



Caerdydd
Ddwyieithog



Welsh Language Standards Annual Report 2019-20

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
<ul style="list-style-type: none"> • 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
<p>The number of new and vacant posts that were advertised during the year which were categorised as posts where—</p> <ul style="list-style-type: none"> • 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 considered in Cabinet on 17th of September 2020 and full Council on 24th of September 2020 after which it will be available to download on the Council's website www.cardiff.gov.uk/bilingualcardiff

2. Achievements

- **37,000** people attended the Tafwyl festival in July 2019 with an estimated **£1,832,485** economic impact for Cardiff. Tafwyl festival is traditionally held in Cardiff Castle and supported by Cardiff Council.
- Bilingual Cardiff translated a record breaking **12,632,732 words** during 2019-20 (**98.6%** of all requests returned to the client by the agreed deadline date). The team translated more words than any previous year; a **10%** increase in the number of words translated compared to 2018/19.
- Cardiff Council's new Street Naming Policy, which ensures parity between Welsh and English street names in the city was approved on **24 October 2019**.
- The Welsh Language Commissioners Assurance Report 2018-19 results for Cardiff Council were especially positive, please see **Section 12** for further details.
- Cardiff's first ever Welsh language recruitment fair, Gyrfa Gymraeg, was held on 2nd March in City Hall with over 200 pupils from the city's three Welsh secondary schools in attendance.
- Dydd Miwsig Cymru (07/02/2020) and Diwrnod Shwmae (15/10/2019) were successfully promoted across the Council.
- The number of staff with Welsh language skills has increased by **48.4%** since 2018-19.
- **955** staff completed Welsh language awareness training in 2019-20, and a total of **914** staff have completed the corporate Welsh Language Awareness online training module to date (31/03/2020).

- The Council advertised **35** posts where Welsh language skills were an essential requirement and a further **93** posts where Welsh was desirable.

3. Cardiff Council's Street Name Policy

Cardiff Council's new Street Naming Policy, which ensures parity between Welsh and English street names in the city, was approved on **24 October 2019**.

Following approval, work has commenced validating current bilingual street names, preparing and standardising a list of additional bilingual street names, and devising new bilingual and Welsh street names.

The first two aspects above are nearing completion. Once approved the information will be added to the Council's official Gazetteer.

As part of the standardisation process, green spaces and parks in the City have received bilingual names in addition to areas of special scientific interest and areas of conservation.

Cardiff's citizens will have access to a resource within the Council's ishare map in which they will be able to hear the street name's pronunciation and view a concise summary of the name's history.

Cardiff Council's Street Naming Policy may be viewed [here](#) or by inputting the web address below:

<https://www.cardiff.gov.uk/ENG/resident/Parking-roads-and-travel/transport-policies-plans/Street-naming/Pages/default.aspx>

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 fluctuated during the period from 2012/12 to 2016/17 and have fallen since. The percentage of pupils enrolled in 2017/18 represented

Cardiff's highest percentage of pupils enrolled in Welsh-medium Reception classes. The number of pupils enrolled in 2019/20 has reduced slightly while the percentage in Welsh medium education has remained constant (16.6% in 2019/20 compared to 16.9% in 2018/19). 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%	2012/13	686	4,221	16.3%
2005/06	455	3,402	13.4%	2013/14	678	4,256	15.9%
2006/07	465	3,257	14.3%	2014/15	706	4,246	16.6%
2007/08	519	3,463	15.0%	2015/16	690	4,335	15.9%
2008/09	555	3,474	16.0%	2016/17	744	4,340	17.1%
2009/10	572	3,683	15.5%	2017/18	707	4,098	17.3%
2010/11	594	3,859	15.4%	2018/19	702	4,125	16.9%
2011/12	651	4,019	16.2%	2019/20	683	4,119	16.6%

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

As of 15 June 2020, 768 pupils have been allocated Reception places at Welsh-medium primary schools for September 2020. This significantly exceeds recent intakes and amounts to 18.7% of the projected total intake.

A reduction in total pupil numbers entering primary education as a consequence of a fall in the birth rate is projected between September 2021 and 2023, which would allow for a greater proportion of the population to enrol in Welsh-medium primary education. The total number of Welsh-medium places available at entry to primary education city-wide could therefore accommodate approximately 22% of the projected pupil population in 2022 and 2023. There is sufficient capacity within the Welsh-medium primary sector to allow for a significant increase in take up.

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.

