

Appendix I – Public Complaints in relation to the Welsh language standards

Date Received	Complaint
April 2016	English only letter sent in relation to Alley Gating.
April 2016	English response received by a service user requesting a postal vote.
April 2016	Complaint received by the Council Tax section regarding English only letter received.
May 2016	Complaint regarding the lack of Welsh language content on the Facebook pages of Western and Fairwater Leisure Centres.
May 2016	English only letter and licence sent in response to a service user request.
May 2016	English only Postal Vote confirmation letter sent in response to a service user request.
July 2016	Complaint regarding a bilingual email sent by the Cardiff Research Team with the English text above the Welsh text. The complaint alleged that the Council was in breach of the Welsh language standards.
September 2016	Temporary signs at Western Leisure Centre and posters at Fairwater Hub which displayed the English language text first.
October 2016	English text above Welsh text on posters in Llanrumney Leisure Centre.
October 2016	English email response to a Welsh email received by Waste Management.
November 2016	Complainant alleges that the Council did not respond to correspondence regarding parking fines because they were sent in Welsh.
November 2016	Complaint regarding the quality of the Welsh language services provided by the Council. The complaint alleges that: 1. Parking fine payment was not available on the website in Welsh. 2. There were no Welsh speakers within the Nursery admissions team. 3. No Welsh service available in Grangetown Hub.
January 2017	Incorrect Welsh on a poster within Libraries.
January 2017	Size of the Welsh text on the sign “Yr/The Hyb” outside Llandaff North & Gabalfa Hub.
February 2017	Incorrect Welsh on pitch update email notification sent by Parks.
February 2017	English text above Welsh text on a bus poster.
February 2017	Incorrect Welsh on a Fostering leaflet / poster.

APPENDIX II: WELSH ESSENTIAL & DESIRABLE POSTS 2016-17
Green highlighted text indicate re-advertised posts

