

COUNCIL: 25 JUNE 2015

CABINET PROPOSAL

AGENDA ITEM: 9

**WELSH LANGUAGE SCHEME ANNUAL MONITORING REPORT TO THE
WELSH LANGUAGE COMMISSIONER 2014 - 2015**

Reason for this Report

1. To agree and approve the content of the 2014-15 Welsh Language Scheme Annual Monitoring Report prior to presentation to the Office of the Welsh Language Commissioner in accordance with The Welsh Language Act 1993 and Welsh Language (Wales) Measure 2011.

Background

2. The Council recognises that, as a Capital City, Cardiff represents Wales and is committed to ensuring equality between the Welsh and English languages by actively promoting and supporting the Welsh language and increasing its capacity to deliver bilingual services. The Welsh Language Scheme sets out how the Council will deliver this commitment.
3. The report provides the formal basis on which compliance with the Council's statutory Welsh Language Scheme is monitored. Conducted annually, the report provides a clear picture of the progress made in 2014-15, as well as identifying any areas for improvement.

Issues

4. The Welsh Language Scheme monitoring report has been completed to meet the requirements of the Welsh Language Act 1993.
5. Approval needs to be given by the Cabinet so the report can proceed to Council prior to it being accepted by the Office of the Welsh Language Commissioner within the required timescales. The Council is required to present an approved bilingual report to the Office of the Welsh Language Commissioner by 30th of June 2015 and publicise the report thereafter. It is envisaged that this will be the last reporting year in the current format as reporting arrangements will change when the Welsh language standards come into force later this year.
6. In order to prepare for the standards, the Bilingual Cardiff Members Group has asked for a progress report from each directorate on meeting

the proposed standards. The Council will receive its compliance notice from the Welsh Language Commissioner on the 22nd of June, and after a consultation period the council will be issued with a set of standards which will replace the current arrangement of Welsh language schemes. This will be the last reporting year in the current format as reporting arrangements will change when the Welsh language standards (under the Welsh Language [Wales] Measure 2011) come into force next year.

Reasons for Recommendations

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

Legal Implications

8. The Welsh Language Scheme is a requirement of the Welsh Language Act 1993. The Welsh Language Act 1993 has been repealed by the Welsh Language (Wales) Measure 2011.
9. The Welsh Language (Wales) Measure 2011 introduces a new system of regulation through 'standards', which specify how an organisation should use the Welsh Language. Until such a time as the 'standards' come into force organisations should continue to implement their 'Welsh Language Scheme' which will continue to be monitored/inspected by the Welsh Language Commissioner.
10. It is expected that the 'Standards' will be enforced by September of this year;
11. The Assembly approved Regulations on the 24th March 2015 (The Welsh Language Standards (Number 1) Regulations 2015) which specify standards in relation to the Conduct of County Councils (and other organisations). The following is an outline of the timetable for the implementation:

April – June 2015 -the Welsh Language Commissioner will prepare individual compliance notices for each organisation.

22 June 2015- A consultation period will begin with organisations on the content of the compliance notices (s.47 Welsh Language (Wales) Measure 2011)

20 July – Consultation period Ends

September 2015 - it is expected that the Welsh Language Commissioner will issue a compliance notice on the Authority (s.44 Welsh Language (Wales) Measure 2011)

Financial Implications

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

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

THE CABINET

11 June 2015

The following Appendix is attached:

Appendix A The Welsh Language Scheme Annual Monitoring Report 2014 - 15.



Welsh Language Scheme
Annual Monitoring Report to the
Welsh Language Commissioner
2014 - 2015

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Introduction

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

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

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

- Establishing the Welsh Language Coordinators which includes one representative from each directorate, to discuss and deal with issues relating to the Welsh language as well as informing staff within their directorates of the Scheme's requirements.
- Creating a new Welsh Language Champions group in 2010 which includes one representative, of Operational Manager level or above, from each directorate to champion bilingualism, support Coordinators and raise awareness of the Welsh Language Scheme within their directorates.
- Re-branding of the Welsh language unit as 'Bilingual Cardiff' with a new emphasis on providing an advisory role for other organisations, whilst continuing to actively promote and further raise awareness of the Welsh language across the city through better collaborative working arrangements.
- Providing a real language choice and an equally excellent service to Welsh and English speaking citizens through the C2C contact centre.
- Ensuring that the Scheme's Timetable for Implementation has been incorporated into the Cardiff Improvement System (CIS) which has played a key role in ensuring the successful implementation and mainstreaming of the revised Welsh Language Scheme and Corporate Welsh Language Skills Strategy.
- The establishment of the Welsh Language Cross-Party Members Working Group to drive forward the Bilingual Cardiff agenda.
- In October 2014, the Welsh Language Champion and Senior Manager in Health & Social Care released some management hours from within the Directorate to allow the Welsh Language Co-ordinator to work on the implementation of the Welsh Government's 'Mwy Na Geiriau' Strategy which has resulted in significant progress being made against the 3 year Action Plan.

- The proposed development of a Welsh Language Centre in the city centre.

We recognise that more work is needed to realise our ambition of developing a truly bilingual capital city for Wales. This report outlines a number of planned actions for the future as well as reporting on progress to date.

The Annual Monitoring Report will be agreed and approved by full Council on **25th of June 2015** prior to being submitted to the Welsh Language Commissioner by their deadline of 30th of June 2015.

The report is available bilingually to download on the Council's website www.cardiff.gov.uk/bilingualcardiff

Please Note - Officer titles and Service Areas in the action plan will not reflect the current structure as the action plan was approved in 2009 and therefore reflects the officer titles and Service Areas at the time of approval. As the Timetable for Improvement is lifted out of a statutory Scheme for the purpose of the Report, we cannot change the titles, or any other element of the Scheme without the approval of the Welsh Language Commissioner. This is the last reporting year in the current format as the new Welsh language standards come into force later this year, as a result of which we will have a new reporting mechanism in place next year with a new action plan that adequately reflects the structure and officer titles at that time.

Welsh Language Scheme Compliance – Timetable for Improvement				
MEASURES	TIMING	RESPONSIBILITY	PROGRESS	COMPLETED
1. WELSH LANGUAGE INDICATORS				
<p><u>WL Indicator 1</u> To monitor and report annually the number and % of third parties monitored that conform to the requirements of this Scheme in the following areas:</p> <ul style="list-style-type: none"> i. care services ii. youth and leisure services iii. pre-school provision 	<p>Draw up structured Monitoring Plan for each service listed by September 2009 then monitor and report annually.</p>	<p>Relevant Chief Officers in conjunction with the Welsh Language Officer.</p>	<p>i. Care Services ii (a) Youth service contracts ii (b) Leisure service contracts iii Pre-school provision</p> <p>For full details please see section 3. Scheme Management and Administration (page 30).</p> <p>For Health and Social Care 'Mwy na Geiriau / More than just Words' Action Plan 2014/15 see Appendix I</p>	
<p><u>WL Indicator 2</u> Identify workplaces and posts where the ability to speak or write Welsh is an essential or desirable requirement (using the Welsh Language Skills Strategy and Assessment Tool).</p>	<p>April 2015</p>	<p>All Chief Officers in conjunction with the Welsh Language Officer</p>	<p>Over 975 posts have been assessed in the current financial year, of these a total of 111 posts (11%) will now be designated Welsh Essential in accordance with the Corporate Welsh Language Skills Strategy (please see Appendix II). The revised Corporate Welsh Language Skills Strategy was approved by the Cabinet on the 13th of March 2014. A copy of the strategy which includes revised timescales, measures, and also an updated linguistic assessment tool was included in the council's response to the standards investigation April 2014. The linguistic assessment of teams is ongoing and will continue in 2015-16.</p>	

<p>WL Indicator 3 Create an annual audit programme of software and systems to ensure that Welsh language issues are an integral part of all e-Government projects.</p>	<p>September 2009</p>	<p>All Chief Officers in conjunction with the Welsh Language Officer</p>	<p>Welsh language requirements are actively considered as part of any project brief or new project mandate as part of the statement of requirements – this has been the case for some time</p> <p>ICT will continue to advise customers of their responsibility to provide Welsh language material for all customer facing projects at the project brief phase of all IT related projects but it is the customers responsibilities to determine whether they require bilingual aspects of any new system after receiving this advice so it is their responsibility to satisfy themselves that they are meeting the measure.</p>	
<p>WL Indicator 4 To monitor the number and % of staff who have received training in Welsh to a specific qualification level and the number and % of staff who have received Welsh Language Awareness training.</p>	<p>Produce a full report by April each year for inclusion in the Annual Monitoring Report to the WLB.</p>	<p>Chief Officer People and Organisational Development with the Welsh Language Officer.</p>	<p>The number and percentage of staff who received Welsh language and Welsh language awareness training is monitored closely and individual records kept on DigiGov. Please see Appendix III for breakdown of staff who have attended these courses.</p>	

<p>WL Indicator 5 The number and % of staff who are able to speak Welsh according to</p> <ul style="list-style-type: none"> i. service area ii. post grade iii. workplace 	<p>Produce a full report by April each year for inclusion in the Annual Monitoring Report to the WLB</p>	<p>Chief Officer People and Organisational Development</p>	<p>A total of 4,546 staff have validated their entries on the DigiGov system. From these 221 staff have stated they have Welsh language skills. This represents 4.86% of those registered on the system.</p> <p>Details of the service area, post grade and location of these members of staff are attached in Appendix IV</p>	
<p>WL Indicator 6 Monitor the number and % of complaints in relation to the operation of the Welsh Language Scheme and dealt with in accordance with corporate standards.</p>	<p>April 2009 and every April thereafter in readiness for the Annual Monitoring Report</p>	<p>Chief Officer Legal Services</p>	<p>During 2014/15, a total of 24 complaints were received in relation to the Welsh language scheme. The percentage of Welsh language scheme complaints in relation to all complaints received (2354) is 1%. The Annual Corporate Complaints Report will be available in Autumn 2015.</p>	
<p>2. SERVICE PLANNING AND DELIVERY</p>				
<p>Assess the effectiveness of the Policy Integration Tool and Equality Impact Assessments for mainstreaming Welsh language into Corporate and key policies, plans and</p>	<p>Bi-annual audit. First audit September 2009</p>	<p>Chief Policy Officer and Welsh Language Officer</p>	<p>The Policy Integration Tool has been developed into the Statutory Policy Screening Tool to reflect the evolving policy context.</p> <p>Please see section 5. Mainstreaming (page 34) for full details.</p>	

strategies.				
<p>Prepare a list of key partners, check that they are aware of the requirements of the Scheme and insert appropriate and specific wording into contracts and tender documents as and when they are renewed or issued.</p>	<p>List by September 2009. Check one key partner per month thereafter.</p>	<p>All Chief Officers in conjunction with the Welsh Language Officer</p>	<p>The City of Cardiff Council has a number of other contracts in place with contractors or third party organisations for the provision of services. An analysis of our Procurement Portal has highlighted approximately 11 contracts have been awarded for the delivery of 'Services' on behalf of the Council. Only contracts involving a service delivered to the general public are included.</p> <p>The new contracts/framework agreements would have used pre-qualification/selection questions derived from the Welsh Government's SQuID set of questions which includes a number of questions relating to the Welsh Language. The questions would only be asked where the contract is for services provided directly to the public.</p> <ul style="list-style-type: none"> • Describe your experience and / or general approach to delivering public services in Wales to ensure that the requirements of Welsh speakers are met, as provided for by Welsh language legislation. • Have you had a contract terminated and/or been notified of a breach or potential breach of a contract for reasons related to Welsh Language requirements within the last 3 years? <p>Wording to the following effect is inserted in contracts prepared on behalf of the Council by the Council's Legal Service and the legal contracts team are reminded of the need to insert such a clause:</p> <p><i>'During the Contract and the provision of the Services, the Contractor shall comply with the requirements of:</i></p> <ol style="list-style-type: none"> <i>a) the Authority's Welsh Language Scheme; and</i> <i>b) the Welsh Language (Wales) Measure 2011 as and when the</i> 	

