



Caerdydd
Ddwyieithog



Welsh Language Standards Annual Report 2022-23

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

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

A copy of the standards, which is referred to in this report, is available from www.cardiff.gov.uk/bilingualcardiff

1. Introduction

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

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

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

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

The Welsh Language Standards Annual Report 2022-23 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 **XXth** of June 2023 and full Council on **XXth** of June 2023

Once approved the final report will be published on the Council's website www.cardiff.gov.uk/bilingualcardiff by the statutory publication date which is **30th of June 2023**.

2. Achievements

- The Council advertised **77** posts where Welsh language skills were an essential requirement and a further **1222** posts where Welsh was desirable. The number of advertised Welsh essential and desirable posts represent a **15%** and a **89%** increase respectively in comparison with 2021/22.
- Bilingual Cardiff translated **13,478,771 words** during 2022-23 (**99.9%** of all requests returned to the client by the agreed deadline date).
- The Southeast Wales Welsh Language Education Champion project, supported by Cardiff Capital Region Local Authorities, and Mentrau Iaith, received funding from the Welsh Government.
- The Council's Youth Service is supported by three additional Welsh speaking youth officers in partnership with Menter Iaith Caerdydd and the Urdd.
- The Bilingual Cardiff Youth Forum has been established and financially supported by the Council to empower our young people to present their priorities for Welsh language provision.
- Bilingual Cardiff, and the Bilingual Cardiff Forum, have supported the development of the Council's ten-year Welsh in Education Strategic Plan which was presented to Welsh Government for approval in December 2022.

- A total of **1593** Cardiff Council staff participated in Welsh language training courses in 2022/23.
- **253** Cardiff Council staff members attended formal Welsh language courses provided by Cardiff Academy and the Working Welsh initiative.
- Cardiff Council's Welsh Language Awareness e-module has been completed by **634** staff members in 2022/23.
- The number of staff with Welsh language skills has increased by **5.9%** since 2021-22 and represents **20.06%** of the workforce registered on the Council's DigiGOV HR system.
- **661** pupils were allocated Reception places at Welsh-medium primary schools for September 2022, which made up **17.4%** of the total intake across the city. This represents an increase in comparison with 2021/22.
- Over 32,000 people attended the Tafwyl Festival in 2022. The festival is supported by Cardiff Council.
- 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 St. David's Day event at City Hall on the 1st of March 2023 which was attended by over **40** staff members.

3. Home Working and Hybrid Working

The working practices established as a result of the Covid-19 emergency are now well established and Cardiff Council has continued to support staff to work from home and to make use of hybrid working facilities at Council sites. Many buildings are now open and offer increased public access, but reception services remain significantly reduced. This new way of working affects all aspects of service delivery, but the provision of the Welsh language service brings some specific challenges.

Communication with the citizens of Cardiff is mainly delivered on digital and social media platforms. Bilingual Cardiff has continued to work closely with the Communications team to ensure that all communication to the public and staff is bilingual and published simultaneously. The number of urgent and time-bound communications has fallen this year, and this is reflected in the total words translated by the Bilingual Cardiff Team. However the need for translations to be correct and returned quickly remains to ensure that citizens are informed of all aspects of the Council's work in both Welsh and English.

Access to advice and services continues to be facilitated by Connect to Cardiff as many face-to-face services are not available with staff continuing to work from home. This service provides a Welsh language choice to all callers and provides Welsh language responses to contact forms presented in Welsh through the Council's website. The Bilingual Cardiff Team supports Council officers by recording bilingual messages for their mobile phones and translating enquires and responses to ensure all citizens can deal with their enquiry through the medium of Welsh.

Cardiff Council uses the Microsoft Teams platform for the conduct of virtual meetings. A simultaneous translation service is now included for this platform and Cardiff Council was part of the consultation group as this resource was developed. Bilingual Cardiff offers a simultaneous translation service over Microsoft Teams for Council staff and external clients to ensure those attending virtual meetings can contribute in the language of their choice. Web-cast Council meetings are supported by simultaneous translation and broadcast on the Welsh and English versions of the Council's website supported by Welsh and English tweets on the Council's social media accounts.