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>

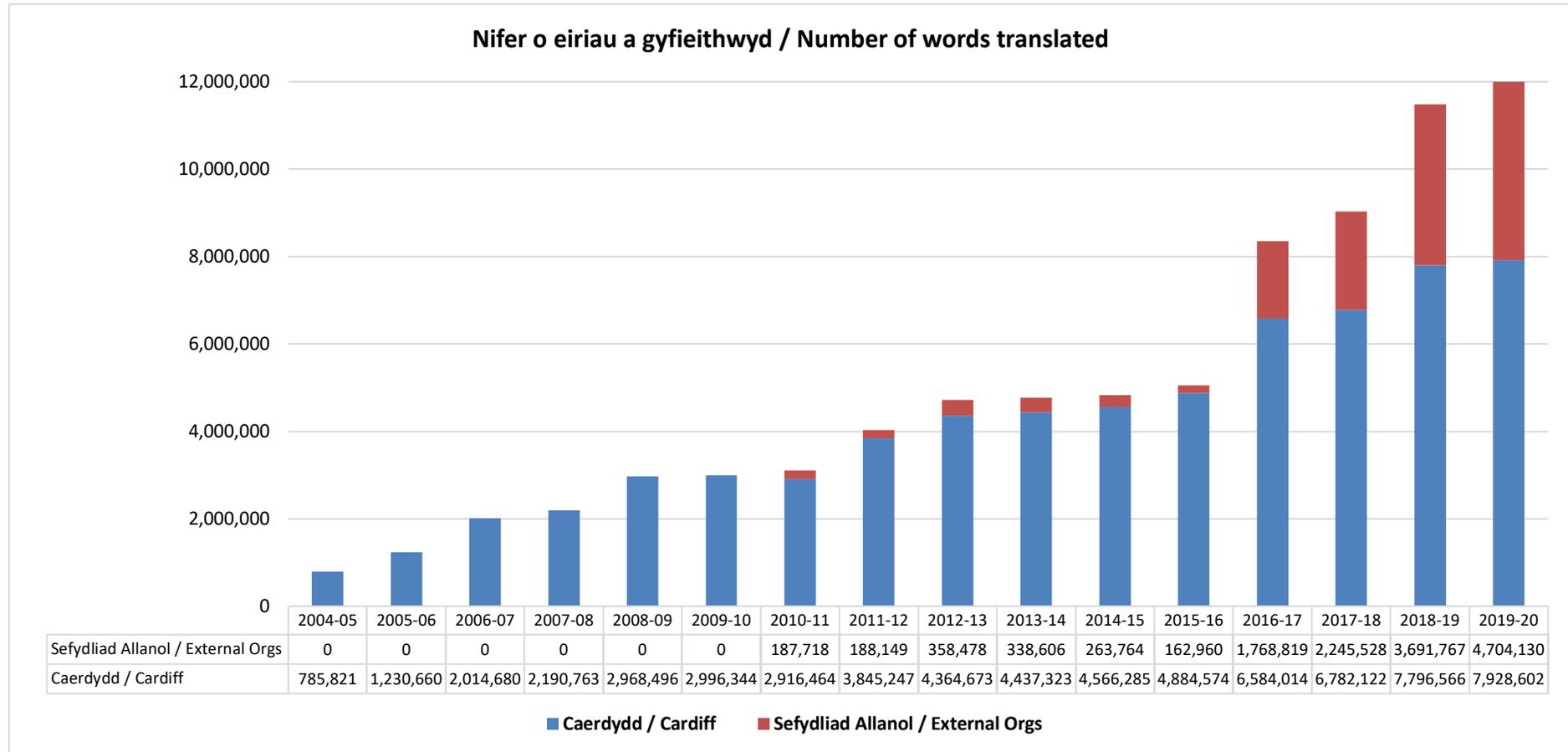
Objectives 2019/20

- The establishment of a catchment area for Ysgol Gynradd Gymraeg Hamadryad;
- Changes to the catchment areas of Ysgol Mynydd Bychan, Ysgol Gymraeg Nant Caerau, Ysgol Gymraeg Pwll Coch and Ysgol Gymraeg Treganna.
- The transfer of the Ysgol Glan Morfa catchment from Ysgol Gyfun Gymraeg Glantaf to Ysgol Gyfun Gymraeg Bro Eder
- Consult and progress to establish a new Welsh medium Primary School to serve the area of the Plas Dŵr Development in Morganstown/Radyr.
- The expansion of Ysgol y Wern – funded by Welsh Government Capital Grant funding.
- Progress proposals to improve *meithrin* provision across Cardiff.
- Develop proposals to improve primary provision in central Cardiff.

5. Welsh Translation

Bilingual Cardiff returned **98.6%** of translation requests by agreed deadlines (**12,632,732 words**). The team translated more words than any previous year and a **10%** increase in the number of words translated compared to 2018-19. As well as providing Welsh translation services to Cardiff Council, Bilingual Cardiff have service level agreements or contracts in place with a number of other public organisations to provide their translation services and solutions.

Number of words translated by Bilingual Cardiff 2004/5 – 2019/20



6. Complaints against the Welsh Language Standards 2019-20

During 2019-20, a total of **13** complaints were received from the public in relation to the Welsh Language Standards. 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 **11** 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 2019-20, the Council received:

- **1** final decision confirming the Council failed to comply with the Welsh language standards. This remains ongoing.
- **1** provisional decision confirming the Council failed to comply with the Welsh language standards. This remains ongoing.
- **1** investigation awaiting provisional decision. This remains ongoing.
- **1** investigation awaiting Terms of Reference. This remains ongoing.
- **1** investigation where the Council has informed the Welsh Language Commissioner that the subject of the investigation did not fall within its areas of responsibility. This remains ongoing.
- **1** investigation where verification has been requested. This remains ongoing.
- **1** final decision confirming the Welsh Language Standards were not breached. This has been closed.
- **4** final decisions confirming that an investigation was unnecessary or invalid. These have been closed

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 (**11**) is lower than in 2018-19 (**12**).

7. Posts advertised in 2019-20

During 2019-20 **1226** posts were advertised.

- **35** posts were advertised where Welsh language skills were essential.
- **93** posts were advertised where Welsh language skills were desirable.
- **1098** posts were advertised where Welsh language skills were not deemed necessary at present.

Please note that these figures also include re-advertised post, **and relate to non-school 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.

8. Welsh Language Training & Welsh Medium training courses

In 2019-20, **158** staff participated in Welsh language training courses, of which:

- **11** staff have completed a 10-hour online 'Welcome Welsh' course and **5** of these have undertaken Welcome Back follow up modules.
- **15** staff attended Welsh courses through Cardiff University.
- **3** staff attended 5-day residential courses through the 'Working Welsh' scheme.
- **110** staff attended internally developed Welsh training including taster and short courses (**40** attended) intensive 120 hour courses (**39** attended) bespoke reception staff training (**39** attended) (some staff attended more than one course).
- **26** staff attended intensive 120 hour courses through the 'Working Welsh' scheme.

In 2019-20, **955** staff completed Welsh language awareness training; of which:

- **25** staff from Adult and Children's services attended face to face Welsh Language Awareness training provided by the Welsh language coordinator for Adult Services.

- **16** corporate apprentices undertook Welsh Language Awareness training as part of the Apprentice Training Week.
- **914** Staff completed the Corporate Welsh language awareness online training.

Furthermore:

- **3441** 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).

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 2019-20 **there were no** requests for training in Welsh and the following courses were delivered in Welsh:

- Violence against Women and Domestic Violence (online module)
- Cyber Security 1, 2 and 3 (online module)
- Children's Rights (online module)

- Welsh Language Awareness (online module)
- Customer Service (online module)
- Bob’s Business: GDPR (online module)

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 ensure that in-house training is delivered in Welsh.

9. 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 2020, **6410** (non-school based) staff are employed by Cardiff Council, and of these a total of **3102** staff have validated their entries on the HR system. From these, **776** staff have stated they have a level of Welsh language skills. This represents **25%** of those registered on the system.

Count of Welsh language Proficiency	Welsh language Proficiency					
	Service Area	Entry Level	Foundation	Intermediate	Advanced	Proficient
ECONOMIC DEVELOPMENT	32	12	14	6	10	74
EDUCATION & LIFELONG LEARNING	37	7	11	8	18	81
GOVERNANCE & LEGAL SERVICES	11	3	5	4	4	27
HOUSING & COMMUNITIES	108	40	21	17	26	212
PERFORMANCE & PARTNERSHIPS	5	4	4	1	16	30
PLANNING TRANSPORT & ENVIRONMENT	37	8	9	4	10	68
RESOURCES	51	24	13	9	21	118
SOCIAL SERVICES	82	32	18	15	19	166
Grand Total	363	130	95	64	124	776

The number of staff with Welsh language skills has increased by **48.4%** since 2018-19 (**776** compared with **523**). The increase is attributed to improved recording arrangements and awareness raising, the Bilingual Cardiff Strategy (which includes a target to increase the number of staff with Welsh language skills) and Welsh courses provided internally through our in-house Welsh language tutor as well as well as the ‘Working

Welsh' Scheme). Staff are reminded regularly to update their personal detail records on DIGIGOV, which includes Welsh language proficiency.

10. Mwy na Geiriau / More than just Words

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

Cardiff Council – in partnership with Vale of Glamorgan Council, Cardiff and Vale University Health Board, and Felindre University NHS Trust - operates a Welsh Language Forum to take forward the objectives of More than Just Words.

The Forum met twice during the year to share practice and learning. The group is taking forward the following themes under the More than Just Words objectives. The group has collectively taken the associated actions forward during 2019/20.

11. 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. Welsh Language Coordinators meetings are held monthly and chaired by Bilingual Cardiff.

