



Caerdydd  
Ddwyieithog



# Welsh Language Standards Annual Report 2020-21

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

Local authorities in Wales have a statutory duty to comply with regulation Welsh language standards that explain how they as organisations should use the Welsh language in different situations. The Welsh Language (Wales) Measure 2011 established a legal framework to impose duties on certain organisations to comply with standards in relation to the Welsh language by way of sub-legislation (Welsh Language Regulation (No.1) Standards 2015). The standards issued to Cardiff Council are listed in ‘The City of Cardiff Council Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011’.

A copy of the standards, which is referred to in this report, is available from [www.cardiff.gov.uk/bilingualcardiff](http://www.cardiff.gov.uk/bilingualcardiff)

## 1. Introduction

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

<b>Complaints</b>
The number of complaints received during that financial year which relating to compliance with the Welsh language standards.
<b>Employees Welsh language skills</b>
The number of employees who have Welsh language skills at the end of the financial year in question.
<b>Welsh Medium Training</b>
<ul style="list-style-type: none"> <li>• The number of members of staff who attended training courses offered in Welsh during the year.</li> <li>• If a Welsh version of a course was offered by you during that year, the percentage of the total number of staff attending the course who attended the Welsh version</li> </ul>
<b>Posts Advertised</b>
<p>The number of new and vacant posts that were advertised during the year which were categorised as posts where—</p> <ul style="list-style-type: none"> <li>• Welsh language skills were essential,</li> <li>• Welsh language skills needed to be learnt when appointed to the post,</li> </ul>

- Welsh language skills were desirable, or
- Welsh language skills were not necessary.

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

The Welsh Language Standards Annual Report 2020-21 will be agreed and approved by full Council prior to being published on the Council's website in accordance with the statutory requirements of the standards.

The report will be considered in Cabinet on 17<sup>th</sup> of June 2021 and full Council on 24<sup>th</sup> of June 2021 after which it will be posted on the Council's website [www.cardiff.gov.uk/bilingualcardiff](http://www.cardiff.gov.uk/bilingualcardiff)

## 2. Achievements

- Cardiff Council's new Welsh Language Skills Strategy was approved by Cabinet on the 25<sup>th</sup> of February 2021 and launched as part of the Leader's St David's Day message. Please see **Section 4.** for further details.
- Cardiff Council's new Welsh Language Awareness module was launched in 2020/21 and has been completed by **3470** staff members.
- During 2020-21, a total of **167** staff participated in Welsh language training courses.
- The number of staff with Welsh language skills has increased by another **7.86%** since 2019-20 when there was a record **48.4%** increase in the number of Welsh speaking staff.
- **764** pupils were allocated Reception places at Welsh-medium primary schools for September 2020, which made up **18.5%** of the total intake across the city. This represents Cardiff's highest intake to Welsh-medium primary schools for Cardiff.
- Bilingual Cardiff translated **11,624,764 words** during 2020-21 (**99.6%** of all requests returned to the client by the agreed deadline date). This represents a slight reduction compared to 2019/20.
- Over 25,000 people engaged with the Tafwyl Festival, which was held digitally as a result of the restrictions in place due to the Covid-19 emergency. Tafwyl festival is supported by the Council, and in 2020-21 was live streamed from Cardiff Castle.

- Welsh cultural events such as Dydd Miwsig Cymru, St David's Day, Diwrnod Shwmae and Diwrnod Hawliau were successfully promoted across the Council.
- C4, Cardiff Council's Welsh language speakers and learners group, held a virtual St. David's day event with a guest speaker on the 1<sup>st</sup> of March 2021 which was attended by over **40** staff members.
- The Council advertised **26** posts where Welsh language skills were an essential requirement and a further **227** posts where Welsh was desirable. The number of advertised Welsh desirable posts represents a **114%** increase on 2019/20.

### 3. The Covid-19 Emergency

2020/21 has been a challenging year unlike any other for Cardiff Council. The restrictions imposed as a result of the Covid-19 emergency have necessitated a fundamental change in the way the Council works and how the public access its services. Measures were put into place to facilitate home-working and the delivery of services through digital platforms. This has tested all aspects of service delivery but the provision of the Welsh language service has brought some particular challenges.