			<p><i>provision of the Measure come into force, and in so far as it relates to the provision of the Services.'</i></p> <p>As stated in the progress for 2013 -14 in terms of ongoing monitoring procedures for contracts we have a regular contract review meetings with suppliers. The frequency of these meetings is dependent on a number of factors such as the value of the contract and the risk, but generally range from monthly to quarterly.</p> <p>Any issues relating to the performance of the contract can be discussed at this forum and any issues with the provision of services in the Welsh language can be highlighted and dealt with accordingly.</p>	
Ensure that the Corporate Grant Scheme complies with the Council's Welsh Language Scheme	Audit September 2010	Chief Officer Strategy and Enterprise and all Chief Officers	Support and advice has been offered and provided to Service Area Grant Officers regarding compliance to the Council's Welsh Language Scheme. All relevant corporate grant documentation have up to date Welsh versions available on CIS. Ongoing day to day adherence to the Welsh Language Scheme by ensuring Welsh translations of letters available promptly where requested.	
3. DEALING WITH THE WELSH SPEAKING PUBLIC				
Set up and support a <i>corporate</i> database of the language preference of customers for use by all service areas	April 2012	Chief IT Officer with Chief Officer People and Organisational Development, in conjunction with all Chief Officers and Welsh Language Officer	<p>A detailed design Blueprint for the Customer Relationship Management (CRM) System was successfully completed in February 2014. The solution designed during the Blueprint clearly specifies how markers such as language preference could be stored against customers and how a single Corporate master customer database could be developed, populated and maintained as the CRM is implemented across the Organisation.</p> <p>The first phase of the CRM is set to go live in September 2015 in the Contact Centre (phone and email channels) and Community</p>	

			<p>Hubs (face to face). As customers contact the Council through these three channels, their language preference will be noted against their customer record. In addition to this, as part of the go live, existing Welsh language preference databases held in Directorates across the Organisation could be rationalised and potentially inputted in to the CRM database. Please note in the first phase the CRM (and by extension the customer database including language preference) will only be covering the existing C2C footprint of services. A detailed roadmap for wider roll out across the organisation will be developed over the coming months.</p> <p>In the medium term (2-3 years) as SAP CRM is rolled out to Directorates across the Organisation and a Master Data Management solution is identified, an enterprise wide Corporate database of Customers will be created that will give a single view of the customer.</p>	
Issue guidance on translation to all Service Areas	New guidelines to be issued when Scheme is launched	Welsh Language Officer	<p>Translation guidance is issued via new articles on 'Your Inbox' as well as via the Welsh language coordinators. Guidance is also sent via a monthly "Welsh Matters" brief which outlines the latest developments regarding the Welsh language agenda, information on courses, advice and a summary of complaints against the Welsh language scheme. Articles in 2014-15 related to the need for forward planning before any large translation work.</p> <p>The translation guidelines are also available on the Bilingual Cardiff intranet page. As the current translation guidelines have been in place for several years most directorates are familiar with the process for requesting translations.</p>	
Prepare and implement a programme for providing Welsh language software	Programme in place by September 2009. To be implemented	ICT Service Manager with all managers and Welsh Language Officer	All members of staff that have access to the Councils ICT Network receive Welsh language capable software as a standard Service area practice. We therefore do not record individual requests for the software. The only information we would record would be individual requests for Welsh translation	

<p>and support materials to all new and existing staff as specified in Section 3.1 of the Scheme</p>	<p>immediately</p>		<p>software however this would not be a true reflection of our provision of Welsh language capable software within the authority.</p> <p>We continue to roll out Welsh language capable software in our Windows 7 and Office 2010 deployment to all new builds / requests either on PC or via our thin client deployment method.</p> <p>Cysgliad is available to all staff who have PC's as their desktop interface, and its availability is frequently advertised in the Welsh Matters Newsletter and articles on Your Inbox. Staff can request a copy via the Service Desk.</p>	
<p>Ensure that the following adhere to Welsh Language Scheme:</p> <ul style="list-style-type: none"> i. Phone back responses ii. Welsh calls are directed to Welsh speaking Officers iii. Advertised numbers have bilingual greetings 	<p>Monitor once per year via Mystery Shopper</p>	<p>Welsh Language Unit and Menter Caerdydd</p>	<p>Guidance to staff on answering Welsh language calls were updated in February 2015 and are available on the Welsh language intranet page. The guidelines were also circulated to staff via the Welsh language coordinators and reminders are featured in the monthly 'Welsh Matters-Materion Cymraeg' brief. Menter Caerdydd conducted a mystery shopper exercise on behalf of the council in September and October 2015. Following the mystery shopper the full results were forwarded to all directors, and relevant guidance on calls issued to staff. Staff were reminded of the need to greet the public bilingually, and have also been made aware of the draft Welsh language standards which relate to calls. The draft regulation standards were circulated to the coordinators and champions following their publication. The Operational Manager for Bilingual Cardiff has also given a presentation on the challenges of the Welsh language standards in a SMT meeting on the 9th of September 2014.</p>	
<p>Provide guidance to staff on conducting bilingual meetings and ensure that directive is being</p>	<p>Guidance issued September 2009. Service area</p>	<p>Welsh Language Officer and Welsh Language Coordinators</p>	<p>Guidance on meetings is available on the Bilingual Cardiff Intranet page. Directorates have each responded to the draft standards regulation published by the Welsh Government in anticipation of the compliance notice (expected Summer 2015). Each directorate is aware of the council's current position on</p>	

followed.	audits to be conducted every 6 months.		<p>conducting bilingual meetings under its Welsh language scheme and are aware of the potential for this to change under the Welsh language standards. HR were briefed by Bilingual Cardiff in January 2015 on the draft standards regulations and the potential need to provide all internal employee related meetings (e.g. disciplinary, grievance) in Welsh if requested. A HR action plan has been created for all draft standards which are not current practice under our Welsh language scheme.</p> <p>Guidance on meetings is also provided to staff on conducting bilingual meetings via the Equality Awareness sessions and updates in the Service Area Business Improvement Meetings (BIMS).</p> <p>Simultaneous translation services are available at all monthly full council meetings.</p>	
Ensure that all information created specifically for the public (in accordance with Appendix A) appears bilingual on the Council's main website	Annual audit of each service area's content. First audit April 2010	All Chief Officers	<p>The City of Cardiff Council's refreshed website was launched in May 2014 with all content published in a new SharePoint content management system. Development work was completed by the web team and ICT to ensure the website would treat both languages equally. Web content principles were drawn up to address governance of web content in future – this includes adhering to the current legislation set out by the Welsh Language Scheme. These principles were signed off by the Web Refresh project board. Key points as follows:</p> <ul style="list-style-type: none"> • All content is fully bilingual and meets both the Plain English campaign's Crystal Mark standard and the Cymraeg Clir policy. • Documents added to the website as files such as word / PDF need to be translated into Welsh as outlined in the Welsh Language Scheme 	

			<p>The web team are aware that some legacy 3rd party systems and applications exist on the website in English only. These were not in scope for the web refresh project. We are working with directorates to investigate solutions to ensure that all systems are bilingual in future.</p> <p>During 2014/15 the Council acquired the modern.gov committee management system in both Welsh and English to improve public access to all council reports and decisions via the website. As part of the project the council will make full use of the modern.gov dual language functionality in making Welsh and English documents, as well as combined bilingual document packs, available to the 75 elected members and members of the public.</p>	
<p>If instances of English only material/pages are found, create a service area improvement plan including a translating schedule</p>	<p>To tie in with service area business plans</p>	<p>All Chief Officers</p>	<p>The central web team in Customer Services receive <u>all</u> requests for additional / edited web content to the corporate site. As part of the team's publishing process all content is reviewed and sent for translation via the intranet request form to Bilingual Cardiff team. Some directorates insist on having information published in English only due to needs of business / public (with translation to follow).The web team continue to issue the following statement to directorates to make clear their responsibility for bilingual web content and their liability should a fine be incurred:</p> <p><i>"In accordance with the Council's statutory Welsh language scheme all information (including downloadable documents) should be fully bilingual.</i></p> <p><i>The council is committed to treating both languages on the basis of equality and to ensure that both English/Welsh versions are published at the same time as to not disadvantage Welsh speakers. If documents are published without a corresponding Welsh (or English) version then the service area would be</i></p>	

			<p><i>directly liable for being in breach of the Welsh language scheme. Any complaints that are received will be sent to the service area managers for their response.</i></p> <p><i>Please also be aware that a set of new Welsh language standards will come into force next year which will give the Welsh language commissioner the power to issue fines for local authorities who are in breach of these standards.</i></p> <p><i>Welsh Language Scheme</i> <i>3.5 OTHER DEALINGS WITH THE PUBLIC</i> <i>The council will ensure that all material published specifically for members of the public and service users on any council website or any website designed and supported by it will be bilingual. The council will also ensure that all automated responses are provided bilingually.</i></p> <p><i>Guidance on which documents should be bilingual</i> <i>Category A - Fully Bilingual</i> <u><i>Websites and web pages</i></u> <i>Each English page must have a Welsh equivalent, with a language navigation button and will include any relevant downloadable documentation, feedback forms etc. in accordance with this policy”</i></p>	
Maintain a central directory of Welsh speaking staff and contact officers	Ongoing.	All Chief Officers	<p>A central directory of Welsh speaking staff and contact officers is available on the intranet. Each directorate is responsible for adding the names of any new Welsh speakers to the authority. There are currently 158 Welsh speakers listed on the internal address book who have agreed to deal with external customers listed and each directorate is represented. An article in the Welsh Matters May 2014 edition was included to encourage staff to update their records and note if they are Welsh speakers.</p> <p>Additionally the ‘Bilingual Cardiff’ page on The City of Cardiff Council’s intranet contains several guidance documents for staff</p>	