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.

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 2019-20 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 including the Welsh Language Commissioner, the Welsh Government and Canolfan Bedwyr (Bangor University).

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.

12. Welsh Language Commissioner's Assurance Report 2018-19

In August 2019, the Welsh Language Commissioner published the latest Annual Assurance Report "*Rights in Use*" to show how organisations are performing and what are users' experience. The findings of the Assurance Report were presented to Cardiff Council's Senior Management Team on the 22nd of February 2020.

The intention of the report is to prompt organisations to ensure that their provision guarantees people's right to receive Welsh language services, and to increase the use of those services.

The Commissioner gathers and analyses quantitative and qualitative data from various sources to the findings.

The sources include:

- **monitoring** – user experience surveys, verifying annual reports and records, and thematic reviews;
- **public engagement** – discussion groups, opinion survey, user shadowing sessions;
- **engagement with organisations** – feedback meetings, workshops, complaints and investigations

A copy of the full report is [available online](#)

National Overview

- Users are less likely to be able to receive more personal, or time-sensitive, services in Welsh.
- Many examples of a Welsh language service being offered or advertised, but not actually available, for example non-Welsh speaking staff wearing the *laith Gwaith* logo, or lack of language continuity between different stages of a service.
- It is encouraging that reception services have improved, but the level of performance remains unacceptable.
- The regression in telephone services is a cause for concern, and this is compounded by discourteous behaviour of staff answering the phone, a Tribunal case where an organisation had misinterpreted a standard relating to phone service, and organisations' concerns about recruiting frontline staff.

(Welsh Language Commissioner)

Main results of Cardiff Council's inspection checks 2018-19

The Welsh Language Commissioner shared Cardiff Council's specific results with officers from Bilingual Cardiff in November 2019. The user experience results for Cardiff Council is extremely positive and reflects nearly full compliance with the standards.

Correspondence

- Three Welsh language e-mails and three English language e-mails sent to the following addresses: c2c@caerdydd.gov.uk between June and December 2018.
- Three Welsh responses to three Welsh e-mails were received.
- Three of the responses to the Welsh e-mails included a statement welcoming correspondence in Welsh.

- Three responses were received to the English e-mails.
- Three of the responses to the English e-mails included a statement welcoming correspondence in Welsh.

Phone calls

- Three phone calls were made to the Council's 02920 872088 number during August and December 2018.
- There were automatic Welsh language options available during all these calls **(100%)**.
- The council managed to deal with all the calls in Welsh in their entirety and managed to provide a full answer in Welsh to the enquiries.

Documents

- Agendas, papers and minutes of the latest management board/cabinet: 3/3 were available *partly* in Welsh.
- Booklet, leaflet, pamphlet or card: 3/3/ available in Welsh.
- Policy/ strategy / annual report / corporate plan: 3/3/ available in Welsh.
- Guideline/ code of practice: 3/3/ available in Welsh.
- Consultation papers: 3/3/ available in Welsh.
- Rules: 1/1/ available in Welsh.
- Press releases: 3/3/ available in Welsh.
- Forms: 3/3/ available in Welsh.

Website

- The council's website proactively offers Welsh.
- The establishment's main homepage is available in Welsh.

- Of the 30 web pages that were subject to the inspection, all of them worked fully in Welsh.

Apps

- Of the 10 pages that were inspected each one worked fully in Welsh.

Social media

- Facebook: 14/15 posts were available in Welsh.
- Twitter: 15/15 tweets were available in Welsh.

Corporate Identity

- Three examples of the council's corporate identity were searched for – each one was available in Welsh.

Jobs

- During the inspection period, 118 new/existing vacancies were inspected.
- Welsh was mentioned in 44 (37%) of the posts.
- Welsh was included as an essential skill for **11** of the posts in question.
- Welsh was included as a desirable skill for **29** of the posts in question.
- All of the posts were advertised in Welsh.
- It was possible to make a Welsh application for all the posts.

13. 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
Welsh Language Commissioner Complaint Investigations 2019-2020

REF	DESCRIPTION	DIRECTORATE	DECISION / STATUS	DATE RECEIVED	FINAL DECISION DATE
CSG547	<p>i. An allegation regarding signage on the vehicle CU67 V XK and other Council vehicles (no tools kept, mph and PSI).</p> <p>ii. An allegation that the Council’s corporate logo treats the Welsh language less favourably than the English.</p> <p>iii. An allegation that the following matrix signs treat the Welsh language less favourably than the English:</p> <ul style="list-style-type: none"> ➤ Sign on the A48 towards the East on 6 March 2019 at around 19:00 noting “Delays Ahead” in English only. ➤ Sign on the A48 towards the West on 6 March 2019 at around 21:30 displaying “Gyrrwch yn AFOSUL”. ➤ Sign on the A4243 at around 12:30 on 9 May 2019 displaying “CARDIFF WEST, PARK + RIDE, NEXT LEFT”. <p>iv. An allegation that an English only public notice has been placed near City Hall covering the Welsh version of the notice.</p>	Planning, Transport & Environment (Central Transport Services, Street Scene)	Standard(s) Breached.	10/05/2019	19/03/2020
CSG574	English only newsletter sent by the Cardiff Research Centre (<i>Welsh version followed 1 day later</i>)	Cardiff Research Centre, Policy & Partnerships	No Investigation	19/06/2019	N/A

CSG610	Allegation that the complainant had received English only letters from the Council's Parking Services.	Planning, Transport & Environment (Parking)	Provisional Decision Received - Standard(s) Breached.	13/08/2019	ONGOING
CSG638	Allegation that parts of the Council's website for renewing parking permits do not function fully in Welsh. The website in question is https://www.councilparking.org/cardiff/cym/pages/home.aspx	Planning, Transport & Environment (Parking)	No Investigation	10/09/2019	28/04/2020
CSG647	Allegation that: <ul style="list-style-type: none"> i. English only text ('date time stamp') appears on photos by the Parking Team. ii. A Parking Charge Notice appeal submitted in Welsh was 'dealt with in English' which lead to a delay in responding. 	Planning, Transport & Environment (Parking)	Awaiting Provisional Decision - evidence submitted to WLC 19/02/20	04/10/2019	ONGOING
CSG648	Allegation that a Welsh email sent to Parking.permits@cardiff.gov.uk 27/09/2019 did not receive a reply	Planning, Transport & Environment (Parking)	Verification request received 14/05/20	04/10/2019	ONGOING
CSG656	Allegation that a set of temporary electronic signs placed on Newport Rd and Castle St notifying the public that Westgate St was closed displayed text in English only.	External (Dŵr Cymru)	No Investigation	21/10/2019	20/12/2019