SERVICE AREA	POST NUMBER	POST DESIGNATION	NO OF ADDITIONAL POSTS	GRADE	STATUS	WELSH LANGUAGE	INTERNAL / EXTERNAL
Social Services	CH50003714	Residential Childcare Officer	0	Grade 5	Permanent	Desirable	INTERNAL
Social Services	CH50003789	Service Manager	0	Grade 10	Permanent	Desirable	INTERNAL
Communities, Housing & Customer Services	CS50010052	Senior Customer Support Officer (Welsh Essential)	0	Grade 4	Permanent	Essential	INTERNAL
Communities, Housing & Customer Services	CS50120463	Benefit Trainee (Welsh Essential)	0	Grade 3	Temporary	Essential	EXTERNAL
Communities, Housing & Customer Services	CS50149482	New Claims Assistant	0	Grade 3	Temporary	Desirable	EXTERNAL
Communities, Housing & Customer Services	CS50215388	Customer Service Representative (Welsh Essential)	2	Grade 4	Permanent	Essential	EXTERNAL
Communities, Housing & Customer Services	CS50224439	Advice Officer (Digital Inclusion)	0	Grade 4	Temporary	Desirable	EXTERNAL
Communities, Housing & Customer Services	CS50235847	Control Centre Operator (ARC/CCTV)	0	Grade 4	Permanent	Desirable	EXTERNAL
Education & Lifelong Learning	ED50010499	Business Support Officer	0	Grade 4	Temporary	Desirable	INTERNAL
Social Services	CH50003714	Residential Childcare Officer	0	Grade 5	Permanent	Desirable	EXTERNAL
Social Services	CH50005350	Training & Development Officer (Welsh Essential)	0	Grade 8	Permanent	Essential	INTERNAL
Communities, Housing & Customer Services	CS50010052	Senior Customer Support Officer (Welsh Essential)	0	Grade 4	Permanent	Essential	EXTERNAL
Communities, Housing & Customer Services	CS50215388	Customer Service Representative (Welsh Essential)	0	Grade 4	Permanent	Essential	EXTERNAL
Education & Lifelong Learning	ED50221876	Flying Start Advisory Teacher	1	MPS	Permanent	Desirable	INTERNAL
Education & Lifelong Learning	ED50230965	Flying Start Inclusion Co-ordinator	0	MPS + SEN 1 or 2	Permanent	Desirable	INTERNAL
Economic Development	ET50229543	Assistant Caravan Warden	0	Grade 4	Permanent	Desirable	INTERNAL
Social Services	HS50238877	Carers Assessment Worker	1	Grade 5	Temporary	Desirable	INTERNAL
Communities, Housing & Customer Services	CS50005283	Senior Customer Support Officer	0	Grade 4	Temporary	Desirable	INTERNAL
Communities, Housing & Customer Services	CS50207293	Administrative Assistant (Welsh Essential)	0	Grade 3	Permanent	Essential	INTERNAL
Communities, Housing & Customer Services	CS50235780	Hub Officer	0	Grade 4	Permanent	Desirable	INTERNAL
Communities, Housing & Customer Services	CS50237439	Licensing Officer (Rent Smart Wales) (Welsh Essential)	2	Grade 4	Permanent	Essential	EXTERNAL
Communities, Housing & Customer Services	CS50241096	Hub Officer (Welsh Essential)	0	Grade 4	Permanent	Essential	INTERNAL
Communities, Housing & Customer Services	CS50242247	Regeneration Officer	0	Grade 4	Temporary	Desirable	INTERNAL
Communities, Housing & Customer Services	CS50242248	Regeneration Officer	0	Grade 7	Permanent	Desirable	INTERNAL
Communities, Housing & Customer Services	CS50242523	Locality Warden (Welsh Essential)	0	Grade 4	Permanent	Essential	INTERNAL
Economic Development	ET50222668	Architectural Technician	1	Grade 7	Permanent	Desirable	EXTERNAL
HR People Services	HR50186785	Service Delivery Adviser - Recruitment (Welsh Essential)	0	Grade 4	Temporary	Essential	INTERNAL
Social Services	HS50004101	Higher Clerical Assistant	0	Grade 3	Permanent	Desirable	INTERNAL
Social Services	HS50004302	Higher Clerical Assistant	0	Grade 3	Permanent	Desirable	INTERNAL
City Operations	SC50008234	Centre Assistant (Female Only)	0	Grade 3	Permanent	Desirable	INTERNAL
City Operations	ST50009883	Building Control Surveyor	0	Grade 7	Permanent	Desirable	EXTERNAL
Social Services	CH50003475	Administrative Assistant	0	Grade 4	Permanent	Desirable	EXTERNAL
Social Services	CH50003724	Residential Childcare Officer	0	Grade 5	Permanent	Desirable	EXTERNAL
Communities, Housing & Customer Services	CS50006204	Benefit Trainee (Welsh Essential)	0	Grade 3	Temporary	Essential	EXTERNAL
Communities, Housing & Customer Services	CS50006963	Customer Service Representative	6	Grade 4	Permanent	Desirable	INTERNAL
Communities, Housing & Customer Services	CS50207293	Administrative Assistant (Welsh Essential)	0	Grade 3	Permanent	Essential	EXTERNAL
Communities, Housing & Customer Services	CS50229531	Housing Trainee (Welsh Essential)	1	Grade 3	Temporary	Essential	EXTERNAL
Communities, Housing & Customer Services	CS50235120	Advice Officer (Landlord Services)	0	Grade 4	Temporary	Desirable	INTERNAL
Communities, Housing & Customer Services	CS50237439	Licensing Officer (Welsh Essential)	2	Grade 4	Permanent	Essential	EXTERNAL
Communities, Housing & Customer Services	CS50242523	Locality Warden (Welsh Essential)	0	Grade 4	Permanent	Essential	EXTERNAL
Communities, Housing & Customer Services	CS50242682	Admin Assistant (Welsh Essential)	0	Grade 2	Permanent	Essential	INTERNAL
Communities, Housing & Customer Services	CS50242928	Project Manager	0	Grade 8	Temporary	Desirable	INTERNAL
Education & Lifelong Learning	ED50010499	Business Support Officer	0	Grade 4	Temporary	Desirable	EXTERNAL
Education & Lifelong Learning	ED50118606	Senior Business Support Officer	0	Grade 5	Temporary	Desirable	EXTERNAL
Education & Lifelong Learning	ED50242709	Senior SOP & Appeals Officer	0	Grade 7	Permanent	Desirable	INTERNAL
Education & Lifelong Learning	ED50242812	Senior SOP Governance & Compliance Officer	0	Grade 7	Permanent	Desirable	INTERNAL