			including guidance on calls, translation and the Welsh Language Scheme. For telephone guidance there is a process flow chart to help staff from all directorates to deal with Welsh Language Calls efficiently (updated Feb 2015). This document informs staff to use the directory to find Welsh speakers in their directorates. The directory with the Welsh Speaker option has been in place for more than 7 years and during that time the Welsh Language Coordinators have promoted its existence to all staff within their directorates on a regular basis. Most recently staff were reminded in Feb 2015 in the monthly 'Welsh Matters' brief to update their details and to use the directory for Welsh calls.	
Use the question on language skills on the standard application form to add any new Welsh speakers to the directory of Welsh speaking staff	With immediate effect	Chief People and Organisational Development Officer	Since DigiGov Recruitment went live in September 2013 we now have the capacity to capture information on the Welsh language ability of applicants. Successful applicants' Welsh language ability is captured in DigiGov which is used to update the directory of Welsh speaking staff.	
4. THE COUNCIL'S PUBLIC FACE				
Ensure that Council's title, corporate image and related designs are bilingual on: <ul style="list-style-type: none"> i. Property ii. Vehicles iii. Clothing iv. Publications v. All types of Public Display 	Thematic Annual Audits starting September 2009	All Chief Officers	This is ongoing. A Corporate Brand Toolkit has been produced to ensure that the Council's title, corporate image and related designs are bilingual. All corporate branding aimed at the public is bilingual. The guide directs guides and supports staff and suppliers when applying the visual style of The City of Cardiff Council to any piece of work. All communication, design and marketing officers have copies of the guidelines and are required to follow and implement where appropriate. As far as Communications and Media are concerned all marketing and design is produced bilingually and is translated internally. Directorates are encouraged to go to Communications for advice on uniforms - but all are to follow guidelines regarding position and colour of identity. There are specific details to follow	

			regarding vehicles as shown in the guidelines.	
Ensure that all new and replacement (temporary or permanent) signs, including internal, external and highway signs are fully bilingual and respect the principle of equality.	Annual spot checks of each service area by Welsh Language Coordinators	All Chief Officers	Ongoing - all temporary and replacement signs are sent to Bilingual Cardiff for translation or proofing and erected bilingually.	
Produce a street naming policy guidance booklet and gazetteer of bilingual, English and Welsh street names and developments	September 2009	Relevant Chief Officer in conjunction with Welsh Language Officer	<p>Strategic Estates manage and maintain a bilingual street and property gazetteer that directly reflects official street and property names created by the Street Naming Officer in Highways. The Gazetteer project is UK wide initiative governed by strict data entry guidelines that ensure Welsh addresses can be accurately recorded.</p> <p>The Council is currently working on finalising the Cardiff Liveable Design Guide which will be published in May 2015 and will set out the Council's ambitions for placemaking, urban design and architecture, which will be applied to strategic development sites throughout the city. The Welsh language forms a key component of one of the 10 'masterplanning principles' and will be important to the successful placemaking of new developments. Please see further information on page 42.</p>	
Ensure that all press releases are issued bilingually	From April 2010 onwards but with immediate effect if appearing	Chief Officer Strategy and Enterprise in conjunction with all Chief Officers	The media team in conjunction with Bilingual Cardiff ensure that all press releases prepared by them are issued bilingually. St David's Hall and the New Theatre send all their press releases directly to the Bilingual Cardiff for translation. The Council operates proactive and reactive English and Welsh Twitter accounts featuring news and service information for Cardiff residents and visitors.	

	on website homepage.		<p>Additionally the Council live tweets from full council meetings in Welsh and English.</p> <p>There are 37,614 followers of the English account and 1,566 followers of the Welsh account (figure as of 15th of April). The media team in conjunction with Bilingual Cardiff ensure that all tweets prepared by them are issued bilingually and all Welsh enquiries are responded to in Welsh.</p> <p>In a survey by the Welsh language commissioner (September 2014) on the use of the Welsh language on Twitter. The City of Cardiff Council was highlighted as an example of good practice. The report stated</p> <p><i>“Cardiff Council maintains separate Welsh and English accounts, and is one example of good practice in maintaining this method. It is evident from following both accounts that forward planning does take place which is proving to be an effective method of maintaining separate Welsh and English streams which mirror each other in content. The advantage is that the Welsh account is separate and easy to follow.”</i></p>	
<p>Ensure that the following are bilingual:</p> <ul style="list-style-type: none"> i. Publications ii. Forms and explanatory material iii. Public notices and advertisements iv. Recruitment advertising 	Thematic Annual Audits starting September 2009	All Chief Officers	<p>Staff are made aware of bilingual obligations via ‘Welsh Matters’ email brief through the Welsh Language Coordinators to Directorates, as well as in Equality Awareness sessions. Information is also available on the Bilingual Cardiff intranet page. All directorates are frequently reminded to ensure that all correspondence is bilingual unless there is a record of an individual’s language preference. All recruitment advertising is bilingual, as well as all related documents for each post swyddi.caerdydd.gov.uk</p>	

5. IMPLEMENTING AND MONITORING THE SCHEME			
Publicise and Implement the Council's Corporate Welsh Language Skills Strategy 2009-2012 in accordance with the measures in the Strategy.	April 2009 – March 2012	Chief Officer – HR People Services and Welsh Language Officer in conjunction with All Chief Officers.	<p>The revised Corporate Welsh Language Skills Strategy was approved by the Cabinet on the 13th of March 2014. In addition to meeting a statutory requirement, implementation of the Strategy will contribute to the Council's Community and People strategies, in particular addressing the current imbalance of Welsh speakers in the workforce ensuring that we are more representative of the community that we serve.</p> <p>Further to monitoring, reviewing and data storage/retrieval, the Strategy also provides indicative timescales of responsibilities and measures relating to its implementation over the next 3 years and provides a practical toolkit to help managers in assessing their Welsh language requirements. The implementation of the strategy will need to be managed within directorate resources in accordance to meet the indicative timescales in the Strategy.</p> <p>Detailed updated regarding the skills strategy are circulated within the 'Welsh Matters' monthly brief to all staff (via the coordinators). Reminders to managers to assess their teams have been included in <u>all</u> monthly briefs in 2014-15. The Bilingual Cardiff has communicated through these briefs that the team managers are now responsible for assessing teams. Guidance on the assessments have been distributed via the coordinators to managers, including a FAQ document which addressed questions that managers often have regarding the strategy and assessments.</p>
Roll out Welsh Language Awareness	With immediate	Chief Officer – People and	8 Staff attended a 'Train the Trainer' course run by Cwmni Iaith in June 2014, which will enable them to deliver this training

<p>training to all staff by ensuring that Welsh Language Coordinators deliver training for at least one day per month per service area until exercise is completed.</p>	<p>effect.</p>	<p>Organisational Development, Welsh Language Coordinators and Welsh Language Unit</p>	<p>within their directorates. By training Welsh language coordinators and staff to deliver the training we will be able to roll out comprehensive Welsh language awareness programme across the Council.</p> <p>40 Health & Social Care staff attended Welsh language awareness training in 2013-14 provided by their Welsh language coordinators after they attended a previous train the trainer course. These sessions focus specific on the 'Mwy na Geiriau / More Than Just Words' strategy. Our corporate Welsh language awareness course is expected to begin in the summer (2015) and it is intended that we roll the course out to many directorates during 2015-16.</p> <p>In addition to Welsh language awareness sessions, a group of local authorities including The City of Cardiff Council have jointly purchased an e-Learning module on Welsh language awareness, developed by Learning Industries with Hywel Dda Health Board and now adapted for use by local authorities. We are currently expecting the final version from the software development company. Once launched, this will be placed on the Academy's website and will give the council another way of meeting this requirement.</p> <p>The Welsh language continues to form part of the Equality Awareness and Corporate Induction sessions delivered free to all staff. All staff attending Equality Awareness sessions are reminded of their obligation to implement, inform partners and monitor compliance with the Council's Welsh Language Scheme.</p>	
<p>Publicise new Scheme as well as summaries of sections in the Scheme, translating</p>	<p>As soon as Scheme is approved</p>	<p>Welsh Language Officer and Welsh Language Coordinators</p>	<p>All guidance documents are available on the Bilingual Cardiff's intranet page. The page contains all related guidance documents relating to the Welsh language including scheme summary, information on available courses, contact details for Welsh language scheme queries and a translation request form. There</p>	

<p>service, good practice and directory of Welsh speakers</p>			<p>is a link to the Welsh language page on the intranet homepage so it is easily accessible for staff.</p> <p>There are also frequent articles by the Bilingual Cardiff in the staff information communication 'Your Inbox' as well as a monthly brief to all staff targeting various aspects of ensuring compliance with the scheme, including increasing the number of Welsh speakers on the telephone directory and guidance from the translators.</p> <p>On the central phone directory staff can filter to view all Welsh language speakers and also view their Directorate Welsh Language Coordinator. A full list of Welsh Language Coordinators and Champions is attached in Appendix V.</p> <p>Articles have been communicated to remind staff to 'plan ahead for their translations' to ensure sufficient time for turnaround.</p> <p>The Welsh Language Scheme and Annual Monitoring report are now also easily accessible to the public via www.cardiff.gov.uk/bilingualcardiff There is also further information on the 'Bilingual Cardiff' team as well as statistics on the Welsh language in Cardiff.</p> <p>The Welsh language coordinators meet monthly to discuss the latest developments with the Welsh language agenda and to share good practice across directorates. The coordinators and champions are key to ensuring that staff are aware of their statutory duties under the Welsh language scheme.</p> <p>In 2014-15 a new Welsh Language Cross-Party Members Working Group (Bilingual Cardiff Member Group) was established to drive the Bilingual Cardiff agenda forward, following on from the Bilingual Cardiff conference held on the 6th</p>	
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			<p>of March 2014. The group holds quarterly meetings to monitor performance against the Welsh language scheme, to act as a reference group for Welsh language related issues and provide a voice for service users and providers. The aim of the group is to take a lead role, and in conjunction with our partner organisations, in developing a truly bilingual Cardiff where citizens and staff of the City of Cardiff Council can access services and support in either language equally. For further details see page 41.</p> <p>Also, the Welsh language continues to form part of the Equality Awareness sessions and Corporate Induction courses delivered free to all staff. Equality Awareness sessions are delivered throughout the year.</p>	
Log instances on non-compliance with the Scheme as improvement actions on the Cardiff Improvement System	If and when non-compliance is noted	Auditors, Quality Coordinators, Welsh Language Officer and Scheme Coordinators	A total of 24 instances of non-compliance have been reported to the Corporate Complaints section. These instances are monitored and communicated with senior management.	
Monitor Compliance for ALL new and renewed contracts and services	From Scheme's approval onwards	All Chief Officers with Monitoring Officer	<p>The City of Cardiff Council has a number of other contracts in place with contractors or third party organisations for the provision of services. An analysis of our Procurement Portal has highlighted approximately 11 contracts have been awarded for the delivery of 'Services' on behalf of the Council. Only contracts involving a service delivered to the general public are included.</p> <p>The new contracts/framework agreements would have used pre-qualification / selection questions derived from the Welsh Government's SQuID set of questions which includes a number of questions relating to the Welsh language. The questions would only be asked where the contract is for services provided directly to the public.</p>	

