



Caerdydd
Ddwyieithog



Welsh Language Standards Annual Report 2021-22

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 2021-22 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 statutory publishing deadline for the report is the **30th of June 2022**. However, it was agreed to present a draft version of the report on the Cardiff Council website to meet this date as the presentation of the report to Cabinet and Council was delayed until July 2022 to facilitate discussions of the new administration's priorities in the first Cabinet and Council meetings in June following the local elections.

Once approved the final report will be published on the Council's website: www.cardiff.gov.uk/bilingualcardiff

2. Achievements

- The Council advertised **67** posts where Welsh language skills were an essential requirement and a further **648** posts where Welsh was desirable. The number of advertised Welsh essential and desirable posts represent a **158%** and a **108%** increase respectively in comparison with 2020/21.
- Bilingual Cardiff translated a record **14,550,626 words** during 2021-22 (**99.9%** of all requests returned to the client by the agreed deadline date). This represents an increase of 25% compared to 2020-21.
- Cardiff Council's revised Bilingual Cardiff Strategy for 2022-27 was approved by Cardiff Council on the 3rd of March 2022. Please see **Sections 5 & 6** for further details.
- In accordance with Welsh Language Standard 146 an independent review of the 2017-22 Bilingual Cardiff Strategy was conducted by Nico and their final report received Cardiff Council approval on the 3rd of March 2022. Additional information may be seen in **Section 5**.
- Cardiff Council's Welsh Language Awareness e-module has been completed by **990** staff members in 2021/22.

- The number of staff with Welsh language skills has increased by another **8.6%** since 2020-21 and represents **17.25%** of the workforce registered on the Council's DigiGOV HR system.
- **657** pupils were allocated Reception places at Welsh-medium primary schools for September 2021, which made up **17.3%** of the total intake across the city. This represents a slight decrease in comparison with 2020/21.
- Over 25,000 people engaged with the Tafwyl Festival, which was held digitally because of the restrictions in place due to the Covid-19 emergency. Tafwyl festival is supported by the Council, and in 2021-22 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 1st of March 2022 which was attended by over **30** staff members.

3. The Covid-19 Emergency

2021/22 was another challenging year for Cardiff Council. The restrictions imposed because of the Covid-19 emergency, and the new ways of working developed as a result, has changed how the Council works and the way the public access its services. Measures to facilitate home-working and the delivery of services through digital platforms continue and large numbers of Council staff continue to work from home. This tests all aspects of service delivery but the provision of the Welsh language service brings some specific 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 to ensure that all communications to the public and to staff is bilingual during this unprecedented time. As demonstrated in **Section 7** of the report, the percentage of translation requests completed has risen by **25%** in 2021/22 and **99.9%** have been returned within the agreed timescales. This demonstrates the Bilingual Cardiff team's hard work and dedication in ensuring the large volumes of translation work received are completed within the required timescales.

Translation service – the total number of words translated by Bilingual Cardiff increased significantly in 2021/22. Higher volumes of translation work have been received by Council colleagues and external partners as the disruptions resulting from the Covid emergency have eased and normal business is resumed. In addition, urgent Covid related translation work, with extremely tight turnaround times, have continued to be received and actioned by the Bilingual Cardiff Team to ensure Cardiff's citizens receive information in English and Welsh simultaneously and in accordance with their language choice.

Telephone services – Cardiff Council has ensured that its telephone and call centre services continue to provide an uninterrupted service to the citizens of Cardiff. Due to the continued suspension of many of face-to-face services, the telephone service has remained the only way for many to discuss issues and receive advice. Services such as C2C have remain operational and have continued to provide a bilingual service. The Bilingual Cardiff Team aid individual Council officers by recording bilingual messages for their mobile phones to ensure all citizens can deal with their enquiry through the medium of Welsh.

Virtual meetings – Cardiff Council uses the Microsoft Teams platform for the conduct of virtual meetings. However, the Teams platform continues to lack support for a dedicated simultaneous translation channel. A small number of Zoom licenses have been procured to facilitate and support bilingual digital meetings and interviews on behalf of the Council and Bilingual Cardiff have supported colleagues by hosting bilingual Zoom meetings. Web-cast meetings such as Cabinet and Council meetings are also 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 have worked in partnership with Microsoft and are part of the Beta testing programme for a dedicated translation channel on the Teams platform. The latest round of testing was held in March 2022, and it is hoped that this function will be rolled out more widely in early 2022/23.