CSG673	An English only sponsored Facebook post by Visit Cardiff regarding the Volvo Ocean Race	Economic Development	No breach of Standards	03/12/2019	28/04/2020
CSG674	Complaint regarding an allegation that the Council will charge students who live within 3 miles of Ysgol Gymraeg Glantaf for transport to the school.	Education & Lifelong Learning	No Investigation	03/12/2019	22/01/2020
CSG708	<p>Allegations that:</p> <ul style="list-style-type: none"> i. The Council responded to a Welsh email in English. ii. The standard disclaimer on Council emails place the English text above the Welsh text. iii. The Council uses @cardiff.gov.uk address as the display address, treating the Welsh language less favourably 	Corporate	A response to the initial letter has been provided. Awaiting the Welsh Language Commissioner's proposed Terms of Reference.	18/02/2020	ONGOING
CSG712	English only temporary road sign on Salisbury Rd Cathays	Highways	Investigation demonstrated that none of the signs in place were the responsibility of Cardiff Council and the Welsh Language Commissioner has been informed that this is the case.	25/02/2020	ONGOING

APPENDIX 2
Bilingual Cardiff Strategy Action Plan 2019/20

Section 1: Families, Children and Young People

REF	PRIORITY	OBJECTIVES	TARGET	TIMESCALE	UPDATE
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	<p><i>Fy Mabi a Fi</i> courses have been presented virtually to 20 parents during the lockdown period.</p> <p>Welsh language practice pilot sessions have also been held virtually for 14 parents as a follow-up to the above course.</p> <p>The courses are expected to continue in September 2020 and January 2021. Mudiad Ysgolion Meithrin</p>
		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 crucial age. Roll out to other Welsh medium secondary schools depending on impact.	Language psychology questionnaires before and after the event.	November 2019	<p>The event was held in October 2019 with Year 8 pupils offering various workshops held by Ameer Rana-Davies, Betsan Powys, The Urdd, the Millennium Centre, Menter Iaith Caerdydd and the school's Tafod crew.</p> <p>A language charter questionnaire was completed by all pupils at the school prior to the event but the submission of the questionnaire after the event had to be postponed due to Covid 19.</p> <p>A number of other activities were held across the year including a trip to Glan-llyn,</p>

					various gigs, takeover of the school radio and the activities of Welsh Music Day, St Dwynwen's Day and Shwmae Sumae Day. Plasmawr School
		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	Cardiff Bilingual partners contributed to this successful march, the Leader of the Council addressed the gathering and pupils from all Welsh-medium schools in Cardiff attended this historic parade. Cardiff Council, Bilingual Cardiff Forum
		Offer a comprehensive programme of Welsh for the Family courses and courses for families in regeneration areas	6 courses	September 2019- August 2020	<p>Ti a Fi sessions held at:</p> <ul style="list-style-type: none"> • Canton Library • Rhiwbina • Roath • Llandaff North Hub • St Fagan's Museum • Taff's Well • Glan Morfa School • Creigiau • Llanrumney <p>The sessions had to be paused as a result of the Covid 19 emergency and it is not anticipated they will restart until after Christmas. We are considering outdoor Ti a Fi sessions in October as an experiment.</p> <p>During lockdown a virtual Ti a Fi page was created for South East Wales.</p> <p>Mudiad Meithrin's work during lockdown:</p>

					<ul style="list-style-type: none"> • Regular updates to Meithrin circles concerning the furlough scheme and Covid 19. Health and safety assessments to be prepared for re-opening. H&S policies and guidelines are also being prepared for our members. • Entertainment leaflet details – see above. Shared with parents on websites and social media. • Cardiff's Ti a Fi officer's work – hold sessions on Facebook. Sessions target SAS (a new Meithrin Circle will open on the Pwll Coch school site in September) – Virtual Ti a Fi South East Wales • Welsh for Children across social media platforms – sessions held daily. • Clwb Cylch – Meithrin Circle sessions • Dewin a Doti Festival with Martin Geraint (1-5 June) • Welsh at Home Week • #Syniadau Sydyn by the Mudiad Meithrin Academy – ideas for children's activities shared with parents. • SAS work (Sefydlu a Symud (Establish and Move) – i.e. opening new Meithrin Circles as a result of #Welsh/Cymraeg 2050) continues through social media and other contacts.
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					<ul style="list-style-type: none"> Some staff placed on furlough. Working with circles to prepare for re-opening in September 2020. <p>Generally we have reached out to circles (both staff and committees) to the best of our ability through e-mail, Teams, Zoom, Facebook, Twitter and Instagram.</p> <p>Mudiad Meithrin</p> <p>Welsh Language Family courses were provided in Splott, Grangetown a Llanrumney.</p> <p>Cardiff University</p>
		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	See above. Cardiff University
		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	The process of developing the new Welsh Education Strategy had been completed but it was not possible to launch it formally as a result of the lockdown period. Cardiff University

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	We no longer report on threshold of key stage 4 measurement (A*-C, L1, L2, L2+). The main measurement for this will be Average Literacy Points from summer 2019. The new measures are point-based. Cardiff Council
			Increase the number of learners who study the full time Welsh second language GCSE course to at least 80% by 2020.	2020	The final performance results for 2019 will be available in January 2020. No further updates received. 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.	In 2017-18 the result was 86.7% A*-C for Welsh First Language compared to 74.3% across Wales. 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	Sept 2019- Aug 2020	Two one year courses for teachers (Central South Consortium and EAS) were held with 28 attendees. One shorter course for teaching assistants (Central South Consortium) was held with 12 attendees. Two courses had to be postponed due to the lockdown period. Cardiff University

			courses where there's demand		
		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	<p>Master-classes (Yrs.12 and 13) were held with: Ysgol Bro Teifi (04/11/2019); Ysgol Glan Clwyd (07/11/2019); David Hughes School (08/11/2019); and Ysgol Bro Ederm (21/01/2020).</p> <p>120 pupils attended the master-classes at Ysgol Bro Ederm and a Second Language Review Conference (Yrs. 12 and 13) was held at Cardiff University on 24/01/2020 with 59 in attendance. Cardiff University</p>
1.3	Promote the benefits of transferring the Welsh language within the family, and give children and young people the opportunity to become confident bilingual adults.	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 reception class in September 2019.	Keep records of 50% of schools visited in 2019 (50% in 2020)	June – September 2019	<p>Visited 11/17 schools during the summer term 2019, and then continued to engage with the schools in the promotion of not only Menter Caerdydd's offer (school term and school holidays) but also the offer from all the Forum's partners. Menter Caerdydd</p>
		Develop comprehensive face-to-face sessions across Cardiff for families summarising the advantages of	4 sessions per year. Collate (or produce) 4 short introductory social media videos each year from 2019-	From September 2019 - 2022	It was agreed at the Welsh Education Forum meeting in September 2019 to establish a marketing sub-group, to be responsible for this objective.