4. Cardiff Council's Welsh Language Skills Strategy

Cardiff Council's revised Welsh Language Skills Strategy was launched on the 1st of March 2021 and 2022/23 represents its second year of implementation.

As a result of the Welsh Language Skills Strategy all Council staff now have the opportunity to engage with Welsh language training. The Introduction to Welsh Level 1 e-module has been produced by Cardiff Council Academy to provide a taster course and this has been completed by **1340** staff members in 2022/23.

In addition, **253** staff members have completed more advanced Welsh language training courses provided by Cardiff Academy and the Working Welsh scheme. The total number of Cardiff Council staff who have engaged with Welsh language training in 2022/23 has increased by **49%**.

The Welsh Language Skills Strategy has also introduced a system of manager-led workplace assessments to measure need and capacity in relation to the provision of Welsh language services.

The following guidance documents have been produced to assist with the conduct of these assessments and to develop and recruit Welsh speaking staff:

- 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.

All customer facing roles at Cardiff Council include Welsh language and/or Community language skills as a desirable requirement.

As a result of the measures presented by the Welsh Language Skills strategy **20.06%** of Council (non-schools) staff registered on the DigiGOV HR system have recorded they have some level of Welsh language skills and the number of posts advertised as Welsh essential and Welsh desirable have increased by **15%** and **89%** respectively. As not all staff members are registered on the DigiGOV system the number of staff members who have reported they have Welsh language skills represents **15.11%** of the entire (non-schools) Council workforce in 2022-23.

A review of the support and procedures available to Council managers when recruiting for staff with Welsh language skills is currently underway. The results of this review will be assessed to further improve the Council's recruitment procedures.

5. Developing the 2022-27 Bilingual Cardiff Strategy

The revised 2022-27 Bilingual Cardiff strategy was launched in April 2022. The strategy, and its action plan, is aligned with Cymraeg 2050, the Welsh Government's Action Plan to achieve a million Welsh speakers by 2050, and follow its three themes:

- Increasing the number of Welsh speakers
- Increasing the use of Welsh
- Creating favourable conditions – infrastructure and context

The Bilingual Cardiff strategy also supports Cardiff Council's Welsh in Education Strategic Plan 2022-32 (WESP) with mutual objectives identified in its supporting action plan.

The Bilingual Cardiff strategy 2022-27, and its supporting action plan, was delivered in partnership with the Bilingual Cardiff Forum. The Forum was established to support the first Bilingual Cardiff strategy and membership includes representation from Cardiff's primary and secondary schools, higher and further education providers, cultural bodies, and Welsh language organisations such as the Urdd, Mudiad Meithrin, and Menter Caerdydd.

6. Recommendations for the 2022-27 Bilingual Cardiff Strategy

A number of recommendations were received following the independent review of the first Bilingual Cardiff Strategy in 2022. These recommendations are incorporated into the 2022-27 Bilingual Cardiff Strategy action plan.

- **Recommendation 1 2021 Census data**

The new Strategy should be reviewed following the publication of Census data on the Welsh language in 2022/23 with critical scrutiny of targets, adapting them as necessary. It will be necessary to be prepared to work with internal and external partners to meet challenge in any particular demographic area and to propose some new targets.

The first 2021 Census Welsh language data results have been received and confirmed an increase in the number of Welsh speakers in Cardiff since 2011. 12.2% of Cardiff's population are reported as Welsh language speakers in the Census – an increase of 1.1%. This provides a baseline of 44,213 people which is slightly higher than the projection made to support the original 2022-27 Bilingual Cardiff Strategy targets. The required annual increase in the number of Welsh speakers in Cardiff to support the Welsh Government's vision of a million Welsh speakers by 2050 has been revised from 1.5% to 1.25% - an increase of 1,960 over the 5-year life of the strategy or 392 per annum.