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 2021/22 represents its first 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 **836** staff members in 2021/22.

In addition, **232** staff members have completed more advanced Welsh language training courses which represents a **21%** increase compared to 2020/21 (**167**). With the inclusion of the Introduction to Welsh Level 1 e-module the number of Cardiff Council staff who have engaged with Welsh language training in 2021/22 has increased by **522%**.

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 now 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 **17.25%** 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 **158%** and **108%** 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 **14.5%** of the entire (non-schools) Council workforce in 2021/22.

The guidance and procedures supporting the Welsh Language Skills Strategy will be further refined and developed in 2022/23 to build on the significant progress already achieved this year.

5. Review of the Bilingual Cardiff Strategy 2017-22 and Recommendations for the 2022-27 Bilingual Cardiff Strategy

Nico were commissioned by Cardiff Council to conduct a review of the implementation of the 2017-22 Bilingual Cardiff Strategy. Conducting a review is a requirement under Welsh Language Standard 146 and represents best practice as this independent assessment provides a means to measure Cardiff Council's success in its implementation of the first Bilingual Cardiff Strategy. Nico's report was approved by Cabinet on the 24th of February 2022 and Full Council on the 3rd of March 2022. Nico's report confirmed that Cardiff Council had met the requirements of Standards 145 and 146.

The report's conclusions are presented below:

Standards 145 and 146

To address the Council's compliance with the standards in question, it is clear that the Council has fully met the requirements of standard 145 by setting a target in terms of the percentage and number of speakers in the area, together with outlining in the strategy how it would aim to achieve that target in the form of an action plan and targets.

This review meets the requirement in standard 146 in terms of assessing the extent to which the Council has followed the strategy and met the target set, and in turn, the assessment offers useful feedback for the production of a revised and ambitious 5-year strategy to be published in due course.

Overall impact of the strategy

As noted above, Census data is not yet available to measure the exact extent of the success of the Council's strategic intervention in terms of the numbers and ages of Welsh speakers in the area, but indications from other reliable sources suggest a stable and gradual increase.

It would be difficult to attribute any increase in numbers directly to the strategy's community activities, but, as the Commissioner's advice document on assessing the achievement of 5-year strategies notes, it is also difficult to attribute an increase in everyday use to specific activities. The Council is therefore encouraged to consider the Commissioner's advice document in the context of the second Cymraeg 2050 target to double the daily use of Welsh, by setting qualitative and quantitative measurements to track the impact and success of specific activities. The feedback from partners offers an excellent starting point for this.

Status of the language

*Although the 5-year strategy is founded by the promotion standards, the Bilingual Cardiff strategy has provided an opportunity for the Council to seek to expand on the statutory requirements of the other standards to which it is subject under the Measure such as the policy making and operational standards, for example with the Welsh language skills of its staff, the Cardiff street-naming policy and policy guidance for developers. These all relate to promoting the **status of the language** and this should be identified as good practice to emulate. It is important that Bilingual Cardiff continues to look for opportunities to raise the profile and status of the language in the city as well as its work in increasing the number of speakers and opportunities to use the language.*

Review of the Bilingual Cardiff Promotion Strategy 2017-22 (Nico) pgs. 31-32).

Nico identified a number of the 2017-22 Bilingual Cardiff Strategy's strengths and the platform this provided for the implementation of the 2022-27 Bilingual Cardiff Strategy:

- Establishment of the Bilingual Cardiff Forum to facilitate partnership working with Cardiff based and national organisations.
- Promotion of a consultative method of engagement with the Forum partners.
- The Council's work to strengthen and promote the status of the Welsh language.
- Development of the Forum sub-groups to support the development of the 2022-27 Bilingual Cardiff Strategy and its implementation over the next 5-year period.

Nico also presented a number of recommendations for the 2022-27 Bilingual Cardiff Strategy as part of the review. All recommendations have been accepted and actioned by Cardiff Council and they are detailed below:

- **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.

Reviewing and amending targets following publication of 2021 Census data has been included as specific actions for Themes 1, 2 and 3 in the Bilingual Cardiff Strategy 2022-27 action plan.

- **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.

The exercise to map the Welsh language provision for children and young people in Cardiff is currently underway led by Menter Caerdydd and supported by the Bilingual Cardiff Forum partners.

- **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 and Child Friendly City have joined the Bilingual Cardiff Forum to facilitate discussions with partners and share understanding of priorities and goals. Steps to widen the Forum membership to include a wider base of external partners are currently underway.