Covid communications – the nature of the Covid-19 emergency has necessitated high volume and time-bound communication from the Council to the citizens of Cardiff. The Bilingual Cardiff Team worked and continue to work very closely with the Communications team in order to ensure that all communications to the public and to staff is bilingual during this unprecedented time. As demonstrated in **Section 5** of the report, the percentage of translation requests returned within agreed timescales is **99.6%**, which is testament to the team's hard work and dedication.

Telephone services – Cardiff Council has endeavoured to ensure that its telephone and call centre services continue to provide an uninterrupted service to the citizens of Cardiff. Due to the suspension of the vast majority of face-to-face services, the telephone service has been the only way for many to discuss issues and receive advice. Services such as C2C have remained operational and have provided a bilingual service throughout the course of the pandemic. The Bilingual Cardiff Teams have also provided assistance to individual Council officers by recording bilingual messages for their mobile phones to ensure that all citizens are offered the opportunity to deal with their enquiry through the medium of Welsh.

Virtual meetings – Cardiff Council uses the Microsoft Teams platform for the conduct of virtual meetings. This decision was made as there were concerns about the robustness of the Zoom platform's security measures. The Teams platform does not support a dedicated simultaneous translation channel. This necessitated the development of a workaround using the conference call facility on a mobile phone as an additional source for the translation service. Web-cast meetings such as Cabinet and Council meetings have also been provided on both the Welsh and English versions of the Council's website and supported by bilingual tweets on the Council's social media accounts. Cardiff Council are currently revisiting the Zoom platform for bilingual meetings as this does feature a dedicated additional audio channel and we hope to roll this out once security and other concerns have been addressed.

Translation work – the total number of words translated by Bilingual Cardiff has reduced slightly in 2020/21. This is mainly as a result of disruptions to the Council’s normal business during the first lockdown and a decrease in translation work received from our external clients. There was however a significant increase in urgent Covid related translation work, with extremely tight turnaround times, which needed to be prioritised in order to ensure that Cardiff citizens received their information in English and Welsh simultaneously and in accordance with their language choice.

#### **4. Cardiff Council’s Welsh Language Skills Strategy**

Following recommendations made by the members of the Bilingual Cardiff Working Group, Cardiff Council’s Welsh Language Skills Strategy was subject to a wide-ranging revision in 2020/21. The revised Strategy was launched on the 1<sup>st</sup> of March 2021 as part of the Council Leader’s St. David’s Day message.

The Strategy includes two actions for immediate implementation:

- All Council staff to have the opportunity to engage with Welsh language training to reach a fluency level which equates with Level 1 on the ALTE framework.
- All customer facing roles to include Welsh language skills and/or Community language skills as a desirable requirement.

In addition the revised Strategy provides guidance to managers and staff on the conduct of workplace assessments, recording staff Welsh language skills, and identifying roles as Welsh essential.

In order to support these actions a number of guideline documents have also been produced:

- Assessing Welsh Language Skills and Identifying Welsh Essential Roles.
- Recruitment, Interview, and Selection Procedures and the Welsh Language.
- Comprehensive menu of Welsh language training options.

Further guidelines documents, and revisions to current guidelines, are to be developed during 2021/22 to support the implementation of the Welsh Language Skills Strategy and the Welsh Language Standards.

## 5. Welsh in Education Strategic Plan 2017-2021

### WESP Mission Statement

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

### WESP Vision

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

The number of pupils enrolled at entry to Reception in Welsh-medium grew consistently between 2005/06 and 2012/13, although the percentage of total intake fluctuated. Numbers and percentages since then have both fluctuated, but with the general trend towards an increase in both. Pupils enrolled in 2020/21 represented Cardiff's highest number and percentage of pupils enrolled in Welsh-medium Reception classes. As the number of pupils enrolled in Welsh-medium classes directly relates to the pupil population, which may rise or fall, an increase in the percentage is a more appropriate measure of the success in promoting Welsh-medium education.

