the replies to Facebook enquiries. **Replies that treated the Welsh language less favourably than the English language (appearance / format / prominence):** • 13% of Welsh e-mail enquiries; • none of the Welsh Facebook enquiries.
responses to phone calls	The receptionist greeted the caller in Welsh in 3 of 3 calls. The organisation made the caller aware that a Welsh language service was available at the start of 3 of 3 calls. The enquiry was dealt with entirely in Welsh in 2 of 3 calls. 3 of 3 automated services offered Welsh language options. Callers had to ask for a Welsh language service during 3 of 3 calls. The organisation's attitude towards the attempt to use Welsh was positive during 3 of 3 calls.	The receptionist greeted the caller in Welsh in 89% of calls. The organisation made the caller aware that a Welsh language service was available at the start of 86% of calls. 90% of the organisations that are required to ensure that phone calls are dealt with entirely in Welsh succeeded in doing so. 98% of automated services offered Welsh language options. Callers had to ask for a Welsh language service during 19% of calls. The organisation's attitude towards the caller's attempt to use Welsh was positive during 86% of calls.
self-service machines	The council was not part of the survey	100% of the self-service machines that were tested operated fully in Welsh. 54% of the self-service machines made an active offer with regard to using Welsh.
signs	3 of 3 signs viewed were available in Welsh. 0 of 3 signs treated the Welsh language less favourably than the English language. The Welsh text was likely to be read first on 3 of 3 signs.	82% of the signs viewed were available in Welsh. 15% of signs treated the Welsh language less favourably than the English language. The Welsh text was likely to be read first on 67% of signs.

receptions [2]	A Welsh or bilingual greeting was received at 0 of 3 visits to receptions.	A Welsh or bilingual greeting was received at 39% of visits to receptions.
	A basic enquiry in Welsh received a reply in Welsh at 0 of 3 visits.	A basic enquiry in Welsh received a reply in Welsh in 37% of instances.
	At 3 of 3 visits to receptions a sign was seen that indicated that visitors could use Welsh.	At 60% of visits to receptions a sign was seen that indicated that visitors could use Welsh.
	At 2 of 3 visits, Welsh-speaking staff wore a badge indicating that they could speak Welsh.	At 46% of visits, Welsh-speaking staff wore a badge indicating that they could speak Welsh.
meetings and events[3]	For the public meeting attended, the organisation had not stated in promotional material that people were welcome to use Welsh during the meeting.	For only 2 of the 10 public meetings attended had organisations stated in promotional material that people were welcome to use Welsh during the meeting.
	A simultaneous translation service was not available at the public meeting attended.	At only 5 of the 10 public meetings attended was a simultaneous translation service available.
	At the public meeting attended, the written material displayed was available in Welsh.	At only half of meetings where written material was displayed was such material displayed in Welsh.
	At the public meeting attended, written material was not displayed in Welsh, and audio announcements were not made in Welsh.	At public events, written material had been displayed in Welsh 76% of the time, but audio announcements were made in Welsh at only 18% of applicable events.

[2] **Reception Services**
Reception visited: **County Hall**
Visit 1: The Welsh speaking staff member was on the phone at the time. The other member of staff was able to understand the general enquiry (regarding recycling bags) but was not able to respond in Welsh.
Visit 2: Reception staff were not able to provide a Welsh Service.
Visit 3: The Welsh-speaking staff Member was on the phone at the time.

[3] **Meetings**
1. Meeting regarding extending the alcohol licence of the Tramshed, Grangetown at 10am on 06.04.18
2. Jobs Fair City Hall 07.03.18 – All job tables were in English only