		<p>bilingualism as well as providing concise materials/videos information on Welsh nurseries and schools.</p>	<p>22 (16 in total), addressing issue at critical choice periods. Videos available on-line and promoted on social media. (Education/Bilingual Cardiff)</p>		<p>A meeting has been arranged in December 2020 to review the objectives and approve a timetable. Cardiff Council</p> <p>Mudiad Meithrin has held Ti a Fi sessions. The Ti a Fi officer offers information about the advantages of bilingualism and answers questions and any concerns that non-Welsh speaking parents have about sending their children into Welsh-medium education Mudiad Meithrin</p>
		<p>Promote Radio Platform (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.</p>	<p>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).</p> <p>2020/21 and 2021/22 - 3 x Welsh streams for 30-45 young people 14-25 each year (in South East Wales)</p> <p>In addition, in 2019/20 a minimum of three outreach workshops a year in WM schools, rising to six workshops each year in 2020/21 and 2021/22</p>	<p>Each year 2019-2022</p>	<p>44 Welsh language programmes broadcast on Radio Platform between October 2019 and July 2020 offering young people the opportunity to develop their broadcasting skills through the medium of Welsh. A new Welsh language radio programme is being developed and every Saturday afternoon is dedicated to Welsh language music. Wales Millennium Centre</p>

		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	<p>10 sports tournaments and 14 Eisteddfodau organised to offer activities for children of all ages.</p> <p>4,700 children and young people are members of the Urdd in the region The Urdd National Eisteddfod in Cardiff Bay in June with over 90,000 attending and 15,000 competing</p> <p>Over 3,000 Cardiff children and young people attended Urdd camps Over 200 children attend the Urdd's weekly activities in Cardiff (<i>adrannau / uwch adrannau / aelwydydd</i>) The Urdd</p>
		Offer Welsh For Adults taster sessions to improvers/proficiency courses.	1000 learners	Sept 2019- Aug 2020	<p>During this period, a range of mainstream courses, workplace courses and the summer course were organised. Cardiff University</p>
		Lead on developing the first Welsh medium Cardiff Youth Forum for young people (16+) in the city.	Hold 4 annual events and report to the Bilingual Cardiff Forum.	June 2019	<p>Menter Caerdydd continues to support the existing Urdd Youth Forum to understand what kind of provision the city's young people would like to see and have the opportunity to share their views on what is important to them. Holding a gig for the young people of Cardiff. Urdd & Menter Caerdydd</p>
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	Hold 3 events in 2019-20	By March 2020	<p>Discussions have begun with St Fagans Museum about a family event during Easter/Summer 2020</p> <p>Hosting Miri Haf 2019 with Cymraeg i Blant</p>

		and hold 3 events during the year.			Hosting Miri 'Dolig with CiB – 19-12-19 Menter Caerdydd
		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	257 events held in 2019/20. A further 38 events were cancelled as a result of the Covid 19 crisis and the lockdown. 295 events would have represented an increase of 4.6% compared to 2018/19 (282 to 295). 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	A weekend for families in Llangrannog was organised by the National Welsh Language Learning Centre. Cardiff University.
		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	Memorandum of Understanding drawn up and shared with the Urdd and Menter Iaith. Its agreement was deferred until February as a result of restructuring within the Urdd and this was postponed again as a result of the lockdown period. It is intended to be shared informally within the education sector for feedback and to be considered in the context of the review of the Language Charter. Research on marketing the Welsh language has been commissioned and the

					recommendations of the Elen ap Robert report to be included within an action plan to support the above work. Arts Council of 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 through consultation with Welsh medium primary schools	September 2019	Night Out performances postponed as a result of the lockdown period. A report has been commissioned on marketing the Welsh language which will make recommendations as this network is established. Arts Council of Wales
		Hold termly events to increase the social opportunities 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	3 events were held in 2019-20 Menter Caerdydd and Mudiad Meithrin
1.5	Increase the provision of Welsh-medium extra-curricular activities and opportunities for children and young people to use Welsh outside	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	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 of 8 leisure activities per term during school	From April 2019 and annually thereafter.	10 weeks of day Care plans held in 2019/20 with an average daily attendance of 43 children. 689 children on average attending Bwrlwm events (a free open play scheme for primary age children) each week in 2019/20 which is an increase on 2018/19.

the school gates.	activities for young people 11 – 16 years old.	holidays, attracting 200 children/young people to register each year		<p>Collaboration with a number of organisations and individuals e.g. Urdd Gobaith Cymru, Re-Create, Mewn Cymeriad and Green City Events to hold a schedule of varied and fun workshops.</p> <p>Over 85% of the children attending come from families where Welsh is not the language of the home.</p> <p>15 holiday activities (including, sushi workshops, origami, circus skills, yoga) were arranged for 4-11 year olds, offering the opportunity to more than 125 children to use Welsh within social situations during the school holiday school.</p> <p>Menter Caerdydd</p>
	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	<p>Held 4 regular clubs for 0-4 year olds including Wake up the Senses, Cardiff Small Musicians and Small Dancers. 47 children (on average) attended weekly.</p> <p>6 regular clubs for 4-11 year olds including dance, drama, instructional and yoga clubs. 18 children (on average) attending each club.</p> <p>Menter Caerdydd</p>
	Use Dydd Miwsig 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	A new action plan has been created to promote Welsh Music Day and to support young people and Welsh and Welsh speaking artists. Unfortunately there are delays in implementing the scheme as a result of lockdown and the number of locations that have closed as a result. It is

					<p>expected that this work will resume in 2020/21.</p> <p>Welsh Government</p>
		<p>Employ a Youth Officer to work with young people in Cardiff's Secondary Schools to develop new opportunities for young people to use their Welsh.</p>	<p>New Officer in post from September 2019</p>	<p>September 2019 – September 2020</p>	<p>Youth Officer working across Cardiff with Welsh and Second Language secondary schools</p> <p>Work including workshops, weekly clubs, youth forums, organising regular activities for the young people of Cardiff and humanitarian projects. In March during the lockdown period, digital youth projects for young people were developed</p> <p>The Urdd</p>
		<p>Establish a 'Ciw 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.</p>	<p>Agree and develop approach with partners</p> <p>Pilot with a primary school</p> <p>Roll out to other Welsh medium primary schools</p>	<p>January 2020</p>	<p>No progress to report as the centres have closed and staff are furloughed over the lockdown period.</p> <p>Arts Council of Wales</p>
		<p>Increase Welsh language arts provision to children in Cardiff through a series of courses & events, feed into the</p>	<p>Contact art providers including venues and Creative Learning Agents to identify what can be delivered</p>	<p>September 2019</p>	<p>Research underway following the recommendations of the Elen ap Robert report on Welsh language arts provision across Wales.</p> <p>Welsh drama lessons offered to 7-11 year olds at the Chapter Actors Workshop but</p>