			<ul style="list-style-type: none"> • Describe your experience and / or general approach to delivering public services in Wales to ensure that the requirements of Welsh speakers are met, as provided for by Welsh language legislation. • Have you had a contract terminated and/or been notified of a breach or potential breach of a contract for reasons related to Welsh Language requirements within the last 3 years? <p>Also in the standard Terms and Conditions for Services contractors are required to sign up to the following clause:</p> <ul style="list-style-type: none"> • The Contractor shall comply with the requirements of the Welsh Language Scheme and the Welsh Language (Wales) Measure 2011 ("the Measure") (as and when the provisions of the Measure come into force and insofar as they relate to the provision of the Services), during the Term of the Agreement. <p>As stated in the progress for 2013 -14 in terms of ongoing monitoring procedures for contracts we have a regular contract review meetings with suppliers. The frequency of these meetings is dependent on a number of factors such as the value of the contract and the risk, but generally range from monthly to quarterly.</p> <p>Any issues relating to the performance of the contract can be discussed at this forum and any issues with the provision of services in the Welsh language can be highlighted and dealt with accordingly.</p>	
Work with Cardiff Bus and the Welsh Language Board to	From Scheme's approval	Chief Officer Highways and Waste Management and	Cardiff Bus continues to adopt the Welsh language in line with its published Welsh Language Policy on its website. Information inside and outside of its buses, including information signage, its	

implement their policy of extending the use of the Welsh language in services provided by Cardiff Bus.	onwards	Welsh Language Officer	website and publicity material are also bilingual whenever possible. Work builds on the introduction of audio and visual bilingual next stop announcements and this will expand in 2014 and 2015 in line with fleet renewal.	
Ensure that documents relating to applications for licences, permissions and consents include a statement about the Scheme and bilingual practice (e.g. events)	Annual audit	All Chief Officers	<p>All licence/registration application forms are currently being reviewed and will be available in English & Welsh upon implementation of new Licensing database system (expected 2015).</p> <p>We have started to upload Welsh versions of documents onto the website and this will be completed by September 2015. Online registers are now available in Welsh on the website.</p> <p>In the meantime, the documents are available in Welsh if a language choice is made in the ethnicity monitoring form attached to each application which asks:</p> <p>If you wish documents to be supplied to you in Welsh, please tick here: <input type="checkbox"/></p>	
Monitoring arrangements. Submit performance reports from Service Areas and monitoring reports to Welsh Language Board.	Annually by WLB deadline	Senior Implementation Officer and all Chief Officers	Performance reports from Directorates are submitted or collected by the Bilingual Cardiff team. The Annual Monitoring Report to the Welsh Language Commissioner is then drafted and reported to the Senior Management Team Meeting, the Bilingual Cardiff Member Group, the Cabinet, and full Council for approval before being presented to the WLC by their deadline date of 30 th of June 2015. This raises awareness of the Scheme as well as any shortfalls in its implementation at the highest possible level.	
Report progress to Council Executive and appropriate Scrutiny Committee	Next report within one year of Scheme's	Senior Implementation Officer and all Chief Officers	Progress will be reported to Cabinet and Council, as reported against previous measure above.	

	approval			
Publicise the Scheme in every possible way, both externally and internally as described in the Scheme	On approval of the revised Scheme	Welsh Language Officer with all Chief Officers and Corporate Communications	<p>A monthly newsletter “Welsh Matters – Materion Cymraeg” is sent to all staff via the Welsh language coordinators to their directorates. This brief contains information on the latest policy developments (e.g. Standards), Welsh language courses, Iaith Gwaith material, a summary of complaints received and reminders to staff. As well as this there are articles published on the ‘Your Inbox’ newsletter and Council intranet publicising the scheme and reminding staff of the key principals of the scheme. An updated version of the scheme is now available on the intranet as well as to the public via www.cardiff.gov.uk/bilingualcardiff</p> <p>Also the Welsh language continues to form part of the Equality Awareness sessions and Corporate Induction courses delivered free to all staff. Equality Awareness sessions are delivered all through the year.</p>	
Conduct surveys to gauge public opinion on Council’s Welsh language service (e.g. Ask Cardiff)	Annually	Welsh Language Officer, all Chief Officers and Research team	Please see results from the C2C Customer Satisfaction Survey Appendix VI	

2. Welsh Language Front Line Services

i. The Cardiff Partnership

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

1) Provision

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

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

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

2) Co-operation with Partners

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

Further development of partnership working between The City of Cardiff Council, Menter Caerdydd and Urdd has developed during this period. Progress has been made in collaborative planning for delivery of additional social youth work provision through the medium of Welsh in 2014/15.

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

3) Staff Skills

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

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

Youth Service staff linguistic survey undertaken in 2014-15 to inform service requirements and planning.

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

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

i Level 1 Provision through the medium of Welsh

ii Level 2 Provision for young people who are learning Welsh

iii Level 3 A programme that celebrates the culture, history and heritage of Wales and local communities.'

This standard is currently being achieved in Cardiff.

- April 2014- March 2015 maintained two full time Community Education Officer who work through the medium of Welsh. Continued to employ six part time staff covering 60 hours a week of Welsh-medium provision.
- Continued to deliver and develop the open access social provision attracting over 40 young people weekly, in both the East and West areas of the city.
- Support Welsh-medium schools with the delivery of the Duke of Edinburgh Award, Personal and Social Education workshops, year six transition days and Strengthening Families programmes.

- Employed a Welsh-speaking Lead Workers to work specifically with young people identified at risk of becoming not in education, training or employment once post 16 years of age.
- Developed a robust mentoring support programme within the three Welsh- medium Secondary schools, targeting those young people who are most at risk of becoming not in education, training or employment post 16 years of age.
- Supported young people post 16 years of age who attended Welsh-medium education into education, training or employment via the Learning Coach programme.
- Continued delivery of programmes celebrating Welsh culture though English medium youth centres

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

4) Finance

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

Section	Movement	Contract	Sum	Length of contract	Comments
Education- Youth Service Core Funding	Cardiff Youth Service	LA Core Funding	£132,547 4.80% of service staffing	2014 - 15	Commitment to core staffing including part time paid workers Commitment to core staffing including FTE workers

5) Consultation

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

Cardiff Youth Service has consulted on a redevelopment of service delivery as part of the budget settlement for 2015/16. A comprehensive consultation process was undertaken with young people through the medium of Welsh as part of the overall discussion with young people in shaping future service.

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

6) Additional Information

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

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

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

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

Directorate Welsh Language Coordinators and/or Welsh Language Officer met with priority frontline services as identified by managers and have assessed over **975 posts** for linguistic requirement before April 2015, of these a total of **111 posts (11%)** will be designated Welsh Essential in accordance with the Corporate Welsh Language Skills Strategy. A percentage of posts in each team and/or frontline service have been designated Welsh essential and/or desirable in order to ensure that we can guarantee a bilingual service to the public at the first point of contact in accordance with the Strategy. A list of teams assessed in 2014-15 is included in **Appendix II**.

Good Practice Example

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

Employee Equality Monitoring Exercise

With the development of DigiGov and the opportunity for staff to validate their own personal data, this has enabled the Council to record the Welsh language ability (and other languages) of staff. A total of **4,546** staff have validated their entries on the DigiGov system. From these **221** staff have stated they have Welsh language skills. This represents **4.86%** of those registered on the system. . Further roll-out of DigiGov will need to be undertaken with other areas of the Council (specifically school based employees), which will enable wider monitoring. Articles have been featured in the Welsh Matters brief reminding staff of the need to update their entries on DigiGov.

iii. Welsh language Indicator 6 – Standards of service

During 2014/15, a total of 24 complaints were received by the Corporate Complaints section in relation to the operation of the Welsh Language Scheme. Whether the complaints were received in the medium of English or Welsh they were dealt with in accordance with the corporate complaints procedure.

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

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

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

Progress Report 2014 - 15

The City of Cardiff Council

Progress was slow in the months April to September, as competing demands of the Health & Social Care hampered developments and limited resources to work on Mwy na Geiriau during those months. As a result, in October 2014, the Welsh Language Champion and Senior Manager in Health & Social Care released some management hours from within the Directorate to allow the Welsh Language Co-ordinator to work on the implementation of the Mwy Na Geiriau Strategy.

Significant progress has been made since then.

1. After undertaking a three day Training for Trainers Course in Language Awareness training in June (run by IAITH), the Welsh Language Co-ordinator has designed and delivered a training session to 40 managers in Health & Social Care and is continuing to develop the programme for other groups. The session comprises of Welsh Language awareness, presentation of the Mwy Na Geiriau framework with an action plan for managers to include skills assessments for all staff in the Directorate.
2. Managers are sending through completed skills assessments and we are aiming to cover all 1000 staff by April 2015.
3. Liaison with Welsh Language co-ordinator in Childrens Services to ensure consistency
4. Drawing up a community profile of Welsh Language speakers and services by ward in Cardiff
5. Language of choice and need is now written into the client database in use in Cardiff (Care First). This is through a direct question on the initial 'referral' form. This information will be pulled through to the service user's care plan.
6. Asking service users if they had the opportunity to communicate with social care staff in Welsh, is now a mandatory question in the customer satisfaction feedback exercise with all service users.
7. The case file audit exercise for case management quality, will now include language need on the checklist.
8. Language need will be included in the weighting of service provision within the bidding processes used in Cardiff for the commissioning of domiciliary care and residential and nursing care.
9. The service specifications for domiciliary care contracts now includes a paragraph relating to Mwy na Geiriau, as well as the Council's Welsh Language strategy. There is a dedicated section relating to the provision of bilingual service in the new quarterly monitoring questionnaire for all providers, by the Contracts team in Health & Social Care.
10. The Welsh Language Co-ordinator has met Independent sector providers to look at Mwy Na Geiriau requirements and also their activity co-ordinators to suggest ways to include Welsh in their events and activities with service users.
11. We have installed the Gofalu trwy'r Gymraeg app on the mobile devices which will be issued to all home care staff in a new home care initiative due to be launched in July. We are planning to deliver Welsh Language awareness training to care staff to support this.

There is much still to do, so we are hoping that the progress can continue into 2015-16. The resource allocation for this has been increased significantly and now has a remit across both Children's and Health & Social Care Directorates to work on the Action Plan for Year 3 of the Strategy.

3. Scheme Management and Administration

i. Welsh Language Indicator 1 – Procurement

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

- i) care services**
- ii) youth and leisure services**

iii) pre-school provision

i) Care Services

With The City of Cardiff Council's Health & Social Care Domiciliary Care Framework Agreement coming to an end in November 2014, the Directorate undertook an accreditation and enrolment process, inviting service providers in both domiciliary and residential and nursing home care, to join a dynamic approved providers list. In addition to the relevant standards in relation to the Welsh Language Scheme, the new service specification for domiciliary care now includes specific reference to 'Mwy na Geiriau' – the Strategic Framework for Welsh Language Services in Health, Social Services and Social Care.

The work on the implementation of the Active Offer has progressed and is ongoing. We have included relevant questions within the core data and assessment process, with the need for Welsh language service provision recorded on individual care plans. This has been incorporated into the Care First service user data record system.

This will then be included in the tendering system for individual Packages of Care (the Matrix system) and will be weighted accordingly within the bidding process.

Compliance to these standards will be monitored through customer satisfaction questionnaires and quarterly self-assessment questionnaires from providers where we have a specific section to this monitoring exercise relating to Mwy na Geiriau.

As this has only been set up during the past 2 months, we are expecting to be able to report with specific data from April 2015. The results will be reported during 2015/16.

Work is ongoing with learning disabilities contracts, and residential and nursing care contracts. This has been set as a priority objective for the Welsh Language Co-ordinator for 2015/16.