- **Recommendation 2 Children and young people**

With reviews of the Council's youth services currently taking place, together with the developments with Child Friendly Cardiff, there is an opportunity to put plans in place now to expand Welsh-medium provision over the next 5-10 years. The mapping exercise to identify gaps in provision referred to in the draft WESP, (objective 1 Outcome 5), should lead directly to proportionate investment in Welsh language services and resources that fits with the vision of the WESP and the new Promotion Strategy.

Actions completed in 2022/23 to support the development of Welsh language youth provision include the promotion of Welsh language provision for children and young people on Welsh Language Rights Day in December 2022, establishment of the Bilingual Cardiff Youth Forum and a Welsh language youth group, and funding three Welsh language youth officers in partnership with the Cardiff Youth Service, Menter Caerdydd, and yr Urdd. Welsh language provision for young people has been branded as CFTi.

- **Recommendation 3 Bilingual Cardiff Forum**

The strength of the Forum is its communication and links with partners/stakeholders. There is a need to consider how best to include:

- (i) *officers from the Council (Education, Child Friendly Cardiff and Youth Services specifically) to share knowledge and good practice and ensure a shared understanding of goals;*
- (ii) *a wider base of partners e.g., from business and economy.*

Council officers from Education, Cardiff Youth Service, Cardiff Commitment, Equalities Team and Child Friendly City have joined the Bilingual Cardiff Forum to facilitate discussions with partners and share understanding of priorities and goals. Representation for Cardiff's

business will be provided by the Welsh Language Commissioner's Private Sector Team. Representatives from the National Lottery Community Fund and Cardiff's Third Sector Forum have also joined the Bilingual Cardiff Forum.

- **Recommendation 4 Measuring impact**

In order to be able to measure the strategy's progress effectively by 2027, the Welsh Language Commissioner's advice on assessing the strategy should be considered alongside the practical examples of evidence gathering given by partners. A decision should be made as to the evidence that could demonstrate the impact of interventions, in terms of change in behaviour / attitude / use of Welsh as well as what success means in quantitative terms.

This has been included as an action under Theme 3 in the 2022-27 Bilingual Cardiff Strategy action plan and discussions are ongoing with the Welsh Language Commissioner and Bilingual Cardiff Forum partners to assess how the impact of the 2022-27 Bilingual Cardiff Strategy's interventions and their successful implementation may be measured effectively.

- **Recommendation 5 WESP 2022-31 (Outcomes 1 and 5)**

Following the consultation process on the Promotion Strategy and the WESP, stronger links between the two strategies should be ensured so that the strategic goals can be easily cross-referenced as they evolve into practical actions (specifically Outcome 1 and 5 of the WESP).

The 2022-27 Bilingual Cardiff Strategy action plan has been aligned with the Council's 2022-32 Welsh in Education Strategic Plan (WESP). Actions and targets have been revised to reflect the targets presented in the WESP.

- **Recommendation 6 Caerdydd Ddwieithog / Bilingual Cardiff**

The Council should expand the resources of the Bilingual Cardiff team. Policy advice and expertise from the team could add value, provide valuable input and assurance of compliance as other departments plan their services in alignment with the Council's strategic goals.

The Bilingual Cardiff team has been restructured into three teams of Senior Translators led by a Head Translator. This structure allows for increased income generation opportunities and capacity within the translation team. A Bilingual Cardiff Policy Officer role has also been established to support Bilingual Cardiff's policy work including assisting directorates with assessing the impact of policies on the Welsh language.

7. Children and Young People

Actions and initiatives delivered through the 2022/23 Bilingual Cardiff Strategy to increase Welsh language provision for Children and Young People have been branded under CFTi.