promotional material	1 of 1 poster was available in Welsh. 1 of 1 leaflet was available in Welsh. 1 of 1 video was available in Welsh.	78% of posters were available in Welsh. 79% of leaflets were available in Welsh. 60% of videos were available in Welsh.
rules, forms, and official notices	2 of 2 sets of rules were available in Welsh. 2 of 2 forms were available in Welsh. 2 of 2 official notices were available in Welsh. 0 of 2 official notices displayed the Welsh text first.[4]	70% of rules were available in Welsh. 79% of forms were available in Welsh. 69% of official notices were available in Welsh. 9% of official notices displayed the Welsh text first.
corporate identity (i.e. logos)	3 of 3 examples of the organisation's corporate identity were available in Welsh. 0 of 3 examples of the organisation's corporate identity treated the Welsh language less favourably than the English language.	88% of organisations had a Welsh language corporate identity. 12% of logos that appeared in Welsh treated the Welsh language less favourably than the English language.
apps	The council was not part of the survey	On 62% of the apps viewed, all of the pages tested (a maximum of 10) were available in Welsh, with a further 14% available partly in Welsh. 89% of the apps that were available in Welsh made an active offer with regard to using Welsh. 25% of the applicable apps that were available in Welsh treated the Welsh language less favourably than the English language when publishing material (such as information sheets, videos, or audio clips).
Annual reports (no. 1 regulations)	On 12/07/2018, the organisation had published an annual Welsh language standards report. The report: • included the number of complaints; • included the number of staff with Welsh language skills; • reported fully on the number of new and vacant posts categorised as ones requiring Welsh language skills;	On 12/07/2018, 21 of 26 organisations had published an annual Welsh language standards report, and a small minority were still in draft form. Two further reports were received by e-mail, without having been approved. Of the 23 reports checked: • 23 had reported on the number of complaints;

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[4] **Office Notices with the English text displayed first**
1. Community Hub Timetable – website link with the English timetable followed by the Welsh timetable
2. Results of the UK Parliamentary Elections – Political party names listed Bilingually with English text displayed first

	• included the number of staff who had attended specific training courses offered in Welsh.	• 23 had reported on the number of staff with Welsh language skills; • 19 had reported fully on the number of new and vacant posts categorised as ones requiring Welsh language skills; • 14 had reported on the number of staff who had attended specific training courses offered in Welsh, although some had not reported fully.

Equality Impact Assessment
Corporate Assessment Template

Policy/Strategy/Project/Procedure/Service/Function Title:
Revised Bilingual Cardiff Strategy Action Plan
New/Existing/Updating/Amending:
Updating/Amending

Who is responsible for developing and implementing the Policy/Strategy/Project/Procedure/Service/Function?	
Name: **Ffion Gruffudd** **Dylan Hughes**	Job Title: **Head of Bilingual Cardiff** **Bilingual Cardiff Business Manager**
Service Team: **Bilingual Cardiff**	Service Area: **People and Communities**
Assessment Date: **22.05.19**	

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

"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 objectives within the Bilingual Cardiff Strategy Action Plan aim to realise this vision.

Equality Impact Assessment
Corporate Assessment Template

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 established a legal framework to impose duties on certain organisations to comply with standards in relation to the Welsh language by way of sub-legislation (Welsh Language [No.1] Regulation Standards 2015). The standards issued to the City of Cardiff Council are listed in 'The City of Cardiff Council Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011.

Standard 145 of the Welsh Language Standards (No.1) Regulations 2015 required the Council to produce and publish a five-year strategy by the 30th of September 2016 which sets out how we will promote and facilitate the use of Welsh. This strategy included a target to increase the number of Welsh speakers within Cardiff as well as specific actions to facilitate the use of the language in line with the Welsh Government's then Welsh Language Strategy 2012—17 and the draft strategy (now adopted) of: A *million Welsh speakers by 2050*.

Welsh Language Standard 145 states:

> **You must produce, and publish on your website, a 5-year strategy that sets out how you propose to promote the Welsh language and to facilitate the use of the Welsh language more widely in your area; and the strategy must include (amongst other matters) (a) a target (in terms of the percentage of speakers in your area) for increasing or maintaining the number of Welsh speakers in your area by the end of the 5 year period concerned, and (b) a statement setting out how you intend to reach that target; and you must review the strategy and publish a revised version on your website within 5 years of publishing a strategy (or of publishing a revised strategy).**

The strategy includes a target to increase the number of Welsh speakers within Cardiff over a five-year period in line with the Welsh Government's vision for a million Welsh speakers by 2050. In order for Cardiff to play its part in achieving this vision, we have set a target to increase the number of Welsh speakers in Cardiff by 15.9% to 42,584 by the 2021 Census. This will primarily be achieved through the Welsh in Education Strategic Plan 2017-2020.