We are building on this work with the development of Active Offer from 'Mwy na Geiriau' by undertaking linguistic skills assessment for all social care staff. Starting with the frontline services, we have already completed 450 staff assessments. We have also completed Welsh Language Awareness training for 40 managers within the Directorate, so that social work staff will continue best practice by using the Active Offer and recording language need on care plans.

Cardiff Children's Services is part of The Children's Commissioning Consortium Cymru (4C's). 4Cs staff manage a framework for tendering for individual packages of care on behalf of consortium members. As part of the 4Cs annual Quality Performance Assessment (QPA), Framework Providers are asked to report 'The number of carers who are Welsh speaking'. Numbers have been collected for 2014. Evaluation and calculation of percentages is currently in progress and will be reported to consortium partners by the 4Cs team.

Children's Services does not yet have a system for monitoring the third parties that it commissions independently. However, Children's Services and Health & Social Care are currently exploring opportunities to work collaboratively to implement the requirements of More Than Just Words

and the Welsh Language Standards, including standards around commissioning. Work is underway to identify resources that will release dedicated staff capacity to raise awareness and lead on the implementation of an action plan across both Directorates. It is expected that the new arrangements will be confirmed and implemented early in Quarter 1 2015-16.

See **Appendix I** for 2014-15 Action Plan progress.

ii (a) Youth service contracts

No third party involvement currently

ii (b) Leisure service contracts

Leisure Services has two contractors that deliver activities on behalf of the Council. Menter Caerdydd and Urdd, both are fully compliant with the Welsh Language Scheme.

They also work in partnership with Cardiff and Vale Health Board who deliver the midwifery unit of the Bump into Action and other programmes such as Falls Prevention and Food Wise.

3 third parties with 2 fully compliant. (66%)

Last year there was no formal funding arrangement for leisure, we worked in partnership with Menter Caerdydd giving discount of up to 50% on space within facilities to deliver a programme of activities through the medium of Welsh. This would have included pool space for swimming lessons, hall space for gymnastics etc. Within the funding arrangement for this year, Menter have received £30k to deliver activities through the medium of Welsh as well as potential discount on hire of space. Activities delivered through the medium of Welsh have included extending the swimming programme and gymnastics and extending provision during the holidays.

iii. pre-school provision

Duties within the Childcare Act 2006 require Local Authorities to undertake an Annual Childcare Sufficiency Assessment of the supply and demand for childcare. Within this document we refer to the language available and the demand for Welsh language across all types of childcare including pre-school provision. The Childcare Sufficiency Assessment Refresh and the Action Plan will be presented to the Welsh Government on 30 April 2015.

During 2014/15, 2 New Full Day Care settings have opened offering 19 Welsh language places and 78 Bilingual places. There has been a loss of 2 Cylch Meithrin (51 places) however we are working closely with Mudiad Meithrin who are aiming to set up a new provision to cover the loss of this service.

During 2014/15 Iaith Fyw Language for Living resources were purchased using the Welsh Government Out of School Funding and given to settings that offer childcare outside of the school day (this can include wraparound the nursery place for 3 and 4 year olds)

The application and guidance has been refreshed for the 2015/16 Out of School Funding, the three priorities are: Low income families, Families with disabled children, Families wishing to access childcare through the medium of Welsh.

Successful applicants need to comply with the requirements of the Authority's Welsh Language Scheme; and the Welsh Language (Wales) Measure 2011 ("the Measure") as and when the provisions of the Measure come into force and insofar as it relates to the provision of the Grant.

A Childcare Business Support Service is available to assist new and existing childcare providers to establish new provision, sustain existing provision and improve the quality of existing services, 3 members of the team are Welsh Speakers and are able to support settings wishing to offer Welsh Language settings.

Procurement Strategy

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

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

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

* Transport and Facilities Management

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

4. Linguistic Skills: comparing service needs and capacity

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

Human Resources – skills
WLI 4 (a) The number and % of staff who have received training in Welsh to a specific qualification level. 622 / 5,505 or 11.30%* of the workforce (excluding schools based staff, agency and casual staff) have received training to a specific level.
 (b) The number and % of staff who have received language awareness training. 870 / 5,505 or 15.80%* of the workforce (excluding schools based staff, agency and casual staff) have received language awareness training.

* **These figures are cumulative figures.** It was agreed with the Welsh language commissioner (Sep 2014) that we would start recording the data afresh when the new standards are adopted. Using the DigiGov governance system which was adopted only a few years ago will give us a more current and up to date accurate account of staff training. We will also ensure that all data is captured accurately as there seems to have been an issue when transferring from the SAP system to the new DigiGov system whereby some information relating to courses had not been transferred correctly.

Welsh Language Training

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

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

A total of **58** members of staff attended Welsh language courses from April 2014 to March 2015. For full details and further information please see **Appendix III**.

Welsh Language Awareness Training

40 Health & Social care staff have attended Welsh language awareness training in 2014-15. In July 2014 8 staff attended a train the trainer course run by Cwmni Iaith. A corporate Welsh language awareness course is currently being developed by Bilingual Cardiff team with the first sessions due to take place in summer 2015. It is intended that these courses are run on a monthly basis and will be rolled out across all directorates to team who have not received training.

Welsh Language eLearning Module

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

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

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

The work has continued into the financial year 2015-16 but is being noted here as an example of good practice and forward planning by four councils in South East Wales.

5. Mainstreaming

The Policy Integration Tool has been developed into the **Statutory Policy Screening Tool** to reflect the evolving policy context. If a strategy, policy or activity is being developed within the Council that is likely to impact people, communities or land use in any way then there are a number of statutory requirements that apply. Failure to comply with these requirements, or demonstrate due regard, can expose the Council to legal challenge or other forms of challenge.

Completing the Policy Screening Tool will ensure that all strategies, policies and activities of the City of Cardiff Council comply with relevant statutory obligations and responsibilities. Where a more detailed consideration of an issue is required, the Screening Tool will identify if there is a need for a full impact assessment, as relevant.

The main statutory requirements that strategies, policies or activities must reflect include:

- Equality Act 2010 - Equality Impact Assessment
- Welsh Government's Sustainable Development Bill
- Welsh Government's Statutory Guidance – Shared Purpose Shared Delivery
- United Nations Convention on the Rights of the Child
- United Nations Principles for Older Persons
- Welsh Language (Wales) Measure 2011
- Health Impact Assessment
- Habitats Regulations Assessment
- Strategic Environmental Assessment

The Policy Screening Tool allows the Council to meet the requirements of all these pieces of legislation as part of an integrated screening method that usually taken no longer than an hour. More importantly, it will ensure that the Council's approach is joined up and well informed.

The Tool is embedded in the corporate process. All reports which require a formal cabinet decision must first of all complete a forward plan. The forward plan established if the strategy/policy or activity needs to be subject to the screening tool. If yes, then the process will be completed

before the report goes to cabinet for final decision. The documents were updated for the 2013/14 financial year and embedded in the Council's decision making process. The tool is updated on a rolling basis as relevant officers with responsibility for specific areas highlight any change to the policy environment. For instance, the tool will be updated to reflect any specific requirements of Council policy emerging from the Welsh language (Wales) Measure 2011. The tool was also considered by independent group NICO as part of the Welsh Language Commissioner's review of working practices in Wales. Though the purpose of the review was not to provide specific feedback, the rationale and methodology was considered sound.

In this way we can encourage joined up decision making and ensure that any development work undertaken within the Council is aware of wider requirements and the potential impact on important matters such as the Welsh language.

To ensure the Welsh language is considered as a central component of any policy development work it has also been included alongside the 9 protected characteristics identified by the Single Equalities Act and features prominently in Everyone Matters (the Council's Strategic Equality Plan). This allows Welsh language to be mainstreamed along with the 9 protected characteristics across the organisation.

Within the screening tool itself, there is a section which prompts a consideration of any impact (positive, negative, neutral or uncertain) on the Welsh language. See below:

Will this Policy/Strategy/Project have a differential impact on any of the following:

- Disability
- Gender Reassignment
- Marriage & Civil Partnership
- Pregnancy & Maternity
- Race
- Religion/Belief
- Sex
- Sexual Orientation
- Welsh Language

The Screening Tool can be completed as a self-assessment or as part of a facilitated session, should further support be needed.

As a critical analysis, a number of major strategies, plans and activities (such as the Corporate Plan) have been considered via the statutory screening tool which has helped policy development; however it is important that a wider awareness of some of the statutory requirements is promoted. It is important that officers across the Council understand the spirit and purpose of the legislation and much of this work is done through the Cardiff academy, particularly Equality Awareness and Welsh language courses. Supporting Information attached.

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

All completed assessments can be made available, and processes are in place to ensure that all emerging strategies, policies and activities which need to be, are subject to the Screening Tool. Having ensured the tool covers the Welsh language, the Council has helped ensure that it is a corporate consideration, observed by all directorates in the development of new policies, strategies and activities. Responsibility for making the Corporate Team aware of appropriate updates for specific policy areas will sit with relevant services areas. For instance, Bilingual Cardiff will advise on any amendments required to the screening tool in response to emerging policy requirements relating to the Welsh language.

Business Planning

Corporate Planning: Meeting Statutory Requirements

The Corporate Plan and the Council's corporate planning process enables the Council to meet its duties in key areas. Important responsibilities such as responding to the Wales Programme for Improvement, delivering against the Outcome Agreement with the Welsh Government and being well positioned to deliver against the requirements of emerging legislation such as the Wellbeing of Future Generations Bill are all accounted for as part of our corporate planning process. The Council also remains committed to all its statutory obligations, such as the duties expressed within the Single Equality Act and the Welsh Language (Wales) Measure 2011 which is expressed within the Corporate Plan. (p6).

This shapes Directorate Business Plans, team objectives and individual performance objectives. Important cross cutting policy issues are therefore emphasised within the Council's Corporate Plan to inform Business Planning within the organisation.

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

- People in Cardiff are healthy
- People in Cardiff have a clean, attractive and sustainable environment
- People in Cardiff are safe and feel safe
- Cardiff has a thriving and prosperous economy

People in Cardiff achieve their full potential
Cardiff is a great place to live, work and play
Cardiff is a fair, just and inclusive society

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

The City of Cardiff Council's Corporate Plan is structured around these outcomes, effectively setting out the Council's contribution towards What Matters and providing a line of sight between the documents. Welsh language issues are a cross-cutting theme, with the provision of Welsh language services, culture and communication featuring under each of the outcomes in these plans. Welsh language issues do, however, feature particularly prominently under two outcomes: 'Cardiff is a fair, just and inclusive society' and 'People in Cardiff achieve their full potential'. For example, the 'fair, just and inclusive' outcome gives an explicit focus to our commitment to the Welsh Language Act and continuing to accommodate the rising demand for Welsh-medium services. Similarly, the 'full potential' outcome gives a focus to Welsh-medium provision in education, sport, leisure and play. This strategic commitment is in recognition of the importance of the Welsh language within Cardiff. It also ensures that Welsh Language Actions are built into the business planning process, with service area actions reflecting the wider strategic intentions.