- **Welsh Language Rights Day**

Cardiff Council supported the Welsh Language Commissioner's campaign for Diwrnod Hawliau – Welsh Language Rights Day to focus on Welsh language provision for young people. The increase in the number of Welsh speakers in Cardiff reported in the 2021 Census shows the positive impact of Welsh-medium education in the city. However opportunities to use and engage with the language outside school and in social settings are also vitally important to foster pride in the language as part of young people's identity. Increasing the use of Welsh is one of the core aims of the Bilingual Cardiff Strategy and supporting young people to socialise and interact in Welsh can only support this.

- **CFTi**

The CFTi brand has been developed for Welsh language provision for young people in Cardiff to make it more visible and attractive. This brand allows this provision to be marketed and delivered in a joined-up manner. A number of initiatives, including objectives from the 2022-27 Bilingual Cardiff strategy, are now delivered as part of the CFTi brand, and further information is provided below:

Welsh Language Provision - Consultation

A consultation supported by Menter Caerdydd and Cardiff Council's Youth Service has been underway to ask young people in Cardiff about Welsh language provision and the kind of events and activities they would like to see. This consultation has received over 1200 responses and the results will be shared in the Bilingual Cardiff Forum meeting in May 2023.

Bilingual Cardiff Youth Forum

The Bilingual Youth Forum has been established with delegates from Cardiff's three Welsh-medium secondary schools. It meets every fortnight in the Old Library in the Hayes. The Forum is developing a programme of provision and activity and are supported by an events budget provided by Cardiff Council. The Forum members have recently attended a planning weekend at Llangrannog and will be developing a calendar of various Welsh medium activities and events for the young people of Cardiff.

Welsh Language Youth Officers

Cardiff Council has funded three new Welsh language youth officers in partnership with the Cardiff Youth Service, Menter Iaith Caerdydd, and yr Urdd. Each youth worker is based at one of Cardiff's Welsh-medium secondary schools. They are currently developing a range of Welsh language nights to be held at youth centres in Cardiff and a Welsh language youth group located in Cardiff and Vale College through the Bilingual Cardiff Forum partnership.

Mentors for young people have also been established in Cardiff's Welsh-medium secondary schools to provide one to one support to pupils.

Welsh Language Events for Young People

The Bilingual Cardiff Youth Forum, supported by the three youth workers funded by Cardiff Council, are developing a range of Welsh language nights to be presented in youth centres across the city. Initial provision will be targeted at pupils from Cardiff's three Welsh-medium secondary schools before being expanded to include pupils from English-medium secondary schools who are taking Welsh as a subject.

During school and after school Youth clubs have also been established in Cardiff's Welsh-medium secondary schools and Cardiff and Vale College.

- **Welsh Language Careers**

An event to promote the Welsh language and Welsh language skills with Year 9 pupils will be held in June 2023. The development of this event has been ongoing in 2022-23 and has been supported by the Bilingual Cardiff Forum and a dedicated steering group made up of selected Forum partners.

This event follows on from the Gyrfa Gymraeg event held in 2020. Representatives from a wide range of industries and sectors will be present to promote the importance of Welsh language skills and share their experience of how the language helped them in their careers. Training, apprenticeships and employment will be included to allow the pupils attending to see the full range of opportunities available. Partners from the public, private and third sectors value and seek candidates with Welsh language skills and this event will show how important the Welsh language can be for career development.

8. Southeast Wales Welsh Language Education Champion

The Southeast Wales Welsh Language Champion initiative is a partnership with Cardiff Capital Region Local Authorities and Mentrau Iaith. Its development has been facilitated by Bilingual Cardiff in 2022-23 and funding for 2023-24 has been agreed by the Welsh Government.

The Champion will work with Local Authority Welsh language and Education officers and the Mentrau Iaith to develop and maintain networks across the Cardiff Capital Region. The main focus is increasing the accessibility of Welsh language provision and its promotion with parents and communities. The Champion will map the provision currently offered and the targets presented in Local Authority WESPs to increase the number pupils entering Welsh-medium education.

The Champion has been recruited and will begin working in April 2023.

Projects currently being delivered to support the work of the Champion include:

- Promotion of Welsh medium education with ethnic minority communities.