See table 1 below:

School Year	Actual Intake (WM)	Actual Intake (WM, EM and Faith)	% Actual Intake (WM)	School Year	Actual Intake (WM)	Actual Intake (WM, EM and Faith)	% Actual Intake (WM)
2005/06	455	3,402	13.4%	2013/14	678	4,256	15.9%
2006/07	465	3,257	14.3%	2014/15	706	4,246	16.6%
2007/08	519	3,463	15.0%	2015/16	690	4,335	15.9%
2008/09	555	3,474	16.0%	2016/17	744	4,340	17.1%
2009/10	572	3,683	15.5%	2017/18	707	4,098	17.3%
2010/11	594	3,859	15.4%	2018/19	702	4,125	16.9%
2011/12	651	4,019	16.2%	2019/20	683	4,119	16.6%
2012/13	686	4,221	16.3%	<b>2020/21</b>	<b>764</b>	<b>4,122</b>	<b>18.5%</b>

**Table 1: Numbers and Percentage of pupils admitted to Welsh-medium education from 2005/06 to 2020/21**

764 pupils were allocated Reception places at Welsh-medium primary schools for September 2020, which made up **18.5%** of the total intake across the city. This was the highest intake to Welsh-medium primary schools for Cardiff.

Early preference data on the number of pupils entering Reception in September 2021 suggests a reduction in the total number of pupils as a consequence of a fall in the birth rate.

A further fall in total Reception intakes is projected in September 2022 and 2023. The Council is aware that this is likely to lead to a further fall in actual numbers of pupils entering Welsh-medium education. However, greater surplus places allows for a greater proportion of the population to enrol in Welsh-medium schools in Reception. The total number of Welsh-medium places available at entry to primary education city-wide could accommodate approximately 22% of the projected pupil population in 2022 and 2023. Therefore there is sufficient capacity within the Welsh-medium primary sector to allow for a significant increase in take up.

There is a focus on ensuring effective and efficient use of public funds, with the recognition that financial resources are limited. Developing strong partnerships to enable the delivery of improving outcomes from a reducing resource base is important. Cardiff's Welsh Education Forum (WEF) have been key partners in helping to guide and steer the development of Welsh-medium education across the city and playing a key role in delivering the ambitions within the WESP 2017-2020. The WEF will continue to play an important role in the development of Welsh-medium education in the future.

The Council are currently developing the WESP 2022-31. Consultation on the new WESP is expected to take place between September and November 2021. It will then be sent to the Cabinet for approval in January 2022. The focus of the WESP will be on how to achieve the Welsh Government target for Cardiff of between 25% and 29% of pupils in Welsh-medium education by 2030-31.

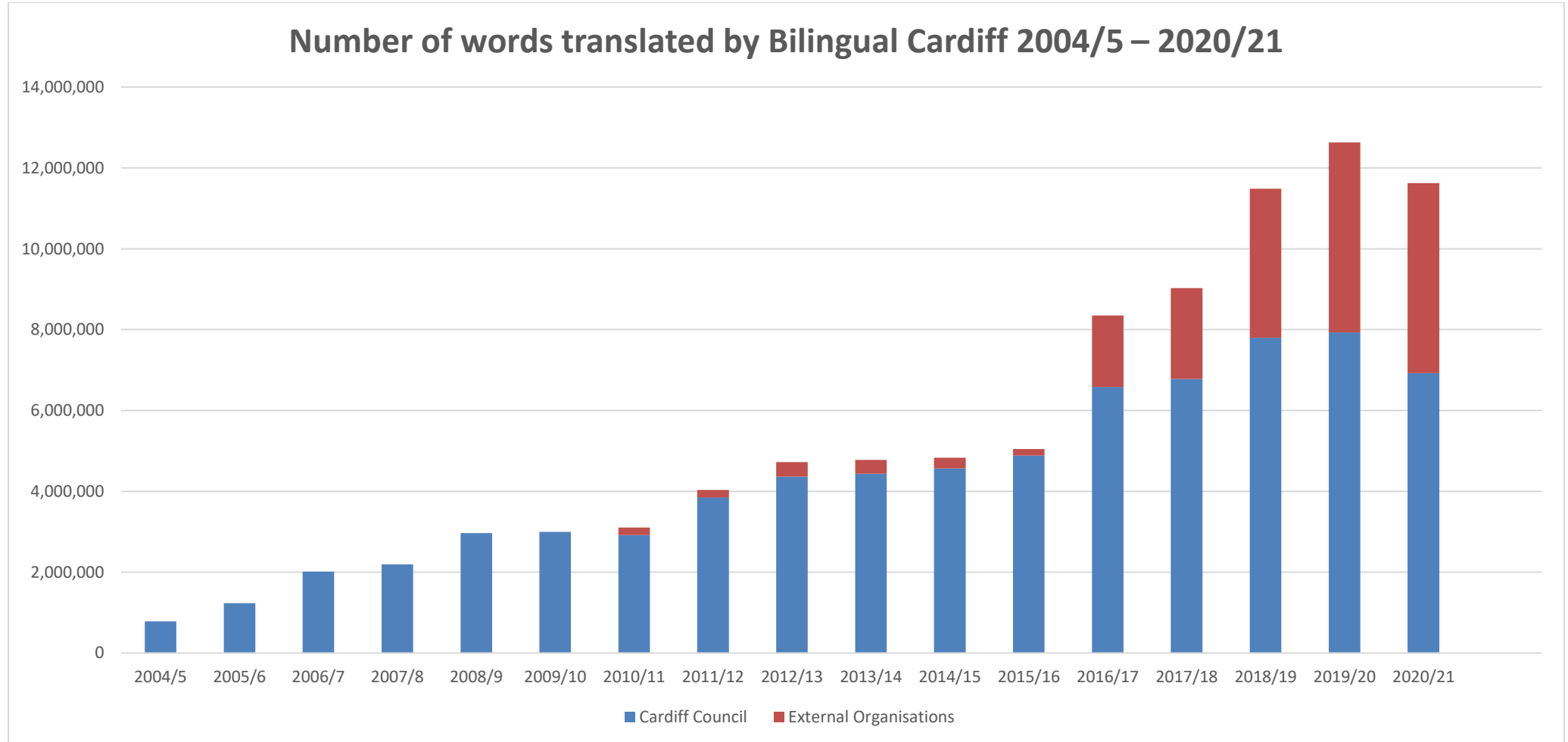
The [Welsh in Education Plan](#) can be found on the Council's website.