		Urdd Eisteddfod's Arts & Crafts competitions.	Delivery plan agreed with partners through consultation with Welsh medium primary schools		now on a break as a result of the lockdown period. Arts Council of 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	No progress to report as the Noson Mas scheme is paused. Arts Council of 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	Sub-group meeting postponed to October 2020 due to lockdown period. Arts Council of Wales
1.6	Develop opportunities for children and young people in English medium settings to positively connect with the Welsh language.	Collect progression data from Early Years provisions (nursery groups) for the Schools so the Welsh Government can share it with the county to support 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	Continue to collect progression data between Cylchoedd Meithrin and Cardiff's Welsh Primary Schools. Meetings held to discuss wrap around care provision across a range of settings in Cardiff and through the support of 30 Hour Childcare capital grants on primary school sites. Mudiad Meithrin

		laith ar Waith qualification provided in numerous disciplines across the college.	1200 learners	By April 2020	The laith ar Waith qualification was provided to several areas of learning including Health and Care, Childcare, Public Services and Sport. The qualification was also provided for the first time to staff learning Welsh through our Work Welsh course. Cardiff and Vale College
		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 opportunities 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	10 sports tournaments and 14 Eisteddfodau organised to offer activities for children of all ages. 4,700 children and young people are members of the Urdd in the region The Urdd National Eisteddfod in Cardiff Bay in June with over 90,000 attending and 15,000 competing Over 3,000 Cardiff children and young people attended Urdd camps Over 200 children attending the Urdd's weekly activities in Cardiff (<i>adrannau / uwch adrannau / aelwydydd</i>). The Urdd
		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	Activities have taken place with a number of schools in Cardiff including: <ul style="list-style-type: none"> • Welsh Clubs; • Activities of the Urdd camps; • Volunteering opportunities at the Urdd National Eisteddfod; • A Welsh language award scheme for the most promising learners within the area; • After school clubs; • Outdoor training and qualifications; and

					<ul style="list-style-type: none"> • Oral practice sessions towards examinations. <p>A Welsh gig organised jointly by the Urdd field staff and Clwb Ifor Bach. The Urdd</p>
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 practical skills events with primary and secondary schools.	By May 2020	Presentations about the importance of the Welsh language in the field of work offered by CCAF officers at all options events and the provision has remained in virtual form during the lockdown period. Cardiff and Vale College
		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	The Council has promoted the Welsh-medium immersion unit on the Council's website, in the Admissions to Schools booklet and in correspondence with parents during the school admissions process. The immersion unit has, in recent years, operated at full capacity. The Council, in partnership with Cardiff's Welsh Education Forum, plans to establish a sub-group in summer 2020 to identify and prioritise opportunities and measures to further promote Welsh-medium education including the immersion unit. Cardiff Council

	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.	By 2020.	Percentage of seven year olds educated through the medium of Welsh in 2019/20 is 16.8% (691 of 4,103) Cardiff Council	
		Increase the number of learners in year nine being assessed in Welsh (First Language) by 1.5% to 14.4%	By 2020	Percentage of year 9 pupils who have learned Welsh who are assessed in Welsh (First Language) in 2019/20 is 14.9% (544 of 3,658) 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	Percentage of 17 year old learners studying 2 or more subjects through the medium of Welsh in 2019/20 is 96% (313 o 325). Cardiff Council	
		Increase awareness and encourage Young people to consider Welsh as a skills when seeking employment and training through a series of 1:1 presentations by the Welsh Language in Business Officer.	Visit all 3 Welsh Medium secondary schools by October 2019	By end of October 2019	Cardiff's first Welsh language careers fair 'Gyrfa Gymraeg' was held on 2 March 2020 at City Hall with 300 pupils from the three Welsh-medium secondary schools present to hear presentations from the city's main employers and a panel of successful entrepreneurs sharing their experiences, and the benefits of bilingualism in terms of employability. Cardiff Council

					<p>Menter Caerdydd staff visited two Secondary schools to promote the benefit of the Welsh language and to glean ideas from the students as to what they would like to see as Welsh language social offerings in the city.</p> <p>Menter Caerdydd staff support the three schools' Management and Leadership day with Cardiff University – 16/12/19</p> <p>Work to promote the Welsh language as a skill has begun with students at Cardiff Met University – presenting to groups of students and discussing the importance of the language and seeing it as a skill.</p> <p>Menter Caerdydd</p>
1.8	Ensure that the Welsh language is seen as a valuable skill for training and employment.	Provide regular and up to date information to young people pertaining to work and apprenticeship opportunities that call for bilingual skills.	Develop a strategy in partnership.	By April 2020	<p>University of South Wales (USW) to run a pilot scheme offering employability modules through the medium of Welsh to business students and the creative industries.</p> <p>Cardiff and Vale College</p>
		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 arrange/attend job fairs and report annually on the number of fairs arranged/attended.	April 2019 – March 2020	<p>Careers Wales, Cardiff's first Welsh language careers fair, was organised on 2 March 2020, in conjunction with the Bilingual Cardiff Forum and strong representation from all partners on the day.</p> <p>Cardiff Council</p> <p>CAVC's #SiaradDysguByw campaign emphasises students' Welsh/bilingual rights at the College.</p>

					Cardiff and Vale College
		Provide opportunities for Cardiff's young people to volunteer with the Urdd and secure Welsh medium jobs.	50 volunteers	Sept 2019- Aug 2020	Volunteering and training opportunities and accreditations offered to young people in Cardiff The 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	July 2019	7 tenders were awarded to teach 7 intensive Work Welsh courses to organisations across Cardiff. Although we offer language awareness sessions no application was received during this period. Cardiff University
		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	July 2019 January 2020 October 2019 July 2019	No sessions were held during this period. Mudiad Meithrin

			Mudiad Meithrin staff will attend 'Diwrnod Pontio' at Ysgol Gyfun Plasmawr		
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Section 2: Community and Infrastructure

REF	PRIORITY	OBJECTIVES	TARGET	TIMESCALE	UPDATE
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	The <i>Speaking, Learning, Living</i> project was promoted on results days, and during induction week and freshers' fairs. 5 vocational courses and 45 academic staff have requested Welsh lessons as a result. 4 open evenings were held on the College campus and one virtual event at the end of 2019/20. Cardiff and Vale College
		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	All the Council's marketing resources are created bilingually and there are Welsh and English versions of the Visit Cardiff website. The marketing resources also include the Bilingual Cardiff logo to inform the public and partners that Cardiff is a bilingual city. Cardiff Council

		<p>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.</p>	<p>Relevant businesses and organisations to use the Bilingual Cardiff logo</p>	<p>from April 2019</p>	<p>BC logo and brand is part of the business world package for the Urdd and National Eisteddfod.</p> <p>The shop front and signs Supplementary Planning Guidance received Cabinet and full Council approval in June 2019 including encouragement for them to be in Welsh. Information on the licences and planning website offering details and support for businesses to increase their Welsh.</p> <p>Cardiff Council</p>
		<p>Implement the Cardiff Blues Welsh Language Policy.</p>	<p>All future signage around Cardiff Arms Park to be bilingual. Ensure casual staff at home games have simple greetings in Welsh (i.e 'croeso', 'diolch' etc.)</p> <p>Strengthen relationships with Welsh language organisations, such as Tafwyl, and Welsh language media.</p> <p>Continually increase Welsh language content on Cardiff Blues' online presence (website and social media platforms)</p>	<p>April 2019 – March 2020</p>	<p>Cardiff Blues' first Welsh language podcast broadcast as part of its commitment to increasing the use of Welsh within the business.</p> <p>They have also increased the use of Welsh in their marketing and online content, the introduction of bilingual signs across The Arms Park, and collaboration with a number of Welsh language organisations and events including Tafwyl.</p> <p>Cardiff Blues</p>