- **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 will be held with the Welsh Language Commissioner and Bilingual Cardiff Forum partners to assess how impact 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 and an additional column has been added noting the WESP outcomes supported by specific actions and targets.

- **Recommendation 6 Caerdydd Ddwylieithog / 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.

This recommendation has been incorporated into restructuring plans for Bilingual Cardiff in order to increase the team's current capacity to provide policy support. Funding for a new Policy Officer has also been agreed and recruitment is currently under way.

6. Developing the 2022-27 Bilingual Cardiff Strategy

The revision of the first Bilingual Cardiff Strategy and the development of the Bilingual Cardiff Strategy 2022-27 is a statutory requirement in accordance with Welsh Language Standard 145. In addition to the recommendations received from Nico, the revised Strategy was subject to consultation with the Bilingual Cardiff Forum Partners and formal consultations were conducted with Council staff and with the public. The consultation exercises identified areas of priority and actions to populate the Strategy's action plan.

The Bilingual Cardiff Strategy 2022-27 has been aligned with Cymraeg 2050, the Welsh Government's Action Plan to achieve a million Welsh speakers by 2050. The structure of the Strategy and the action plan follows the three themes identified in Cymraeg 2050:

- Increasing the number of Welsh speakers
- Increasing the use of Welsh

- Creating favourable conditions – infrastructure and context

The actions presented in the Strategy's action plan follow these three themes to ensure Cardiff Council can support the Welsh Government's vision and meet Cymraeg 2050's requirements.

The Bilingual Cardiff Strategy was also developed in conjunction with Cardiff Council's Welsh in Education Strategic Plan 2022-32 (WESP). The WESP objectives supported by the Bilingual Cardiff Strategy 2022-27 have been identified and noted in the Strategy's action plan. Delivering both the Strategy in the WESP will require close cooperation and collaboration between Bilingual Cardiff, the Council's Education Department, and their partners. Aligning both strategy documents in this way will support closer partnership working based on mutually agreed goals.

The Bilingual Cardiff Strategy 2022-27 and its supporting action plan will be delivered in partnership with the members of the Bilingual Cardiff Forum. The Forum was established to support the first Bilingual Cardiff Strategy and its membership includes a number of organisations representing 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. The model of partnership working will be further developed over the next 5-year period and the Forum membership is to be expanded to include representatives from other fields such as the private sector and businesses.

The actions presented in the Strategy's action plan are ambitious and look to deepen Welsh language provision and establish the principle of working with partners across the South-east Wales region. Headline objectives include the foundation of a Welsh language Youth Forum, a Promotion Officer for Welsh medium education across South-east Wales, support and engagement with parents who send their children to Welsh language schools, and the promotion of Welsh language provision with minority ethnic communities.

7. Welsh in Education Strategic Plan 2017-21

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 2021/22 represents a slight decrease in comparison with 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.

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)
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%	2020/21	749	4,136	18.1%
2013/14	678	4,256	15.9%	2021/22	657	3,789	17.3%

Table 1: Numbers and Percentage of pupils admitted to Welsh-medium education from 2006/07 to 2021/22

657 pupils were allocated Reception places at Welsh-medium primary schools for September 2021, which made up **17.3%** of the total intake across the city. This is a decrease from the previous year. The fall in the number of pupils allocated Welsh-medium places fell due to a fall in the birth rate. However, the Welsh-medium intake as a percentage of the total intake has also fallen.

Early preference data on the number of pupils entering Reception in September 2022 suggests an increase in the total number of pupils allocated a Welsh-medium primary school place, despite a further fall in the birth rate.

A further fall in total Reception intakes is projected in September 2023 and 2024. 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 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 25% of the projected pupil population in 2023 and 2024. Therefore, there is sufficient capacity within the Welsh-medium primary sector to allow for a significant increase in take up.

The Welsh in Education Strategic Plan 2022-32 has been approved by the Council and will be implemented from April 2022. The focus of the WESP is to achieve the Welsh Government target for Cardiff of between 25% and 29% of pupils in Welsh-medium education by 2031/32.