### **Objectives 2020/21**

- Progress the establishment a new Welsh medium Primary School to serve the area of the Plas Dŵr Development in Morganstown/Radyr following approval of the proposal by Cabinet in June 2020.
- Progress proposals to improve meithrin provision across Cardiff.
- Continue to develop proposals to improve primary provision in central Cardiff following consultation on places at Ysgol Mynydd Bychan in March 2021.

## 6. Welsh Translation

Bilingual Cardiff returned **99.6%** of translation requests by agreed deadlines (**11,578,265 words**). The total number of words translated (**11,624,764 words**) is slightly lower than the total for 2019/20 which reflects the challenges faced by Cardiff Council and Bilingual Cardiff's external translation customers as a result of the Covid-19 emergency.





## 7. Complaints against the Welsh Language Standards 2020/21

During 2020-21, a total of **6** complaints were received from the public in relation to the Welsh Language Standards. Whether the complaints were received in English or Welsh, they were dealt with in accordance with the [Corporate Complaints Procedure](#).

The Council was also subject to **6** new investigations into the possible failure to comply with standards under section 71 of the Welsh Language Measure (Wales) 2011 by Welsh Language Commissioner.

In 2020/21, the Council received:

- **5** investigations awaiting provisional decision. They remain ongoing.
- **1** investigation where the Council has informed the Welsh Language Commissioner that the subject of the investigation did not fall within its areas of responsibility. This has been closed.

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

The number of new investigations received by the Welsh language commissioner (**6**) is lower than in 2019/20(**11**), a reduction of **45.5%**.

## 8. Posts advertised in 2020-21

During 2020-21 **1246** posts were advertised, a 1.6% increase on the previous year.

- **26** posts were advertised where Welsh language skills were essential, a 26% decrease on the 2019-20 figure.
- **227** posts were advertised where Welsh language skills were desirable, a 144% increase on the 2019-20 figure.
- **84** posts were advertised where a second language was desirable and that second language could be Welsh.
- **909** posts were advertised where Welsh language skills were not deemed necessary at present, a 17% decrease on the 2019-20 figure.

Please note that these figures **relate to non-school posts only**.

Between end of March 2020 and July 2020 the only roles which were advertised were in the following categories due to the need to prioritise areas of recruitment:

- Essential to the business continuity of the Council; or
- Essential to the response to the pandemic; or
- Roles which were normally hard to fill e.g. Children's Social Workers.

This may have affected the number of roles advertised as Welsh Essential.

The Council does not hold information regarding Welsh language skills that need to be learnt when appointed to posts, as under the Council's Welsh Language Skills Strategy posts are either designated Welsh essential, desirable or not required.