			<p>Introduce Welsh language on retail items such as clothing</p> <p>Enhance bilingual match-day experience, with regular bilingual announcements over the tannoy and music from Wales to be played over the PA</p> <p>Support the promotion of Welsh-speaking athletes within the squad in the Welsh media</p>		
2.2	<p>Increase the use of the Welsh language in all high profile and major events hosted in Cardiff, support existing Welsh-language community events and share good practice.</p>	<p>Administer and maintain an electronic network promoting Welsh and Bilingual events across the city.</p>	<p>To reach a minimum of 7000 people across the city to promote our services</p>	<p>From September 2019 and continuously thereafter</p>	<p>The service continues to be one of the main sources of promoting Welsh and bilingual activities in the city with over 7,000 e-mail addresses receiving information about what is on in Cardiff.</p> <p>Work to attract more to register continues throughout the year e.g. conversations with reception/nursery class parents, new users of our services, sharing leaflets at events etc.</p> <p>Menter Caerdydd</p>
		<p>Organise a Bilingual Cardiff Forum event to showcase the Forum's work and to celebrate International year of</p>	<p>Deliver a showcase event</p>	<p>November 2019</p>	<p>Following discussion of priorities and need, the 'Gyrfa Gymraeg (a Welsh Language career) Cardiff's first Welsh language jobs fair was organised jointly (2 March 2020) showcasing the work of all partners as well</p>

		Indigenous Language 2019.			<p>as the value of Welsh as a skill for the world of work.</p> <p>There are plans to ensure that Gyrfa Gymraeg becomes an annual event in the schools calendar.</p> <p>The Bilingual Cardiff Forum Twitter account was also launched @FforwmCdd to showcase the forum's work more widely. Bilingual Cardiff Forum</p>
		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	<p>Over 37,000 people enjoyed this year's Tafwyl at Cardiff Castle with an additional evening introduced for the first time (Friday evening). Tafwyl is a strong partnership between the public, private and voluntary sectors which enables Menter Caerdydd through grants and sponsorship and practical support (from a number of the forum's partners) to create a confident, free event in the heart of the capital city. Menter Caerdydd</p>
		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.	<p>10 Eisteddfod Cylch events with 3500 children & young people attending</p> <p>10 Sport competitions with 3,000 children & young people attending</p>	From April 2019 annually	<p>10 sports tournaments and 14 Eisteddfodau organised to offer activities for children of all ages.</p> <p>4,700 children and young people are members of the Urdd in the region The Urdd National Eisteddfod in Cardiff Bay in June with over 90,000 attending and 15,000 competing The Urdd</p>

		Permit Applications (events) to include conditions to ensure bilingual signs and publications.	Annual spot check	From September 2019	Conditions included within the supplementary documentation of licence applications for events that require the provision of bilingual signs and publications. Cardiff Council
		Offer support by having presence at events – tailor marketing materials / courses information and short taster sessions	Eisteddfod yr Urdd Tafwyl Events in specific areas e.g. Butetown Carnival.	Summer 2019	The Forum's partners attend events such as Eisteddfodau, Tafwyl, Mela, 'National Play Day' etc. It is proposed to create a full list of community events to ensure that one or more of the Forum promotes our work in each one. Bilingual Cardiff Forum
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	The Menter's Business Officer holds daily conversations with businesses across Cardiff and presents 6 formal sessions during the year. Menter Caerdydd
		Planning decision notices for applicable commercial applications to include recommendations 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	The Council's Shop Front Guidelines and Supplementary Planning Guidance received formal approval in in 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 names for all new streets in Cardiff.	Cabinet approval for the street naming policy	July 2019	Policy approved by Cabinet on 24 October 2019. Intention to create an online resource containing the names and research and history behind them. Cardiff Council
2.4	Introduce the Welsh language to new and emerging communities as a way of convening Welsh culture and promote Welsh language learning and Welsh medium education.	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	CAVC officers have attended the events of a number of Welsh and English schools to promote Welsh language issues within areas of learning and to deliver the #SiaradDysgyByw campaign at the College. Cardiff and Vale College
		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	An Innovative Learning Officer was appointed during this period to co-ordinate and teach a range of informal courses and learning opportunities across the city but specifically in the Splott and Adamsdown areas. Courses specifically for refugees and asylum seekers were run in partnership with local charities (Oasis, Trinity Centre, Welsh Refugee Council). Welsh for the Family courses were also held within these communities in order to promote the Welsh language and Welsh-medium education among young families. All courses were free of charge.

					Cardiff University
		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	See above. The classes for refugees and asylum seekers were held for the third year running. The lessons ended in March 2020 as a result of the lockdown period. Cardiff University
		Ensure that there's a Welsh language aspect to the activities and outputs of the CAER project: https://caerheritageproject.com	Bilingual 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	The project has been paused for the time being as a result of the lockdown period. Cardiff University
		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.	A new Cylch Meithrin has been opened on the premises of Ysgol Gynradd Gymraeg Hamadryad. Mudiad Meithrin

		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	Welsh for Children groups held at Butetown Health Centre. Mudiad Meithrin
2.5	Support Yr Hen Lyfrgell – Cardiff’s Welsh Culture Centre to increase outreach activities and develop opportunities to showcase Cardiff’s extensive Welsh language history and heritage.	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	The Menter's new Office has been established in the Old Library. Events ongoing e.g. learner sessions, dance & drama, shwmae s'mai, Miri Dolig and an opportunity to watch rugby games at the Centre. Menter Caerdydd
		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 continues to promote and offer a wide range of varied activities throughout the year for all ages in order to provide opportunities for audiences across the city to enjoy Welsh-medium events. E@chlysur is one method used to advertise this provision, along with social media and advertising in Y Dinesydd. Menter Caerdydd

		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	CAVC officers have attended the events of a number of Welsh and English schools to promote Welsh language issues within areas of learning and to deliver the #SiaradDysguByw campaign at the College. Cardiff and Vale College
		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	The Council has assessed the level of support and capacity to support the creation of permanent committees. As a result of this work it was agreed that the Canna Club at Pont Canna was the only group with the necessary resources to continue with the necessary work and they have been promoting supportive events through Facebook, Instagram and Twitter. 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 profile 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.	40,000 visitors to the event	June 2019 and every year thereafter.	37,000 people attended Tafwyl in 2019, with over 60 bands playing live, more than 60 partners and sponsors, 30 performances on the school stage, 30 fringe events over 9 days in the period leading up to Tafwyl, over 130 volunteers and staff involved in the event, 30 stalls and crafts and 15 street food stalls. Over 98% believe that Tafwyl has a positive impact on the Welsh language. 15% of Tafwyl's audience learning Welsh and 10% non-Welsh speakers. Menter Caerdydd