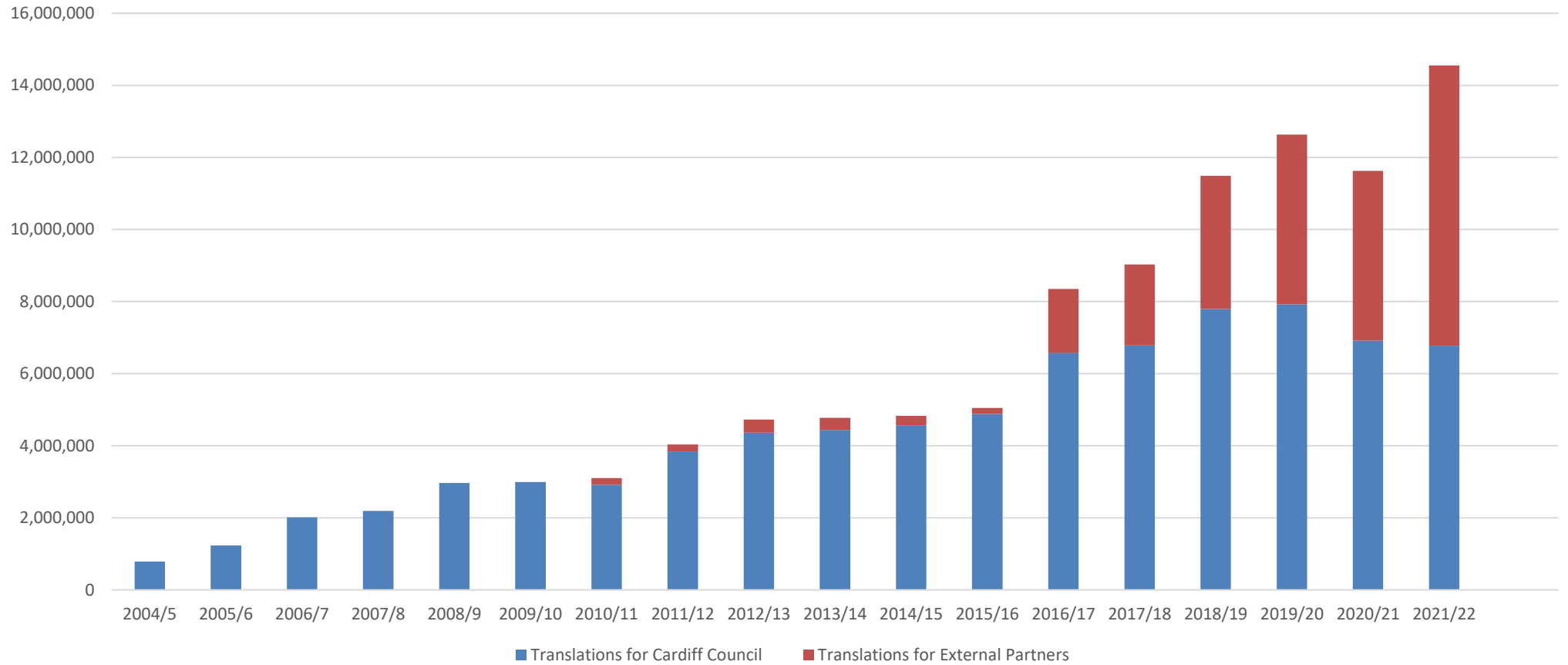
The [Welsh in Education Plan](#) can be found on the Council's website.

8. Welsh Translation

Bilingual Cardiff returned **99.9%** of translation requests by agreed deadlines. The total number of words translated (**14,550,626 words**) is a significant increase on the total for 2020/21 which reflects the increased workload as normal business practices are resumed by the Council and its partners with the easing of the Covid-19 emergency.

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 2021/22 the volume of translation work completed by the Bilingual Cardiff Translation team for external partners (**7,776,028 words**) was higher than work completed for Cardiff Council (**6,774,598 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 South-east Wales.

Number of words translated by Bilingual Cardiff 2004/5 – 2021/22



9. Complaints against the Welsh Language Standards 2021/22

During 2021-22, 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 2021/22, the Council received:

- **4** investigations which resulted in the receipt of Enforcement Actions from the Welsh Language Commissioner to address identified breaches in the Welsh Language Standards.
- **1** investigation where it was agreed with the Welsh Language Commissioner that the subject of the investigation did not fall within the Council's responsibility and has therefore been closed.
- **1** investigation where it was agreed by the Welsh Language Commissioner that the Council had not breached the Welsh Language Standards and has therefore been closed.

The number of new investigations received by the Welsh language commissioner (**6**) is the same as the number of investigations received in 2020/21(**6**).

10. Posts advertised in 2020-21

During 2021/22 **2019** posts were advertised, a 62% increase on the previous year.