## 9. Welsh Language Training & Welsh Medium training courses

In 2020-21, **167** staff participated in Welsh language training courses, of which:

- **4** members of staff attended Welsh courses provided by Cardiff University.
- **1** member of staff attended a training course provided by Cardiff and Vale College.
- **126** members of staff attended Welsh language training courses developed internally by Cardiff Council's Academy and this includes taster and short courses (**68** attendees), intensive 120 hour courses (**57** attendees) and a mentoring session (**1** attendee).
- **36** members of staff completed the 60 hour online course for beginners through the 'Working Welsh' scheme.

Furthermore:

- **3470** members of staff completed Cardiff Council's new Welsh Language awareness e-module in **2020/21**.

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

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

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

Arrangements are in place to ensure that staff can request to receive their training through the medium of Welsh in accordance with standard 128. In 2020-21 there were no requests for training in Welsh. The following courses are delivered in Welsh:

- Violence against Women and Domestic Violence (online module)
- Cyber Security 1, 2 and 3 (online module)
- Children's Rights (online module)
- Welsh Language Awareness (online module)
- Customer Service (online module)
- Bob's Business: GDPR (online module)
- Fraud Awareness (online module)
- Disciplinary Policy and Procedure (online module)

Cardiff Academy intends to add a specific question on medium of delivery to the registration process in future to ensure that training in Welsh is actively promoted and that staff are aware of their right to receive training within the above areas, in Welsh. Where demand is sufficient, we will ensure that in-house training is delivered in Welsh.

## 10. Employees Welsh Language Skills

The development of the HR System (DigiGOV) and the opportunity for staff to validate their own personal data, has enabled the Council to record the Welsh language ability (and other languages) of staff. As of 31st March 2021, **6527** (non-school based) staff are employed by Cardiff Council, and of these a total of **4,594** staff have validated their entries on the HR system. From these, **837** staff have stated they have a level of Welsh language skills. This is an increase on the number reported in 2019/20 (**776**) and represents **18%** of those registered on the system.

Count of Welsh Language Proficiency	Welsh Language Proficiency						Percentage of service area staff
	Entry Level	Foundation	Intermediate	Advanced	Proficient	Grand Total	
Service Area							
ECONOMIC DEVELOPMENT	45	15	18	9	13	100	6.08%
EDUCATION & LIFELONG LEARNING (Ex Schools)	42	8	12	8	22	92	11.26%
ADULTS HOUSING & COMMUNITIES	183	67	45	34	34	363	13.6%
CHILDRENS SERVICES	27	11	6	5	13	62	12.32%
PERFORMANCE & PARTNERSHIPS	6	6	1	1	17	31	43.66%
PLANNING TRANSPORT & ENVIRONMENT	26	5	4	2	6	43	6.53%
RESOURCES DIRECTORATE	64	24	16	12	30	146	15.77%
Grand Total (Ex Schools)	393	136	102	71	135	837	11.96%

The number of staff with Welsh language skills has increased by **7.86%** since 2019-20 (**837 in 20/21** compared to **776 in 19/20**). This increase is attributed to improved recording arrangements and awareness raising, the Bilingual Cardiff Strategy (which includes a target to increase the number of staff with Welsh language skills) and Welsh courses provided internally through our in-house Welsh language tutor as well as well as the 'Working Welsh' Scheme). The small increase during 20/21 is welcomed during what has been a difficult year for staff due to the COVID 19 pandemic which has left many staff with both work and home pressures. Staff are reminded regularly to update their personal detail records on DIGIGOV and these include language choice and Welsh language proficiency.

## **11. Mwy na Geiriau / More than just Words**

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

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

The Forum meetings have been interrupted as a result of the Covid-19 emergency. However monthly meetings between the More Than Just Words Forum partners recommenced in January 2021 with the intention of re-engaging with the Forum in 2021/22. A number of themes and actions have been discussed in the bi-monthly meetings including sharing resources (such as Cardiff Council's revised Welsh language awareness e-module and Welsh Language Skills Strategy), increasing the Forum membership to include social care training providers and higher education partners, and recruitment initiatives to encourage Welsh speakers to enter the field of social care.

## **12. Monitoring & Overseeing Compliance with the Standards**

### **WELSH LANGUAGE COORDINATORS & CHAMPIONS**

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

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

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

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

Coordinator with their work on facilitating the implementation of the Welsh language standards within their directorates. Welsh Language Coordinators meetings are held monthly and chaired by Bilingual Cardiff.