Economic Development	ET50235755	Senior Visitor Experience Officer	0	Grade 5	Permanent	Desirable	INTERNAL
HR People Services	HR50186785	Service Delivery Adviser - Recruitment (Welsh Essential)	0	Grade 4	Temporary	Essential	EXTERNAL
City Operations	SC50008068	Centre Assistant	0	Grade 3	Permanent	Desirable	INTERNAL
City Operations	SC50242232	Assistant Manager	2	Grade 7	Permanent	Desirable	INTERNAL
City Operations	SC50242241	Centre Assistant	2	Grade 3	Permanent	Desirable	INTERNAL
Children's Social Services	CH50003463	Higher Clerical Assistant	0	Grade 3	Permanent	Desirable	INTERNAL
Children's Social Services	CH50003474	Higher Clerical Assistant	0	Grade 3	Permanent	Desirable	INTERNAL
Communities, Housing & Customer Services	CS50242523	Locality Warden	0	Grade 4	Permanent	Desirable	EXTERNAL
Communities, Housing & Customer Services	CS50243161	Hostels & Support Services Manager	0	Grade 8	Permanent	Desirable	INTERNAL
Communities, Housing & Customer Services	CS50243162	Hostels & Support Services Housing Officer	1	Grade 5	Permanent	Desirable	INTERNAL
Education & Lifelong Learning	ED50118606	Senior Business Support Officer	0	Grade 5	Permanent	Desirable	EXTERNAL
Governance & Legal Services	LS50166759	Records Assistant	0	Grade 3	Temporary	Desirable	INTERNAL
Resources	RS50202675	Marketing Communications Coordinator	0	Grade 5	Temporary	Desirable	INTERNAL
City Operations	SC50155240	Centre Assistant	19	Grade 3	Permanent	Desirable	EXTERNAL
Children's Social Services	CH50005365	Training and Development Officer		Grade 8	Permanent	Desirable	INTERNAL
Children's Social Services	CH50023263	Higher Clerical Assistant/Word Processor Operator	0	Grade 3	Temporary	Essential	INTERNAL
Communities, Housing & Customer Services	CS50024023	Customer Service Representative (Welsh Essential)	0	Grade 4	Permanent	Essential	EXTERNAL
Communities, Housing & Customer Services	CS50229911	Hub Officer (Library)	0	Grade 4	Permanent	Desirable	INTERNAL
Communities, Housing & Customer Services	CS50236334	Community Support Coordinator	0	Grade 7	Temporary	Desirable	INTERNAL
Communities, Housing & Customer Services	CS50237422	Licensing Officer (Rent Smart Wales)		Grade 4	Permanent	Desirable	EXTERNAL
Communities, Housing & Customer Services	CS50237425	Licensing Officer (Rent Smart Wales) (Welsh Essential)		Grade 4	Permanent	Essential	EXTERNAL
Communities, Housing & Customer Services	CS50243266	Senior Hub Officer	0	Grade 5	Permanent	Desirable	INTERNAL
Communities, Housing & Customer Services	CS50243271	Admin Assistant	0	Grade 2	Permanent	Desirable	INTERNAL
Communities, Housing & Customer Services	CS50243465	Trainer Auditor Rent Smart Wales (Welsh Speaker)	1	Grade 6	Permanent	Essential	EXTERNAL
Communities, Housing & Customer Services	CS50243605	DEWIS System Administrator & Co-ordinator	0	Grade 6	Temporary	Desirable	INTERNAL
Communities, Housing & Customer Services	CS50243822	Housing Trainee (Welsh Essential)	0	Grade 3	Temporary	Essential	EXTERNAL
Communities, Housing & Customer Services	CS50243823	Housing Trainee	1	Grade 3	Temporary	Desirable	EXTERNAL
Education & Lifelong Learning	ED50221311	Senior Teaching Assistant	0	Grade 6	Temporary	Desirable	INTERNAL
Economic Development	ET50238157	Architectural Assistant Internship	0	Grade 4	Temporary	Desirable	EXTERNAL
Governance & Legal Services	LS50166772	Archivist	0	Grade 6	Temporary	Desirable	EXTERNAL
City Operations	SC50008128	Receptionist	0	Grade 3	Permanent	Desirable	INTERNAL
Children's Social Services	CH50223036	Relief Residential Childcare Officer	0	Grade 5	Permanent	Desirable	EXTERNAL
Communities, Housing and Customer Services	CS50004074	Contact Officer (Welsh Essential)	0	Grade 4	Temporary	Essential	INTERNAL
Communities, Housing and Customer Services	CS50243605	DEWIS System Administrator & Co-ordinator	0	Grade 6	Temporary	Desirable	EXTERNAL
Adult Social Services	HS50243927	WILG Audit Officer	0	Grade 5	Temporary	Desirable	INTERNAL
City Operations	SC50008077	Senior Receptionist (Welsh Essential)	0	Grade 5	Permanent	Desirable	INTERNAL
City Operations	SC50008219	Centre Assistant (Female Only)	1	Grade 3	Permanent	Desirable	EXTERNAL
City Operations	SC50167696	Centre Assistant	0	Grade 4	Temporary	Desirable	INTERNAL
Communities, Housing and Customer Services	CS50004074	Contact Officer (Welsh Essential)	0	Grade 4	Temporary	Essential	EXTERNAL
Communities, Housing and Customer Services	CS50004074	Contact Officer	0	Grade 4	Temporary	Desirable	EXTERNAL
Communities, Housing and Customer Services	CS50242681	Hub Officer (Library)	0	Grade 4	Permanent	Desirable	INTERNAL
Communities, Housing and Customer Services	CS50242683	Administrative Assistant (Welsh Essential)	0	Grade 2	Permanent	Essential	INTERNAL
Communities, Housing and Customer Services	CS50243822	Housing Trainee (Welsh Essential)	0	Grade 3	Temporary	Essential	EXTERNAL
Communities, Housing and Customer Services	CS50234301	Hub Officer (Welsh Essential)	0	Grade 4	Permanent	Essential	INTERNAL
Communities, Housing and Customer Services	CS50234301	Hub Officer (Welsh Essential)	0	Grade 4	Permanent	Essential	EXTERNAL
Communities, Housing and Customer Services	CS50243605	DEWIS System Administrator & Co-ordinator	0	Grade 6	Temporary	Desirable	EXTERNAL
Education & Lifelong Learning	ED50049475	Teacher	0	MPS	Temporary	Essential	INTERNAL
Adult Social Services	HS50004101	Higher Clerical Assistant	0	Grade 3	Temporary	Desirable	INTERNAL
Adult Social Services	HS50004231	Higher Clerical Assistant	0	Grade 3	Permanent	Desirable	INTERNAL
Adult Social Services	HS50238879	Carers Assessment Worker	3	Grade 5	Permanent	Desirable	INTERNAL
Adult Social Services	HS50243927	WILG Audit Officer	0	Grade 5	Temporary	Desirable	EXTERNAL
Children's Social Services	CH50003463	Higher Clerical Assistant	0	Grade 3	Permanent	Desirable	INTERNAL
Children's Social Services	CH50003466	Higher Clerical Assistant	0	Grade 3	Temporary	Desirable	INTERNAL