Everyone Matters – Strategic Equalities Plan

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

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

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

Equality Training

During 2014/15 a range of equality and diversity training / briefings have been available to employees and members, these include:

Equality and Diversity Awareness sessions via the Academy

Equality Impact Assessment training sessions via the Academy

Budget Equality Impact Assessment briefing via the Equality Team

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

Equality Impact Assessment

The Council continues to equality impact assess its main policies and functions. Key assessments undertaken during 2014/15 include:

Implementation of the libraries and community hub strategies

Regionalising Regulatory Services

The Council's 2015/16 budget

(The EIA process still includes the Welsh language)

Bilingual Cardiff Member Group

In 2014-15 a new Welsh Language Cross-Party Members Working Group was established to drive the Bilingual Cardiff agenda forward, following on from the Bilingual Cardiff conference held on the 6th of March 2014. The group holds quarterly meetings to monitor performance against the Welsh language scheme, to act as a reference group for Welsh language related issues and provide a voice for service users and providers. The aim of the group is to take a lead role, and in conjunction with our partner organisations, in developing a truly bilingual Cardiff where citizens and staff of the City of Cardiff Council can access services and support in either language equally.

Meetings 2014-15

8th April 2014 – Members discussed best practice, and the Welsh Language Commissioner's standards investigation and how to ensure that directorates are prepared for the new requirements.

17th September 2014 – Members discussed the proposed development of a Welsh Language Cultural Centre in Cardiff with prominent Welsh language partners, to drive the Bilingual Cardiff agenda forward.

11th February 2015 – Members discussed the progress reports against the proposed Welsh Language Standards that each directorate was asked to complete. The signage audit completed by each directorate was discussed in the context of the proposed Welsh Language Standards, as well as the Corporate Welsh Language Skills Strategy and the need to ensure that all frontline teams are assessed on their capacity to deliver equal bilingual services.

Cardiff Liveable Design Guide

The Council is currently working on finalising the Cardiff Liveable Design Guide which will be published in May 2015 and will sets out how new developments will help Cardiff become Europe's most liveable capital city.

The guide sets out the Council's ambitions for placemaking, urban design and architecture, which will be applied to strategic development sites throughout the city.

The guide contains ten 'masterplanning principles' which includes the Welsh language. Collectively seeking to deliver liveable neighbourhoods through good planning and design.

The Council's ambition is for new development to exemplify the very best in UK and European good practice in terms of a range of key liveability indicators, such as:

- quality of life,
- identity,
- public and green spaces,
- transport and sustainability.

The guide is specifically targeted at large-scale development areas, where a new settlement or community is being created which will have an impact on Cardiff and the Capital City Region.

In terms of the Welsh language the guide sets out to achieve:

Bilingual places where people can recognise and celebrate landscape, biodiversity and heritage value. Features that are positively integrated into the area to pick up on and develop the distinctive character that exists in Cardiff and Wales to effectively express this individual quality.

To deliver this the guide states that developers will be expected to:

*03. Outline which elements of the **Welsh (or local traditional Cardiff) vernacular** built features and Welsh language will be drawn upon in character areas and architecture and why. Seek authentic interpretation and look beyond bolt-on facade treatment with pastiche detailing.*

*04. State how the **Welsh language** will be used in place, street and facility naming.*

The full guide is available on the [council's website](#)

6. Analysis of Performance by Priority and Target

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

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

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

7. Publishing Information on Performance

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

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

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

8. Additional Information

Welsh in Education Strategic Plan

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

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

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

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

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

Bilingual Cardiff – Caerdydd Ddwyeithog

The City of Cardiff Council 'Welsh Language Unit' was renamed Caerdydd Ddwyeithog - Bilingual Cardiff following a decision in full Council in June 2014. Following on from the Bilingual Cardiff Conference in March 2014 and the establishment of the Bilingual Cardiff Member Group, and in order to ensure consistency of approach, it was also agreed that the Welsh Language Unit would be rebranded as 'Bilingual Cardiff' in a proactive response to recent Welsh language legislation and a challenging economic climate.

As the capital city, Cardiff is the gateway to Wales and recognises that its actions must reflect the culture and aspirations of Wales as a whole as well as those of its own citizens and the impact of language and culture in promoting the city is something which must be recognised. Further, Cardiff was one of the few counties in Wales which saw a rise in both the number and percentage of Welsh speakers in the last census with well over a quarter of our children and young people in the 5-15 age group now fluent Welsh speakers. We are already becoming an increasingly bilingual city and we want to ensure that the language continues to flourish in the city. It is our duty as the Capital of Wales to protect and nurture the language for future generations, for them to see bilingualism as the norm and to have the opportunity to use both languages naturally in their daily lives.

As part of the 'co-operative council' approach, Bilingual Cardiff will take on an advisory role for other organisations, whilst continuing to actively promote and further raise awareness of the Welsh language across the city through better collaborative working arrangements which in turn will place a downward pressure on costs.

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

Eisteddfod Genedlaethol 2014

The City of Cardiff Council was present at the National Eisteddfod in Llanelli to promote our services and to engage with the public at one of the biggest cultural events in Europe. By working in partnership with four South East Wales authorities, namely Monmouthshire, Torfaen, Caerphilly and Rhondda Cynon Taf, the Council secured a week long presence.

Volunteers from across the council's directorates attended the weeklong festival providing information to the public and promoting various events and services as well as promoting Cardiff as a visitor destination. Following on from the Bilingual Cardiff conference and the establishment of the Bilingual Cardiff Member Group as well as the recent announcements regarding the Council's support for a new Welsh language centre in the city, it was important for the Council to have a presence at the Eisteddfod and to show support for the annual Welsh language cultural event.

Cardiff has seen an increase in the number and percentage of Welsh speakers over the past decades and it is imperative that the Welsh language and culture is a key component when promoting the city. It was also an opportunity for council officers to discuss the new 'Bilingual Cardiff' brand with visitors, aimed at raising awareness of the language through better collaboration with third parties and by removing any perceived barriers between the Welsh and English languages. At a time of significant budget pressure, through working together with partners we aim to realise our vision of an increasingly bilingual Cardiff and celebrate both languages equally.

As well as discussing Welsh language developments, it was an opportunity to raise awareness of the Cardiff Debate, to promote other council services such as the new community hubs for example, as well as giving services the opportunity to highlight certain campaigns and issues such as Illegal Money Lending.

Our theme for the week was 'Y Pethau Bychain' (The Little Things) which aimed to promote ideas to increase the use of the Welsh language in every day life. As a council we are committed to providing services of an equally high standard in Welsh and English, and during the week we sought to raise awareness of all the Welsh language services we provide e.g. C2C. Our theme also tied in with the launch of the Welsh Government's new campaign of the same name which aims to increase our use of the Welsh language by sharing ideas and inspiring others to do likewise through twitter using the hash-tag #pethaubychain. By encouraging behavioral changes and through greater use of the language we seek to ensure that we build on the successes of previous decades to ensure Cardiff continues to be a thriving bilingual city.

Information and Communications Technology (ICT)

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

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

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

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

Cysgliad software is available and can be requested through ICT Service Desk. Reminders about the availability of this software have been regularly sent to staff via 'Welsh Matters' and 'Your Inbox' articles.

Splash Page

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

Personal / Generic Email Addresses

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

Working with partners

Following on from the Bilingual Cardiff conference held on the 6th of March 2014 and attended by over 40 of our partners, stakeholders and third party organisations. The BCMG holds quarterly meetings to monitor performance against the Welsh language scheme, to act as a reference group for Welsh language related issues, and provide a voice for service users and providers. The aim of the group is to take a lead role, and in conjunction with our partner organisations, in developing a truly bilingual Cardiff where citizens and staff of the City of Cardiff Council can access services and support in either language equally.

One of the main ideas to come from the conference was to establish a Welsh language centre in Cardiff. Subject to cabinet approval, the proposed Welsh language centre would be a centre point for engaging people with a wide variety of activities and experiences involving the Welsh language. The centre would be open and inclusive, providing opportunities to experience the Welsh language as well as delivering a package of activities that significantly add to the Cardiff offer.

It would offer a range of opportunities, including café bar, book shop, teaching rooms as well as a flexible exhibition area, performance space and conference facilities. It would be a focus of Welsh culture in the city as well as an accessible centre for education where people can learn or practice their Welsh in a social and friendly atmosphere. It could also serve as a research lab on language and bilingualism in collaboration with other partners.

The centre would promote the use of the Welsh language in Cardiff and create new opportunities for people to socialise, participate and express themselves. It would be home to a number of Welsh language organisations, adding value and increasing their visibility, and would host a variety of events and opportunities for visitors, young people and Welsh learners in particular. However the unique selling point would be the availability of high quality open space at the heart of the city that can be used by people and communities in any way which promotes the language, culture and heritage of the city.

Signage Audit & Standards Progress Report

Following the September Bilingual Cardiff Members Group (BCMG) meeting it was agreed that all directorates should complete an audit of signage across Council Estates for discussion in their February meeting. The majority of council buildings have bilingual signs externally and internally, with English appearing first in most cases. With proposed Welsh language standards under the Welsh Language [Wales] Measure 2011 stating that Welsh should appear first it was agreed that corporate guidance on the procurement of signs should be delayed until the Council is issued with a compliance notice from the Welsh language commissioner. The signage audit was also an opportunity to remind managers responsible for signage of the need to ensure that all new and replaced signs including internal signage for staff should be bilingual in accordance with the Welsh language scheme.

All directorates were also asked to report on current progress against the draft regulation standards and any improvement measures which they have. As reported in the Council's response to the draft standards regulations in April 2014, the City of Cardiff Council is already complying with around 80% of the proposed new standards. Of the remaining standards which are not current practice under our Welsh language scheme most directorates did not highlight significant issues and would await corporate guidelines in relation to specific standards. Some directorates raised concerns of resource impact and capacity to meet these standards. The responses were discussed in the BCMG meeting in February.

Corporate guidance will be issued upon receiving compliance notice from the Welsh language commissioner.

Cardiff Central Library

Compliance with the Welsh Language Act was factored in at the initial design stage of the fit-out of the new Central Library and all guiding treats the English and Welsh languages on the basis of equality. The main wayfinding guides and appropriate stock guides are also in Braille which is also bilingual. This will also be the case when the Library undergoes extensive refurbishment in 2015.

The library has a Welsh Librarian who is responsible for stock and enquiries relating to Wales whether in Welsh or English, written or verbal. All libraries, both Central and the branch libraries hold collections of contemporary Welsh language material of varying sizes, with Central holding the largest most comprehensive collection. The library holds a large collection of Welsh material; books, newspapers and periodicals, the bulk of which dates from the 17th century onwards, together with an important collection of manuscripts.

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

The library tepee proved to be very popular again at the 2014 summer Tafwyl festival. It was a fantastic opportunity to promote the Summer Reading Challenge to the Welsh speaking children of the city and encourage the ones who signed up to read Welsh books in order to complete the challenge.

The Central Library runs a popular monthly 'Clwb Llyfrau Cymraeg', and supports three other Welsh language reading groups in different parts of the city in partnership with Merched y Wawr providing the reading material.