- Promotion and development of Welsh medium Additional Learning needs provision.
- Assessment of Local Authority Welsh in Education Strategic Plan targets.
- Mapping of current Welsh language education provision.

9. Welsh in Education Strategic Plan 2022-31 (WESP)

WESP Vision: A truly bilingual Cardiff

We will ensure the growth of our Welsh-medium education sector across each phase in order to increase the number of people of all ages becoming fluent in both Welsh and English with the confidence and desire to use all of their languages in every aspect of their lives.

The [2022-31 WESP](#) can be viewed on the Council's website.

Developing the WESP and the WESP Action Plan

The Welsh in Education Strategic Plan 2022-31 has been implemented since April 2022 with the target for Cardiff that between 25% and 29% of pupils are in Welsh-medium education by 2031-32. An action plan to support its delivery has been developed with the support of sub-groups for each of the 7 WESP Outcomes. These sub-groups were supported by the Bilingual Cardiff Policy Team and the Bilingual Cardiff Forum partners. The action plan received approval from the Council's Welsh Education Forum in November 2022 and the Welsh Government in December 2022.

The Head of Bilingual Cardiff chairs the Outcome 5 sub-group – increasing the use of Welsh outside school settings. This Outcome has significant crossover with the 2022-27 Bilingual Cardiff Strategy strategic theme to increase the use of Welsh. The sub-group previously established to support this strategic theme was merged with the Outcome 5 sub-group to ensure reorientation from the Bilingual Cardiff partners and the inclusion of complementary action from the 2022-27 Bilingual Cardiff Strategy in the WESP action plan.

Pupil Enrolment

The number of pupils enrolled at entry to Reception in Welsh-medium grew consistently between 2007/08 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 2022/23 is very similar to the number enrolled in 2021/22, although this is still a slight decrease from the highest number and percentage of pupils enrolled in Welsh-medium Reception classes reported for Cardiff in 2020/21. 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.

| 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) |
|-------------|--------------------|----------------------------------|----------------------|-------------|--------------------|----------------------------------|----------------------|
| 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% | 2020/21 | 749 | 4,136 | 18.1% |
| 2013/14 | 678 | 4,256 | 15.9% | 2021/22 | 657 | 3,789 | 17.3% |
| 2014/15 | 706 | 4,246 | 16.6% | 2022/23 | 661 | 3,799 | 17.4% |

Table 1: Numbers and Percentage of pupils admitted to Welsh-medium education from 2007/08 to 2022/23

661 pupils were allocated Reception places at Welsh-medium primary schools for September 2022, which made up **17.4%** of the total intake across the city. This is a very slight increase in number and percentage from the previous year.