Children's Social Services	CH50003504	Administrative Assistant	0	Grade 4	Permanent	Desirable	INTERNAL
Children's Social Services	CH50023249	Higher Clerical Assistant	0	Grade 3	Permanent	Desirable	EXTERNAL
Children's Social Services	CH50229464	Higher Clerical Assistant	0	Grade 3	Permanent	Desirable	INTERNAL
Communities, Housing and Customer Services	CS50006016	Hostel Night Services Officer	0	Grade 5	Permanent	Desirable	INTERNAL
Communities, Housing and Customer Services	CS50223716	Assistant Hub Manager	3	Grade 6	Permanent	Desirable	INTERNAL
Communities, Housing and Customer Services	CS50234301	Hub Officer (Welsh Essential)	0	Grade 4	Permanent	Essential	EXTERNAL
Communities, Housing and Customer Services	CS50242683	Administrative Assistant (Welsh Essential)	0	Grade 2	Permanent	Essential	EXTERNAL
Communities, Housing and Customer Services	CS50243553	24/7 Services Coach	0	Grade 6	Permanent	Desirable	INTERNAL
Communities, Housing and Customer Services	CS50243822	Housing Trainee (Welsh Essential)	0	Grade 3	Temporary	Essential	EXTERNAL
Communities, Housing and Customer Services	CS50244937	District Hub Manager	0	Grade 8	Permanent	Desirable	INTERNAL
Communities, Housing and Customer Services	CS50245440	Housing Solutions Co-ordinator	0	Grade 7	Permanent	Desirable	INTERNAL
Education & Lifelong Learning	ED50050338	Cook in Charge - Primary School	0	Grade 4	Temporary	Desirable	INTERNAL
Education & Lifelong Learning	ED50244780	Teacher (Welsh Essential)	0	MPS + 1/2 SEN	Permanent	Essential	EXTERNAL
Adult Social Services	HS50244535	Social Work Assistant	5	Grade 5	Temporary	Desirable	INTERNAL
Education & Lifelong Learning	ED50010278	Educational Psychologist (Welsh Essential)	0	EDPSY	Temporary	Essential	EXTERNAL
Communities, Housing and Customer Services	CS50133727	New Claims Assistant	0	Grade 3	Temporary	Desirable	INTERNAL
Communities, Housing and Customer Services	CS50242681	Hub Officer (Library)	0	Grade 4	Permanent	Desirable	EXTERNAL
Communities, Housing and Customer Services	CS50245441	Assistant Hub Manager	0	Grade 6	Permanent	Desirable	EXTERNAL
Education & Lifelong Learning	ED50217324	Business Support Assistant	0	Grade 3	Temporary	Desirable	EXTERNAL
Governance & Legal Services	LS50246101	Welsh Translator	1	Grade 6	Permanent	Essential	EXTERNAL
City Operations	SC50008687	Registrar (Welsh Essential)	0	Grade 6	Permanent	Essential	EXTERNAL
Communities, Housing and Customer Services	CS50024031	Customer Service Representative (Welsh Essential)	2	Grade 4	Permanent	Essential	EXTERNAL
Communities, Housing and Customer Services	CS50186179	Hub Officer	0	Grade 4	Permanent	Desirable	INTERNAL
Communities, Housing and Customer Services	CS50202670	Online Designer	0	Grade 6	Permanent	Desirable	INTERNAL
Communities, Housing and Customer Services	CS50228889	Trainee Advice Officer	0	Grade 3	Temporary	Desirable	EXTERNAL
Communities, Housing and Customer Services	CS50229533	Housing Trainee	0	Grade 3	Temporary	Desirable	EXTERNAL
Communities, Housing and Customer Services	CS50235089	Hub Officer (Housing Solutions)	1	Grade 4	Permanent	Desirable	EXTERNAL
Communities, Housing and Customer Services	CS50235091	Hub Officer (Housing Solutions)	1	Grade 4	Permanent	Desirable	INTERNAL
Communities, Housing and Customer Services	CS50243474	Enforcement Officer Rent Smart Wales (Welsh Essential)	1	Grade 6	Permanent	Essential	EXTERNAL
Communities, Housing and Customer Services	CS50246381	Senior Outreach Officer	0	Grade 7	Permanent	Desirable	INTERNAL
Education & Lifelong Learning	ED50186317	Teacher (Welsh Essential)	0	MPS + 2 SEN	Permanent	Essential	EXTERNAL
Economic Development	ET50219575	Front of House Supervisor	0	Grade 5	Permanent	Essential	EXTERNAL
HR People Services	HR50217826	Senior Service Delivery Adviser - Manage (Welsh Essential)	0	Grade 7	Temporary	Essential	EXTERNAL
Governance & Legal Services	LS50246460	Member Services Support Officer	2	Grade 4	Permanent	Desirable	INTERNAL