Menter Caerdydd

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

1. Menter Caerdydd provide 6 free open access Welsh language Play sessions every day during school holidays in Llanedeyrn, Trowbridge, Ely, Fairwater, Splott and Gabalfa. Over 850 children attend these free play sessions every week during school holidays and a number of them experience activities outside school hours in Welsh for the first time.
2. Menter Caerdydd also offer free Welsh language Play opportunities for children in numerous Park across the city during the summer holiday. These activities are organised in Hayley Park, Llandaff North and Llandaff Fields, Pontcanna. On average over 525 children attend during the week.
3. Menter Caerdydd's Welsh language Care Provision during School is also going from strength to strength. Additional funding was received from Clybiau Plant Cymru via The City of Cardiff Council this year to establish a Sports Care scheme in the North Cardiff area of the city. The Care schemes provide full day care throughout all school holiday periods through the medium of Welsh for Children 4 – 11 year old. Our schemes are located in Canton, Whitchurch and Gabalfa. On average over 650 children attend the care schemes each week.
4. We organised accredited Training courses throughout the year for all our Play and Care staff in order to ensure that we meet CSSIW guidelines and to ensure that our services are run professionally, safely and successfully. Per year, we employ approximately 52 staff within our Care and Play services.
5. Menter Caerdydd received a 2nd Service Level Agreement from The City of Cardiff Council Neighbourhood Learning Department to provide accredited Training Courses through the medium of Welsh specifically targeting young people between the ages of 16 – 25. These courses have proved to be a huge success with attendance levels very high and very positive feedback. This year we anticipate that over 150 new students will have received accredited training in various subjects through the medium of Welsh in partnership with Menter Caerdydd and The City of Cardiff Council.
6. A successful Adult Education package continues to be delivered by Menter Caerdydd through a Service Level Agreement with The City of Cardiff Council's Neighbourhood Learning Team. This year, we delivered 24 weekly evening classes and 2 day courses through the medium of Welsh Cooking, Guitar, Yoga, Local History, Web Design, Photography, Sewing, Poetry Writing etc. This year, over 311 adult

participated in one or more of our courses. An Estyn Inspection took place during January 2012 of which the Welsh Language Service delivery received good feedback and Estyn were happy with the service that we provide.

7. Menter Caerdydd organise a comprehensive package of workshops through the medium of Welsh during each holiday period targeting children and young people between the ages of 4 – 13 years old. The package includes Arts, Music, Cookery, Technology, Sports and Drama. Over 1100 children and young people participate in these activities throughout the year and over 63 workshops have been organised.
8. Tafwyl – Cardiff's Welsh Language Festival was held in July over a period of 7 days and was attended by over 16,534 people during 2014, an increase in attendance by over 35.9% to compare with 2013. Menter Caerdydd succeeded in working effectively with over 68 partners this year to ensure that Tafwyl festival was a success and a strong platform for the Welsh Language within Cardiff's summer festival programme.
9. Menter Caerdydd in partnership with The City of Cardiff Council receive a Service Level Agreement to organise weekly Leisure services for families and children in Cardiff through the medium of Welsh. During 2013, we organised 20 weekly Leisure clubs ranging from Swimming, Football, Rugby, Gymnastics, Tennis, Athletics, Cricket, Dance etc. On average over 529 children per week attend these clubs. The demand for Welsh medium Leisure services is high and our aim will be to develop this service in partnership with The City of Cardiff Council during the coming year.
10. Working in partnership with The City of Cardiff Council and 6 Core Welsh language partners to establish a Welsh Language Cultural Centre in Cardiff City Centre from 2015 onwards.

9. Contract Details

Any enquires should be directed to:

Bilingual Cardiff
Room 400
County Hall, Atlantic Wharf, Cardiff, CF10 4UW

02920 872527

BilingualCardiff@cardiff.gov.uk

Appendix I

Strategic Framework for Welsh Language Services in Health, Social Services and Social Care - 'More than just words'.

The City of Cardiff Council - Health and Social Care Action Plan 2014/15

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

Action from Strategy	Action for Health & Social Care directorate	Lead responsibility	Completed by end of year
1.1.2 Under the leadership of the Director of Social Services, departments to establish the Welsh language community profile and use this information as a baseline for planning local services	<ul style="list-style-type: none"> • Community profile of population speaking Welsh by ward • Compile profile Welsh language support services & social opportunities e.g. Welsh language lunch clubs. 	Director Health & Social Care Sian Walker (SW)	1 Progress – Community profile of Welsh speakers by ward produced. Working with Age Connects Cardiff & Vale to produce resource directory of community based social activities, including those offering Welsh language
1.1.3 Planning and commissioning systems to include reference to the linguistic profile of their communities and reflecting this in planning, commissioning and service delivery	As above.	SW	2 Progress – As above
1.1.4 Registered providers to provide information to service users on level of bilingual provision, ensuring the staff register includes information of WL skills.	Something written into service specification or accreditation standards to reflect the Council's Welsh Language Scheme.	CCSIW Contracts & Development team	3 Progress – Statements relating to the Welsh Language Scheme and Mwy na Geiriau Strategy has been inserted into the new service specification for

			domiciliary care providers.
1.1.5 To offer and record user's language of need and ensure care is linguistically sensitive.	Language need to be recorded on the Integrated Assessment, care plans and on Care First as a matter of course.	SW	3 Progress – specific section for Welsh language need /choice now inserted in Integrated Assessment documentation and Care First system, which will pull through to individual care plans.
1.2.1 Increase awareness of impact of language sensitivity among ICT staff that support social services	All staff to do awareness training including business support & ICT / commissioning staff. Volunteers from within the staff group to undertake 'Training the Trainers' course, which is provided by the Welsh Language Unit. Discuss with Care First group	SW and IT manager	1 Welsh Language awareness training completed for managers in Business support. Not Care First team yet.
1.2.2 ICT specifications to include details of the Welsh Language dimension of the service being commissioned	Discuss with Care First group	SW	3 Not yet achieved
1.2.3 Data systems enabling the service to operate bilingually e.g. matching staff/Service Users in care rotas; Workforce data systems record staff language skills; language need/choice recorded on client data systems	<ul style="list-style-type: none"> Care rota systems matching Welsh speaking staff to service users. DigiGov to record staff WL skills Language need / choice recorded on Care First. 	SW	3 Staff been reminded to record language skills on DigiGov. Language need/ choice of service user has been included on Care First data system
1.3.2 Local Authority procurement to follow the Welsh Language Commissioners guidance on commissioning services.	<ul style="list-style-type: none"> Corporate 	DHSSC and SW	2 No Guidance?

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

Action from Strategy	Action for H & SC	Lead responsibility	Completed by end of year
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2.1.2 Provide staff training on the 'Active Offer' service and ensure it's mainstreamed into induction and other training programmes etc	<ul style="list-style-type: none"> • Council induction • Service area induction programmes • National Training programme 	HR Training Officer	3 Discuss with Training
2.1.3 Take practical steps to implement Active Offer service in an incremental way, starting with the first point of contact service and information services. Record where able to respond.	<ul style="list-style-type: none"> • Use Active Offer for all callers to H&SC via Contact & Assessment, OT and hospitals - access points. • Record response on Care First 	SW	1 First response is now covered by C2C which offers a bilingual service. Core data set includes active offer question. Need to progress with practice in assessment of need.
2.2.1 Map current provision and capacity to deliver Active Offer service within dementia services	<ul style="list-style-type: none"> • Would come from staff profile • Discuss with MHSOP • DHSSC Welsh language version of core dementia assessment tools? 	SW	2 Need to discuss specifics with MHSOP
2.2.3 Take action to ensure that staff teams have the capacity to provide services through medium of Welsh	<ul style="list-style-type: none"> • Skills assessment of all teams • Recording abilities • Access to training • Issue recording assessments/care plans in Welsh 	SW	3 Skills assessments of all H&SC staff 75% complete.
2.3.1 Map current provision and capacity to deliver Active Offer service in other priority service areas e.g. children under 5; speech and language therapy	<ul style="list-style-type: none"> • 	SW	3 ongoing
2.3.2 Service heads to consider appropriate ways to deliver Welsh Language services (model of delivery) according to capacity, language skills, willingness and confidence of staff to use the language.	Service leads.	SW / service leads	3 To be undertaken once staff skills profile is complete and H&SC structure is finalised
2.4.1 Welsh Language Champions within Social Services Dept and local authority HR depts. to disseminate current best practice, particularly to service heads	<ul style="list-style-type: none"> • Clarify role of Welsh Language Champion • Develop structure of Welsh Language 'co-ordinators' within the service to help share information and champion the strategy 	SS and HR	1 Some reps from service area groups within H&SC have completed' train the

	<ul style="list-style-type: none"> Rep in each service area / team ? 		trainers' training and will act as reps for their teams.
2.4.3 Welsh Language Champions and local authority HR depts. to lead a staff 'language of care in the workplace' initiative to increase staff confidence to speak Welsh at work	Home care staff especially	SS and HR	2 Bespoke training to be arranged for home care staff. Need to agree a training strategy for wider staff group.
2.4.4 Encourage social services and social care staff to wear "Working Welsh" logo and incorporate into uniforms they provide for some workers	Home care staff and providers	Commissioners and providers of care services.	Ongoing from 1 Not achieved. Not yet explored.

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

Action from Strategy	Action for H & SC	Lead responsibility	Completed by end of year
3.1.1 Workforce planning to incorporate assessment of community Welsh Language needs and the Welsh Language skills of the workforce	<ul style="list-style-type: none"> Write into all workforce plans Ensure staff establishment complies with WL standards e.g. 10% welsh speakers Ensure spread of Welsh speakers across all teams to enable us to deliver service in Welsh. Identify 'Welsh essential' posts via the skills assessment process. Staff need to validate and input language skills onto DigiGov. 	SW	1 Skills assessments of all H&SC staff 75% complete. Workforce plan to be agreed once directorate structure is finalised.
3.1.7 Social Services Depts to report on Welsh Language skills within their workforce as part of LA data collection for their Welsh Language Scheme performance	Need timescales & structure for monitoring. 6 month report. We will feed into Corporate annual monitoring report Bilingual Cardiff report. Form part of service delivery plan	SW	1 To form part of the Corporate plan for 2015/16 6 month review:

3.2.3 All Social Services Depts to operate in line with the Welsh Language commissioner's recruitment guidelines	<ul style="list-style-type: none"> • Welsh essential posts • Advertises in Welsh 	SW	2 Workforce plan to be agreed once directorate structure is finalised.
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Strategic objective 4: To create leaders who will foster a supportive ethos within the organisations, so that Welsh speaking users and carers receive language sensitive services as a natural part of their care.