### **BILINGUAL CARDIFF MEMBER GROUP**

The Bilingual Cardiff Member Group is a cross-party group established to take a lead role in developing a truly bilingual Cardiff where citizens and Cardiff Council staff can access services and support in either language equally through improved partnership working. During 2020-21 the group met 4 times to discuss Welsh language matters, including the implementation of the Welsh Language Standards, service provision during the Covid-19 emergency, the revision of the Bilingual Cardiff Strategy, and the revision of the Council's Welsh Language Skills Strategy.

### **DIRECTORATE DELIVERY PLANS**

To monitor compliance with the Welsh language standards, each directorate is required to include an objective/objectives relating to delivering the Welsh language standards within their Directorate Delivery Plans annually to ensure corporate ownership of the requirements of the standards. All action points derived from Welsh Language Commissioner Investigations are now included in the delivery plans for the relevant Directorate.

### **SENIOR MANAGEMENT TEAM**

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

### **CABINET & FULL COUNCIL**

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

## **13. Promoting & Facilitating the Standards**

### **WELSH LANGUAGE TRAINING**

The new comprehensive menu of Welsh language training options for staff produced by Cardiff' Council's Academy to support the implementation of the Welsh Language Skills Strategy is included as **Appendix 2**.

### **STAFF GUIDELINES**

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

- A summary of the 'Service Delivery Standards'
- Communicating Bilingually

- Bilingual Reception Services
- Holding Meetings Bilingually
- Welsh Language Calls
- Guidance Note: Bilingual Signage & Official Notices
- Translation Guidelines
- Welsh Language Standards: Quick Wins Guide
- Welsh Language Standards: Guide to Third Parties
- Assessing Welsh Language Skills and Identifying Welsh Essential Roles
- Recruitment, Interview, and Selection Procedures and the Welsh Language.

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

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

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

#### **'WELSH MATTERS' BRIEF**

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

## **C4 SOCIAL CLUB**

A resource to promote and facilitate virtual Welsh language events has been developed and launched by the Council's in-house Welsh language trainer. The resource is presented on the Microsoft Teams platform and allows users to set up meetings, discussion groups, and social events so Welsh speakers and learners may meet to converse in Welsh and improve language skills. The social club was launched on St. David's Day with a talk given by Yvonne Evans, a presenter on S4C's Prynawn and Heno programmes, and was very well attended.

## **BILINGUAL CARDIFF: TRANSLATION & POLICY ADVICE**

Bilingual Cardiff provides a full Welsh language translation and simultaneous translation service for all Council Directorates.

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

## **WELSH LANGUAGE TRAINING**

Staff are supported to use their Welsh language skills when communicating with the public. A menu of Welsh language training options has been developed by Cardiff Council's Academy Learning Platform to support the commitment to provide all staff with the opportunity to learn Welsh. Training options range from short taster sessions to intense 120 hour Welsh improvement courses and all participation works to support staff to reach a Welsh language fluency level equal to Level 1 on the ALTE fluency framework.

Welsh language training is provided by Cardiff Academy's Welsh language tutor and staff may choose in-house training, courses provided by partners such as the National Centre for Learning Welsh, or learn in the community. Due to the restrictions imposed as a result of the Covid-19 emergency training has been provided virtually on digital platforms.

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

## **WELSH LANGUAGE AWARENESS TRAINING**

The Welsh language awareness module was revised in 2020/21 and presented as an e-module by Cardiff Council's Academy learning platform. It is currently being rolled out to all staff (including schools staff). At the end of 2020/21 it had been completed by **3470** staff members.

The e-module provides information on the following:

- The historical context of the Welsh language.
- The importance of the Welsh language in the delivery of Council services to the citizens of Cardiff.
- Staff roles and responsibilities in delivering Welsh language and bilingual services.
- Assess the delivery of Welsh language services and identify areas for improvement.



### **'IAITH GWAITH' LANYARDS & BADGES**

Iaith Gwaith lanyards are produced by the Welsh Language Commissioner's office for Welsh speaking staff so they demonstrate to service users and colleagues that they speak Welsh. These lanyards - along with Welsh learner lanyards - are offered to staff when they receive or renew their staff ID cards, or may be requested at any time from Bilingual Cardiff. Each monthly 'Welsh Matters' brief which is distributed to all staff via their directorate or service area Welsh language coordinator includes a reminder for staff to request the lanyards from Bilingual Cardiff.