Appendix III: WELSH LANGUAGE COURSES

COURSE NAME	COUNT OF COURSE LEVEL
Advance Level	1
Advanced	1
Advanced 2	1
Beginner	1
Beginner course	1
BLOCK	1
Canolradd 1	2
Entry	11
Entry	2
Entry 1	6
Entry 1 & 2	7
Entry 1 & 2	4
Entry 1 & 2 Blended Course	1
Entry 1 + 2 Blended	1
Entry 1 Beginner Course	1
Entry 1&2	1
Entry 2	3
Entry Level 1	5
Entry Level 1 & 2	1
Entry Level 2	2
Fast Track Entry Level	1
Fast Track Foundation	1
Foundation	8
Foundation	1
Foundation 1	7
Foundation 1 & 2	5
Foundation 1 + 2	1
Foundation 1 + 3	1
Foundation Reading	1
Gloywi laith 2	1
Gloywi laith	1
Gloywiath block Course	1
Glywi laith	1
Intensive course	1
Intermediate	4
Intermediate 1	2
Mynediad	1
Mynediad 2	3
Pontio iuwch	1
Proficiency	2
Proficient	1
refresher	1
Summer Course	1
Sylfaen	1
Sylfaen 1	1
Sylfaen 2	4
Taster	1

UWCH	3
UWCH 2	1
Uwch 3 & 4	1
UWCH 4	1
Welsh books for course	1
Welsh for the Family	1
Welsh Taster	2
Total	117

2 Day In-House Welsh Taster Course	67
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Appendix IV

IMPROVEMENT ACTIONS

WELSH LANGUAGE STANDARDS: Forms & Documents (41-51)

Conduct an audit to ensure that the following are bilingual within your Directorate: • Agendas and minutes for meetings, conferences and seminars that are open to the public • Forms • Licences • Certificates • Brochures • Leaflets, pamphlets or cards • Policies, strategies, annual reports and plans • Guidelines, Codes of Practice and Rules • Press Statements Record your findings and prepare an Improvement Plan (or IACTs) to address any areas of non-compliance.