Section 3: Welsh Services and the Workplace

REF	PRIORITY	OBJECTIVES	TARGET	TIMESCALE	UPDATES
3.1	<p>Increase the number/percentage of Welsh speakers within the City of Cardiff Council and enable and support fluent staff, as well as staff who are learning, to use the Welsh language in the workplace, and encourage Bilingual Cardiff partner organisations to adopt the same approach.</p>	<p>Provide Welsh lessons for CCAF tutors, and investigate the possibility of delivering these in partnership with other Bilingual Cardiff organisations.</p>	<p>Increase numbers on the Welsh in the Workplace project by 10%</p>	<p>September 2019.</p>	<p>35 staff have attended Work Welsh courses Cardiff and Vale College</p>
		<p>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 BC Forum partners with a view to all partners following suit.</p>	<p>Students of the intensive course will sit the WJEC Admission exam</p>		<p>10 members of staff have completed an intensive Welsh course, 3 members of staff have started a virtual course for learners, and 8 members of staff have attended Work Welsh residential courses. Wales Millennium Centre</p>
		<p>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.</p>		<p>Weekly from June 2019</p>	<p>Coffi a Chlonc sessions are held weekly. Wales Millennium Centre</p>
		<p>Promote our Welsh for Adults courses (mainstream and</p>	<p>Minimum of 1000 learners on mainstream courses</p>	<p>Summer 2019-20</p>	<p>Please see previous update. Cardiff University</p>

		summer intensive courses) as well as the Sabbatical Programme in order to increase the numbers that use Welsh within the organizations.	and 200 in the workplace.		
		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	A new Manager has been appointed to lead on the work of extending the Welsh Language Scheme. The Scheme has now been published and the timetabling work will be prioritised for 2020/21. Mudiad Meithrin
3.2	Encourage Bilingual Cardiff partner organisations to provide Welsh language training and Welsh language awareness training to all Senior Managers and staff.	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 deliver a minimum of 6 training course per year	From September 2019 and annually thereafter	8 training courses held. The courses include various health and safety and first aid training attracting an average of 9 attendees to each one. Menter Caerdydd
		Ensure that Cardiff Council staff and managers attend language awareness courses and encourage other Bilingual Cardiff public organisations to adopt the same method.	Report annually on the number and percentage of staff who have received training	Annually	965 Cardiff Council staff attended Language Awareness sessions in 2019/20 (15% of the Council's staff). Since the course was launched in September 2015 3441 staff have attended the sessions. A new Language Awareness e-module is currently being developed to facilitate this training. It is due to be launched in October 2020. Cardiff Council

	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	158 Council staff (2.5% of all staff) have attended Welsh language training in 2019/20 including: <ul style="list-style-type: none"> • a virtual Welsh Welcome course for learners; • Cardiff University Welsh language courses; • the 5 day residential course of the Work Welsh scheme; • Intensive Work Welsh courses; and • a range of courses provided in-house by the Council including taster courses, intensive courses, and specific training for reception staff. 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	A number of sessions held and requests for Welsh lessons received. Further sessions had to be postponed as a result of the lockdown period. Cardiff and Vale College
	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	39 of the Council's reception staff received Welsh language training in 2019/20. The courses were held in September, October and December 2019. Cardiff Council

		Provide a course on the language immersing method for members of the AcadeMi and offer relevant training to Bilingual Cardiff partners where appropriate/relevant.	Target to be confirmed in September 2019	Timescale to be confirmed in September 2019	Mudiad Meithrin's new Welsh language policy has been published and shared with all AcadeMi members. Mudiad Meithrin
		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	No applications were received for Language Awareness courses. Cardiff University
		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	All new staff receive language awareness training. Wales Millennium Centre
3.3	Implementation of the Welsh language standards by relevant Bilingual Cardiff organisations resulting in	CCAF communication department to provide Welsh lessons to all business assistants.	Provide training for all CAVC reception staff.	From July 2019	Training is provided for all staff at the College's centres of excellence. Cardiff and Vale College
		Notify assistants of lessons and specific events to improve Welsh skills.	Notification of lessons, taster sessions and courses to all	By September 2019.	The Welsh language is promoted in the weekly newsletter, on screens on all campuses, through films, social media and through events such as St Dwynwen's Day.

	increasing the availability and use made of Welsh language services.		academic staff by July 2019.		There were also 'Everything Welsh' sessions to promote the opportunities, benefits and support available through the medium of Welsh. Cardiff and Vale College
		Hold monthly Mystery Shopper surveys on Cardiff Council Welsh language services.	Report findings to SMT and Bilingual Cardiff Forum annually	From September 2019 – March 2020	A comprehensive Mystery Shopping exercise of community hubs and libraries (telephone service and reception) was held in November 2019 and the results were reported to the Council's Senior Management Team in February 2020. Work will continue and expand annually to include more services and locations/departments. Cardiff Council
		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	A comprehensive mystery shopping programme was developed by the Council and the results of the first exercise were reported to the senior Management Team in February 2020. It was planned to expand and extend the mystery shopping to other organisations from April 2020 but these exercises had to be postponed due to the lockdown period. Cardiff Council
3.4	Demonstrate a strong commitment to the Welsh language in collaboration arrangements and 3rd party contract and	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	Promotional campaign is part of the day-to-day work of the Welsh Language Byd Busnes Officer to encourage businesses offering a Welsh language service to share their details on the website in order to promote their offer. Number of businesses promoted here increases year upon year Menter Caerdydd

	commissioning documents and ensure Welsh language considerations are included from the outset.	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	Bobi the Dragon (the Council's Citizenbot service) was launched in February 2020. The full range of services has been delayed as a result of the Covid 19 crisis and a full relaunch of the service is expected in early 2020/21. Cardiff Council
3.5	Increase opportunities for people to receive Health & Social Care in Welsh.	Organise a bilingual childcare and health and social care conference.	Conference to be scheduled	Between September 2019 – March 2020	The conference scheduled for March 2020 has been postponed as a result of the lockdown period. Cardiff and Vale College
		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	Staff are made aware of the Active Offer as part of the induction process for new staff and as part of quarterly training sessions. 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	All third party and independent contracts service level agreements and grant processes are reviewed by the Council's Legal Department to ensure appropriate Welsh language requirements and services are included and referenced. In addition staff must complete a form before engaging with the tender process which includes an assessment of the need for Welsh language services. These requirements are

					subsequently communicated to all contractors. 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	166 Social Services staff with Welsh language skills in 2019/20. This compares with 126 in 2018/19 and represents an increase of 32%. Cardiff Council
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	A number of open evenings held briefly and virtually in 2019/20 to promote bilingualism across the College. Cardiff and Vale College
		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	Conclusions to be presented to Bilingual Cardiff by end of September 2019	By September 2019	Initial research was undertaken, and Dr Jeremy Evas, Head of Language Behaviour Change and Language Technology Welsh Government, presented an item on The Architecture of Selecting Welsh Language Interfaces and Education to the Bilingual Cardiff Members' Working Group on 7 October 2019. Bilingual Cardiff Forum

		order to ascertain which ones are the most likely to ensure the highest level of use in 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 medium education for their children in Cardiff.	Use the research findings and conclusions to inform service system changes (if any) in time for the next school admissions round in early November	July – End of October 2019	Initial research was carried out on the education website, and in particular the school admissions form, and Dr Jeremy Evas, Head of Language Behaviour Change and Language Technology Welsh Government, presented his recommendations to the Leader of the Council, the Cabinet Member for Education, and Senior officials of the Education Department on 9th January 2020. Bilingual Cardiff Forum