This updated Action Plan follows on from a full review of the Strategy undertaken in 2018 and reflects recommendations noted in that review.

Equality Impact Assessment
Corporate Assessment Template

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 Action Plan has the potential to deliver improved access to Welsh language services, together with any relevant information and support, to all age groups in terms of actions, targets and partners along with delivery timescales.
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 Action Plan has the potential to deliver improved access to specialist Welsh language disability services, together with any relevant information and support, to any individual or their families/carers/support workers, from all partner organisations involved.

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

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.
The Action Plan has the potential to deliver improved access to specialist Welsh language services, together with any relevant information and support, to any individual or their families, from all partner organisations involved, whether that individual is considering, or in the process of transitioning, or has transitioned.
What action(s) can you take to address the differential impact?
None required.

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.
The Action Plan has the potential to deliver improved access to Welsh language Registration services, together with any relevant information and support, to any individuals who wish to marry or enter into a civil partnership for example.

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.
The Action Plan has the potential to deliver improved access to specialist Welsh language services, together with any relevant information and support, to any individual or their families in terms of pregnancy and maternity issues.
What action(s) can you take to address the differential impact?
None required.

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.
The Action Plan has the potential to deliver improved access to Welsh language services, together with any relevant information and support, to any individual or family, regardless of their ethnic origin. The Welsh language belongs to, and is available to all communities living and working in Cardiff and to those visiting.

Equality Impact Assessment
Corporate Assessment Template

The Action Plan 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.

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

None required.

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 shown above, the Action Plan has the potential to deliver improved access to Welsh language services, together with any relevant information and support, to any individual or family, regardless of their religious beliefs and 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.

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

None required.

Equality Impact Assessment
Corporate Assessment Template

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.
The Action Plan has the potential to deliver improved access to Welsh language services, together with any relevant information and support, to any individual or family, regardless of their gender.
What action(s) can you take to address the differential impact?
None required.

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.
The Action Plan has the potential to deliver improved access to Welsh language services, together with any relevant information and support, to any individual or family, regardless of their sexual orientation.
What action(s) can you take to address the differential impact?
None required.

Equality Impact Assessment
Corporate Assessment Template

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.
The Action Plan will deliver improved access to Welsh language services as by its very nature, the Strategy and Plan jointly aim to develop a truly bilingual Cardiff where citizens can access services and support in Welsh or English equally.
What action(s) can you take to address the differential impact?
None required.

4.   Consultation and Engagement

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

Internal consultees included:
- Welsh Language Coordinators and Champions group,
- Bilingual Cardiff member Working Group,
- Policy Review & Performance Committee
- Senior Management Team

External consultees included:
Cardiff University, Cardiff and the Vale Health Board, Menter Caerdydd, CAVC, Mudiad Meithrin, Coleg Cymraeg Cenedlaethol, Urdd Gobaith Cymru.

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

Groups	Actions
Age	None required, the Action Plan by its very nature will have a positive impact on all Welsh speakers and learners without impacting negatively on non-Welsh speakers.
Disability	
Gender Reassignment	
Marriage & Civil Partnership	
Pregnancy & Maternity	
Race	
Religion/Belief	
Sex	
Sexual Orientation	
Welsh Language	
Generic Over-Arching [applicable to all the above groups]	

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: **22-05-2019**
Designation: Welsh Translator	
Approved By: Dylan Hughes	
Designation: Bilingual Cardiff Business Manager	
Service Area: People & Communities – 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 Equality Team on 029 2087 2536 / 3262 or email equalityteam@cardiff.gov.uk