WELSH LANGUAGE STANDARDS: WELSH LANGUAGE AWARENESS

Ensure that all staff with access to a PC complete the Welsh language awareness e-training on Cardiff Learning Pool site (<http://cardiff.learningpool.com/course/view.php?id=540#section-2>)

WELSH LANGUAGE STANDARDS: AWARDING GRANTS (71-75)

Ensure that all grantees are aware of the requirement to comply with the Welsh language standards in so far as they relate to the provision of the service(s) and record how the information has been circulated. Conduct an internal audit to ensure that grantees are aware of how the standards relate to their service and record the results including any additional improvement measures.

WELSH LANGUAGE STANDARDS: EDUCATION COURSES (84-86)

Assess the need for all education courses offered by your Directorate to be delivered in Welsh and publish this information on the Council's website. Ensure that all staff responsible for arranging education courses within your Directorate are aware of the requirement to assess the need for the courses to be delivered in Welsh and evidence how this has been achieved.

WELSH LANGUAGE STANDARDS: RECEPTION SERVICES (64-68)

Identify all reception services linked to your Directorate and ensure that they are delivering bilingual services (or are aware of the process in no Welsh speaker is available) by conducting a mystery shopper exercise. Put measures in place to address any instances of non-compliance. Ensure that all staff within your Directorate are made aware of the Bilingual Reception Service Guidance (<http://vmweb22.cardiff.gov.uk/cis/viewdocument.php?id=74654>) and record how the information has been circulated.

WELSH LANGUAGE STANDARDS: SIGNS, NOTICES & DISPLAY MATERIAL (38, 61-3 / 69-70)

Conduct an audit to ensure that all existing signs linked to your Directorate are bilingual and create new Improvement Actions to address any instances of non-compliance. Ensure that all staff are aware of the requirement to have bilingual signs and notices with the Welsh text positioned first (all signs after 30th March 2016) and evidence how this has been achieved.

WELSH LANGUAGE STANDARDS: WEBSITES, ONLINE SERVICES & SOCIAL MEDIA (52-59)

Conduct an audit to ensure that all websites linked to your Directorate are bilingual and put measures in place to address any instances of non-compliance. Ensure that all staff are aware of the requirement that all social media accounts must be bilingual and operate bilingually and record how this information has been circulated.

WELSH LANGUAGE STANDARDS: PUBLIC EVENTS (35-36)

Ensure that all public events organised or funded by us are bilingual by creating a checklist of the following bilingual requirements for each event: Publicity material, signage, audio announcements and services offered to persons attending the event and ensuring that accurate and up to date records are kept that each element is bilingual for each event.

WELSH LANGUAGE STANDARDS: MEETINGS (24-34)

Ensure that all staff within your Directorate are made aware of the Guidance for Holding Meetings (<http://vmweb22.cardiff.gov.uk/cis/viewdocument.php?id=74656>) and record how the information has been circulated. Conduct an internal audit to ensure that staff are aware of the guidance including offering language choice and arranging a simultaneous translator as required. Record the results of the audit including additional improvement measures for any non-compliance found.

WELSH LANGUAGE STANDARDS: TELEPHONE CALLS (8-22)

Ensure that all staff within your Directorate have received and are aware of the process for dealing with Welsh language calls (<http://vmweb22.cardiff.gov.uk/cis/viewdocument.php?id=74658>) and record how the information has been circulated. Conduct an internal audit to ensure that staff are following the agreed process as specified in the guidance including answering the phone bilingually and transferring correctly. Record the results of the audit including additional improvement measures for any non-compliance found.

WELSH LANGUAGE STANDARDS: CORRESPONDENCE (1-7)

Create a data-base of an individual's language choice (Welsh/English) and /or ensure that you have a process in place for recording language choice e.g SAP CRM. Please record the database or process you have in place. Conduct an audit to ensure that all standard letters and emails are sent bilingually and include a statement regarding language choice. Record the results of the audit including additional improvement measures for any non-compliant letters and/or emails.