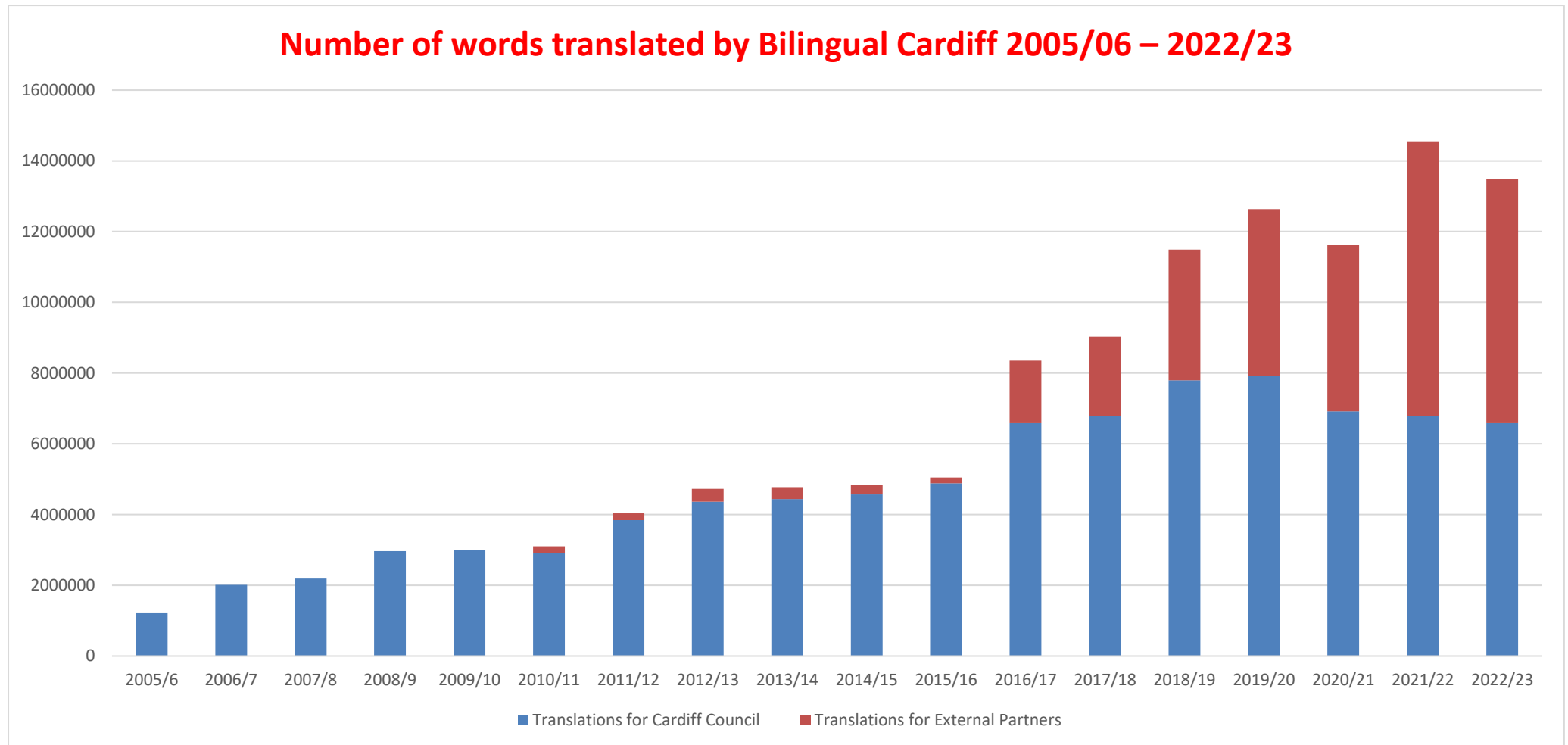
Early preference data on the number of pupils entering Reception in September 2023 suggests a decrease in the total number of pupils allocated a Welsh-medium primary school place. This reflects a further fall in the birth rate.

A further overall fall in total Reception intakes is projected in September 2024. The intake is then projected to rise slightly in September 2025, but remain lower than the 2023 intake. Without intervention, this is likely to lead to a further fall in actual numbers of pupils entering Welsh-medium education. However, greater surplus places allow 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 27% of the projected pupil population in 2024 and 2025. Therefore, there is sufficient capacity within the Welsh-medium primary sector to allow for a significant increase in take up.

10. Welsh Translation

Bilingual Cardiff returned **99.9%** of translation requests by agreed deadlines. The total number of words translated (**13,478,771 words**) is the second highest annual translation total completed by Bilingual Cardiff following the record total completed in 2021-22.

Bilingual Cardiff supports a number of external partners such as Local Authorities and Health Boards through the provision of document and simultaneous translation provision. In 2022-23 the volume of translation work completed by the Bilingual Cardiff Translation team for external partners (**6,892,594 words**) was slightly higher than the total of work completed for Cardiff Council (**6,586,177 words**). This is testament to the Translation Team’s dedication and hard work in delivering work of the highest quality for internal and external customers and to provide vital assistance and support to our partners across Southeast Wales.