Action from Strategy	Action for H & SC	Lead responsibility	Completed by end of year
4.1.1 Ask political leaders and Directors of Social Services to issue statement setting out: their wish to see sensitivity to the Welsh Language reflected throughout their organisation to ensure quality care and effective services and the importance of responding to users' Welsh language needs in assessing and caring for users	Joint statement by Sian Walker and Directorate Cabinet member via email or newsletter to all staff.	SW / Susan Ellsmore	1 This was achieved in year 1. Need to issue another statement with Cllr. Susan Ellsmore, who has taken over from Cllr Thomas.
4.1.2 Agree the steps they will take to satisfy themselves that the services they provide will be sensitive and appropriate	Sian Walker and Cllr Thomas to agree	SW/HT	1 Now need similar for Cllr Elsmore
4.1.3 Directors of Social Services to put arrangements in place to monitor how the National Strategic Framework and Action plan is being implemented		SW?	1
4.1.4 Directors of Social Services to publish a Welsh Language Strategic Framework and Action Plan for the services they deliver, commission and contract		SW	2
4.1.5 Director of Social Services to designate senior officer as Welsh Language Champion	Susan Schelewa, Operational Manager	SW	1 Achieved

within the Department			
4.1.6 Leadership training programme to include a strand on the impact of language sensitivity on effectiveness of care, as an integral part of planning and as a responsibility of Social Services to provide services in English and Welsh (5.1.3)	<ul style="list-style-type: none"> • Training dept • PI training 	SW	1 Ongoing. Need to complete work with training manager

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

5.2.2 Social Services and Social care organisations to ensure that the principles of linguistic awareness and the 'Active Offer' service forms part of all induction programmes.		All care providers including home care	ongoing
5.2.3 Staff training and development programmes to increase the capacity of staff to provide services through the medium of Welsh. Start by increasing the confidence of existing Welsh speakers to use Welsh at work and raise awareness among key staff i.e. front line and team managers	Training courses in improving language skills Awareness for all staff but with priority groups e.g. C&A, hospitals and managers	SW	1 Welsh Language awareness training has been completed for most managers. Plan to widen the scope for 2015/16

APPENDIX II Frontline post assessments

Linguistic Assessments April 2014 - March 2015	
Directorates	Teams
Children Services	Fostering Service
Communities, Housing & Customer Services	Penylan Library & Community Centre Adult Community Learning C2C Community Alarm Service Concierge Services Library Services (All Libraries) Sheltered Housing
Democratic Services	Bilingual Cardiff Communication & Media Electoral Services Web Team
Education & Lifelong Learning	Family Information Services School Admissions
Environment	Waste Collective Supervisors Waste Strategy
Health & Social Care	University Hospital of Wales social work team/ Llandough Hospital social work team Occupational Therapy service Home Care service Learning Disabilities Day services East Learning Disabilities Day services West Mental Health Services for Older People Joint Equipment Service Mental Health Outreach service Community Alcohol and Drugs team /

	Homelessness team Training Dept (adults and childrens services) Adult Assessment team Performance team Community Mental Health Team East Business Support Emergency Duty Team
HR	Cardiff Works
Sport, Leisure & Culture	Active Cardiff Membership Cardiff Castle Business Support Team Cardiff Castle Education & Events Cardiff Castle Visitor Hosts Fairwater Leisure Centre Maindy Leisure Centre Pentwyn Leisure Centre Riding School Penlan Leisure Centre Western Leisure Centre

Appendix III – Welsh Language Training

Welsh Learners 2014/2015 Report	
Entry	
Childrens Services	1
Communities, Housing & Customer Services	6
Democratic Services	4
Education & Lifelong Learning	3
Environment	4
Finance	1
Health & Social Care	2
HR People Services	3
Legal Services	2
Sport Leisure & Culture	4
Strategic Planning & Highways, Traffic & Transport.	3
Foundation	
Childrens Services	1
Communities, Housing & Customer Services	3
Education & Lifelong Learning	1
Finance	2
HR People Services	3
Legal Services	1
Partnerships & Citizen Focus	1
Sport Leisure & Culture	4
Intermediate	
Childrens Services	2
Communities, Housing & Customer	4

Services	
Advanced	
Education & Lifelong Learning	1
Proficiency	
Childrens Services	1
Democratic Services	1
Welsh Taster Course	27
Total Learners	85
Total Spend on Learners	£9,247.00
Welsh Language Awareness	40

APPENDIX IV – Welsh Language Skills

Welsh Language Ability by Service Area	
SERVICE AREA	Total
CHANGE & IMPROVEMENT	6
CHILDREN SERVICES	17
COMMUNITIES HOUSING & CUSTOMER SERVICES	32
DEMOCRATIC SERVICES	17
ECONOMIC DEVELOPMENT	9
EDUCATION & LIFELONG LEARNING	44
ENVIRONMENT	13
FINANCE	14
HEALTH & SOCIAL CARE	24
HR PEOPLE SERVICES	6
LEGAL SERVICES	2
RESOURCES	4
SPORT LEISURE & CULTURE	29
STRATEGIC PLANNING HIGHWAYS TRAFFIC&TRAN	4
Grand Total	221

Welsh Language Ability by Location *	Total
CITY HALL	12
COUNTY HALL	71
GLOBAL LINK	11
WILLCOX HOUSE	13
Other	114
Grand Total	221

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

APPENDIX V – Welsh Language Coordinators - Champions

Welsh Language Ability by Grade	Total
GRADE	No.
CE2	6
EAI	3
EDPSY A	4
GRADE 1	8
GRADE 2	2
GRADE 3	22
GRADE 4	17
GRADE 5	18
GRADE 6	35
GRADE 7	35
GRADE 8	25
GRADE 9	14
GRADE 10	9
JNC Chief Officer (OM+)	7
Other	1
Youth and Community	2
TEACHER	13
Grand Total	221

Directorate	Service Area	Coordinator	Champion
CHIEF EXECUTIVE	CABINET OFFICE		
	DEMOCRATIC SERVICES	Dylan Hughes Rhian Phillips Rhian Temple	Ffion Gruffudd Susan Edwards Timothy Gordon
	ECONOMIC DEVELOPMENT	Rhian Jones	Heledd Williams
OPERATIONS (DIRECTORATE)	CHILDREN SERVICES	Karen Wilkinson	Ingrid Masmeyer
	COMMUNITIES HOUSING & CUSTOMER SERVICES	Mair Newton / Carole Morgan Huw Parry-Evans / Leanne Vaughan Gareth Pierce	Elisabeth Morris Rachel Bishop Jane Thomas
	EDUCATION & LIFELONG LEARNING	Nicola Hayward	Avril Hooper
	ENVIRONMENT	Bernadette Lewis / Aled Evans Steve Bumford Alison James	Tara King Dave Smith
	HEALTH & SOCIAL CARE	Jackie Burns	Susan Schelewa
	SPORT LEISURE & CULTURE	Alison James Daniel Allcock	Roger Hopwood

	STRATEGIC PLANNING HIGHWAYS TRAFFIC & TRANSPORT	Kadie Irish	Shaun Reville
	FINANCE	Iestyn Roberts	Ian Allwood
	HR PEOPLE SERVICES	Olwen Medi	Lynne David
	LEGAL SERVICES	Lisa Michael	Ian Allwood
RESOURCES (DIRECTORATE)	RESOURCES	Jessica Pritchard Mike Reilly	Julie Jones

Appendix VI

C2C Welsh Surveys Q1-Q3 2014/15



Customer Satisfaction - Welsh

Surveys completed in Quarter 1 - 20

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

Very Satisfied	70.0%	Unsatisfied	5.0%
Satisfied	25.0%	Very Unsatisfied	0%

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

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

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

Attitude

Very Good	80.0%	Poor	0%
Good	20.0%	Very Poor	0%

Knowledge

Very Good	70.0%	Poor	5.0%
Good	25.0%	Very Poor	0%

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

Yes	95.0%	No	0%
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Did Connect to Cardiff resolve your enquiry?

Yes	92.0%	No	0%
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92.0% of Welsh-speaking customers surveyed said that their enquiries were resolved at Connect to Cardiff without being transferred elsewhere

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

Yes	85.0%	No	15.0%
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Overall, how would you rate the service you received from Connect to Cardiff?

100.0% of customers were satisfied with Connect to Cardiff's Welsh line during Quarter 1

Very Satisfied	75.0%	Unsatisfied	0%
Satisfied	25.0%	Very Unsatisfied	0%

Where did you see our number advertised?

Council Website / Internet	55.0%	Poster	5.0%
Bill / Letter	25.0%	Other	15.0%

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

Customer thinks it should be made more visible that there is a Welsh language line - e.g. the number printed in a different colours to English line number on forms etc.

Agor dros y penwythnos - Open on weekends

Customer says sometimes he calls and is told there's no Welsh speaker available - he is unhappy with this.

Dim o gwbl - not at all

Customer Satisfaction - Welsh

Surveys completed for Quarter 2 - 20

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

Very Satisfied	64%	Unsatisfied	0%
Satisfied	36%	Very Unsatisfied	0%

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

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

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

Attitude

Very Good	70%	Poor	0%
Good	30%	Very Poor	0%

Knowledge

Very Good	70%	Poor	5%
Good	25%	Very Poor	0%

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

Yes	80%	No	10%
Don't Know	10%		

Did Connect to Cardiff resolve your enquiry?

Yes	90%	No	10%
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90% of Welsh-speaking customers surveyed said that their enquiries were resolved at Connect to Cardiff without being transferred elsewhere

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

Yes	100%	No	0%
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Overall, how would you rate the service you received from Connect to Cardiff?

100% of customers were satisfied with Connect to Cardiff's Welsh line during Quarter 2

Very Satisfied	75%	Unsatisfied	0%
Satisfied	25%	Very Unsatisfied	0%

Where did you see our number advertised?

Council Website / Internet	35%	Bags / Bin	5%
Bill / Letter	30%	Capital Times	5%
Other	5%	Don't Remember	15%

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

No. Being able to converse in Welsh makes it easier.

Has had to wait a long time before to be answered. Have been times where there was no Welsh-Speaker.

na, bodlon iawn

na, pob peth yn proffesiynol iawn. (No, everything very professional)

mwyr o pobl gymraeg ym phob adran, yn enwedig ar y ffon. (There is more Welsh people in every department, especially noticeable on the phone)

Customer Satisfaction - Welsh

Surveys completed during Quarter 3 - 20

How satisfied were you with the time you waited before we answered your call?

Very Satisfied	60%	Unsatisfied	0%
Satisfied	40%	Very Unsatisfied	0%

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

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

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

Attitude

Very Good	70%	Poor	0%
Good	30%	Very Poor	0%

Knowledge

Very Good	55%	Poor	0%
Good	45%	Very Poor	0%

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

Yes	80%	No	5%
Don't Know	15%		

Did Connect to Cardiff resolve your enquiry?

Yes	100%	No	0%
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Overall, how would you rate the service you received from Connect to Cardiff?

100% of customers were satisfied with Connect to Cardiff's telephone service during Quarter 3

Very Satisfied	80%	Unsatisfied	0%
Satisfied	20%	Very Unsatisfied	0%

Where did you see our number advertised?

Council Website / Internet	35%	Friends / Family	5%
Bill / Letter	30%	Leaflet	5%
Telephone Directory	10%	Other	15%

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

Dim - ond angen aros yn hir I person ateb yn Gymraeg - No but need to wait a long time for a Welsh speaker

Wedi gorfod gael ei galw nol yn Cymraeg gan fod neb ar gael pan ffoniodd y Cwsmer - Had to be called back in Welsh as no one was originally available.

Na - hapus iawn bod yr alwad wedi cael ei ateb yn gyflym a bod rhif y lein Gymraeg ar y wefan ar bwys yr un Saesneg. - No, very happy that the call was answered quickly and the telephone number on the Welsh site is near the English one.