- **67** posts were advertised where Welsh language skills were essential, a **158%** increase on the 2020/21 figure.
- **648** posts were advertised where Welsh language skills were desirable, a **108%** increase on the 2020/21 figure.
- **64% (1304)** of posts were advertised with Welsh language skills not deemed necessary at present, this compares to **72%** of posts in 2019/20.

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

11. Welsh Language Training & Welsh Medium training courses

In 2021-22 **1068** staff participated in Welsh language training courses, of which:

- **836** members of staff completed Cardiff Academy's Introduction to Welsh Level 1 e-module

- **156** members of staff attended Welsh language training courses developed internally by Cardiff Council's Academy and this includes taster and short courses (**32** attendees), intensive 120-hour courses (**124** attendees).
- **94** members of staff completed the 60-hour online course for beginners through the 'Working Welsh' scheme.

The number of Cardiff Council staff who have completed the Welsh language courses provided by the Cardiff Council Academy and through the 'Working Welsh' scheme has increased by **21%** in comparison with 2020/21. With the inclusion of the Academy's Introduction to Welsh Language Level 1 e-module the number of staff engaging with Welsh language training has increased by **522%**.

Furthermore:

- **990** members of staff completed Cardiff Council's Welsh Language awareness e-module in **2021/22**.

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.

12. 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 2022, **6474** (non-school based) staff are employed by Cardiff Council, and of these a total of **4,753** staff have validated their entries on the HR system. From these, **939** staff have stated they have a level of Welsh language skills. This is an increase on the number reported in 2020/21 (**837**) and represents **17.25%** of those registered on the system or **14.5%** of the Council's entire workforce.

Service Area	Entry Level	Foundation	Intermediate	Advanced	Proficient	Total	Percentage of service area staff
ADULTS HOUSING & COMMUNITIES	190	64	44	32	38	368	15.86%
CHILDRENS SERVICES	45	23	11	5	18	102	19.88%
ECONOMIC DEVELOPMENT	48	16	18	9	12	103	7.42%
EDUCATION & LIFELONG LEARNING (Excluding Schools)	49	19	13	9	23	113	13.65%
GOVERNANCE & LEGAL SERVICES	15	5	2	6	7	35	33.02%
PERFORMANCE & PARTNERSHIPS	5	6	1	2	16	30	40.54%
PLANNING TRANSPORT & ENVIRONMENT	30	6	6	2	6	50	10.64%
RESOURCES	56	25	12	13	32	138	17.25%
							Percentage of Corporate staff
Total	438	164	107	78	152	939	14.50%

The number of staff with Welsh language skills has increased by **8.6%** since 2020-21 (**939 in 21/22** compared to **837 in 20/21**). 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 21/22 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.

13. 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 Cardiff and Vale College operate a Welsh Language Forum to take forward the objectives of Mwy Na Geiriau - More than Just Words.

During 2021/22 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 in the bi-monthly meetings 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.

14. 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 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 2021-22 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 Bilingual Cardiff Strategy 2022-27, and the implementation of the Council's revised Welsh Language Skills Strategy.

DIRECTORATE DELIVERY PLANS

Following recommendations made by Cardiff Council's Audit Team each Council directorate is required to include details of Enforcement Actions received from the Welsh Language Commissioner in their Departmental Delivery Plans. The required information includes a description of the individual Enforcement Actions, the responsible Council officer, and the dates the Enforcement Actions were completed, and evidence of completion provided to the Welsh Language Commissioner.

This information will be updated during the year as Enforcement Actions are received and actioned. The inclusion of this information will provide a live record of the Council's implementation of Enforcement Actions received and an accessible record to facilitate reporting in communication with the Welsh Language Commissioner and to support the Annual Report on the Welsh Language Standards.

Guidance to support the Council's officers and to advise them of the requirements when including received Enforcement Actions in their Directorate Delivery Plans has been prepared by Bilingual Cardiff and approved by the Council's Senior Management Team. The guidance document will be available on the Bilingual Cardiff intranet page and will be presented to Senior Managers and Managers by officers from Bilingual Cardiff.

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.

15. 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 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. A weekly meet up has also been arranged by the Council's Welsh language tutor. The social club held a St. David's Day event featuring a talk given by Liz Day who has learned Welsh fluently during lockdown and this 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

As a result of the publication of the Welsh Language Skills Strategy in 2021, Cardiff Council are 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 course 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). Since its launch, the e-module has been completed by **4460** 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

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 - 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.