11. Complaints against the Welsh Language Standards

During 2022-23, a total of **5** 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 **9** 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 2022-23, the Council received:

- **5** investigations which remain ongoing.
- **4** investigations where it was agreed with the Welsh Language Commissioner that the subject of the investigation did not fall within the Council's responsibility and were subsequently closed or discontinued.

12. Posts advertised in 2022-23

During 2022/23 **2184** posts were advertised, an **8.2%** increase on the previous year.

- **77** posts were advertised where Welsh language skills were essential, a **15%** increase on the 2021/22 figure.
- **1222** posts were advertised where Welsh language skills were desirable, an **89%** increase on the 2021/22 figure.
- **41% (885)** of posts were advertised with Welsh language skills not deemed necessary at present, this compares to **64%** of posts in 2021/22.

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

13. Welsh Language Training & Welsh Medium training courses

In 2022-23 **1593** staff participated in Welsh language training courses, of which:

- **1340** members of staff completed Cardiff Academy's Introduction to Welsh Level 1 e-module.
- **197** members of staff attended Welsh language training courses developed internally by Cardiff Council's Academy and this includes taster and short courses (**102** attendees), intensive 120-hour courses (**95** attendees).
- **12** members of staff completed the 60-hour online course for beginners through the 'Working Welsh' scheme.
- **44** members of staff completed the 10-hour online course for beginners through the 'Working Welsh' scheme.

Furthermore:

- **634** members of staff completed Cardiff Council's Welsh Language awareness e-module in **2022-23**.

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 2022-23 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.

14. 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 2023, **6580** (non-school based) staff are employed by Cardiff Council, and of these a total of **4,956** staff have validated their entries on the HR system. From these, **994** staff have stated they have a level of Welsh language skills. This is an increase on the number reported in 2021/22 (**939**) and represents **20.06%** of those registered on the system or **15.11%** of the Council's entire workforce.

| Service Area | Proficiency Levels | | | | | Total | Percentage of service area staff |
|--|--------------------|------------|--------------|-----------|------------|------------|----------------------------------|
| | Entry Level | Foundation | Intermediate | Advanced | Proficient | | |
| ADULTS HOUSING & COMMUNITIES | 187 | 63 | 46 | 36 | 38 | 370 | 15.88% |
| CHILDRENS SERVICES | 58 | 23 | 13 | 7 | 13 | 114 | 19.32% |
| ECONOMIC DEVELOPMENT | 56 | 16 | 20 | 9 | 13 | 114 | 8.17% |
| EDUCATION & LIFELONG LEARNING (Excluding Schools) | 61 | 19 | 15 | 8 | 27 | 130 | 16.17% |
| GOVERNANCE & LEGAL SERVICES | 11 | 4 | 4 | 5 | 8 | 32 | 32.32% |
| PERFORMANCE & PARTNERSHIPS | 13 | 7 | 0 | 4 | 19 | 43 | 39.45% |
| PLANNING TRANSPORT & ENVIRONMENT | 28 | 7 | 6 | 2 | 3 | 46 | 9.77% |
| RESOURCES | 66 | 24 | 11 | 17 | 27 | 145 | 18.54% |
| | | | | | | | |
| | | | | | | | Percentage of Corporate staff |
| Total | 480 | 163 | 115 | 88 | 148 | 994 | 15.11% |

The number of staff with Welsh language skills has increased by **5.9%** since 2021-22 (**994 in 22/23** compared to **939 in 21/22**). This increase is attributed to 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 increase during 22/23 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.

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

The Welsh Language Forum supported by Cardiff Council – in partnership with Vale of Glamorgan Council, Cardiff and Vale University Health Board, and Cardiff and Vale College – has met in 2022/23 to take forward the objectives of Mwy Na Geiriau - More than Just Words.

During 2022-23 Cardiff and Vale College have joined the Forum and this reflects a greater focus on engagement with training providers to address the current recruitment challenges in the field of social care. A number of themes and actions have been discussed and Cardiff Council has shared resources such as its Welsh language Awareness e-module, the Welsh Language Skills Strategy, and guidance on recruitment and training of Welsh language staff with the partners. Membership is to be expanded further to include additional training providers, and higher and further education partners, to develop and implement recruitment initiatives to encourage Welsh speakers to enter the field of social care. An action plan and revised Terms of Reference for partners are being developed to support this objective.

16. 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 meet the Council's statutory duties and the requirements of the Welsh Language Standards.
- Providing feedback on issues relating to the Welsh language from the service area to the group, and vice versa as 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 MEMBERS 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 2022-23 the group met every quarter to discuss Welsh language matters, including the implementation of the Welsh Language Standards, Welsh Language Commissioner investigations, the development and delivery of the Council's Welsh in Education Strategic Plan, delivering the objectives supporting the Bilingual Cardiff Strategy 2022-27, and the implementation of the Council's revised Welsh Language Skills Strategy.

Bilingual Cardiff Forum and other partners are invited to present at the Bilingual Cardiff Members Group meetings. In 2022/23, presentations have included Ian Gwyn Hughes discussing how the Football Association of Wales has placed the Welsh language and Welsh culture as the central part of its identity, and an opportunity for Efa Gruffudd-Jones to discuss her priorities in her role as the new Welsh Language Commissioner.

DIRECTORATE DELIVERY PLANS

Every Council directorate must provide details of Enforcement Actions received from the Welsh Language Commissioner in their Departmental Delivery Plans. The information required includes a description of the individual Enforcement Actions, responsible Council officers, Enforcement action completion dates, and evidence of completion presented to the Welsh Language Commissioner.

This information is updated during the year as Enforcement Actions are received and actioned providing a living record of how they are implemented by the Council implements and facilitating reporting for the Annual Report on the Welsh Language Standards and correspondence with the Welsh Language Commissioner.

Guidance advising Council officers of the requirements is available on the Bilingual Cardiff intranet page.

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.

17. Promoting & Facilitating the Standards

STAFF GUIDELINES

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 through Staff Information messages and the Welsh Language Matters brief.

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 LANGUAGE 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. A weekly meet up has also been arranged by the Council's Welsh language tutor.

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

Cardiff Council is committed to provide all its staff members with the opportunity to engage with Welsh language training.

The Introduction to Welsh Language Level 1 and Welsh language Awareness e-modules allow staff to learn Welsh language vocabulary and common phrases and provide historical and cultural context for the language.

The Cardiff Council Academy have also developed a wide variety of Welsh language courses. These have been tailored to allow as much flexibility as possible to encourage Council staff to participate. The courses developed by Cardiff Council Academy in the last year are:

- **Mynediad Online (Welsh Level 1)** – a mainly self-study virtual course.
- **Mynediad (Welsh Level 1)** – a mixed self-study and tutor-led virtual course.
- **Sylfaen (Welsh Level 2)** – a more advanced mixed self-study and tutor-led virtual course.

- **Half Day Taster** – a tutor-led introduction course.
- **Canolradd (Welsh Level 3)** - a mixed self-study and tutor-led course for more confident learners and those who speak Welsh but have lost their spoken confidence.
- **Two Day Beginners** – a tutor-led virtual course to develop robust basic Welsh language skills.
- **WELCOME Part 1** – a fully self-study virtual course that may be completed by staff at any time.
- **Mynediad (Welsh Level 1) Immersive** – a fully tutor-led course delivered through a weekly 4-hour session.
- **Uwch (Welsh Level 4)** – a mixed self-study and tutor-led course with a focus on using Welsh in the workplace.
- **Hyfedredd (Welsh Level 5)** – a mixed self-study and tutor-led course focussing on written Welsh and more formal spoken Welsh.

A tutor has been provided by the National Centre for Learning Welsh to assist Cardiff Council Academy's in-house Welsh tutor to deliver these courses and to support staff who are learning Welsh.

Cardiff Council is committed to providing its staff with the opportunity to receive Welsh language training and 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).

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

laith 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 - may be requested at any time from Bilingual Cardiff.