

Welsh Language Standards Annual Report 2024/25

Mae'r ddogfen hon ar gael yn Gymraeg

This document is available in Welsh



Introduction

The Welsh language has always been integral to Cardiff's identity and Cardiff Council's vision is to create a truly bilingual capital city. A city where Welsh is heard on the streets and in the home, in schools, and in shops, cafes, and restaurants - everywhere Cardiff's citizens gather to work, learn and play! Cardiff is already the local authority with the third highest number of Welsh speakers in Wales, and by far the greatest density of Welsh speakers per square mile. This report demonstrates the Council's commitment to ensuring the Welsh language continues to thrive and all Cardiff's citizens can learn the language and use it as part of their daily lives.

“ Cardiff Council’s vision is to create a truly bilingual capital city. ”

Welsh Language Standards

As a local authority, Cardiff Council's Welsh language service delivery requirements are described [in the Council's adopted Welsh Language Standards](#). Supporting compliance with the Welsh Language Standards requires a comprehensive approach and mainstreaming the Welsh language into all aspects of Cardiff Council's work ranging from service delivery and policy development to recruitment and staff training. These aspects are mutually complementary as services and the delivery of policy require sufficient capacity in terms of staff with Welsh language skills and an organisation-wide understanding and awareness of Welsh language matters.

Bilingual Cardiff coordinates this work with colleagues within Cardiff Council and a wide variety of external partners. The policy team provides advice on policy development and the requirements of the Welsh Language Standards, and the translation team provides high quality written and simultaneous translation.

Cymraeg 2050



Cardiff Council is committed to the Welsh Government's Cymraeg 2050 action plan to achieve a million Welsh speakers by 2050. The Bilingual Cardiff Strategy provides actions to support Cymraeg 2050's key themes:

- Increasing the number of Welsh speakers
- Increasing the use of Welsh
- Creating favourable conditions for the language to thrive

It is appropriate to address Cardiff Council's work to promote the Welsh language across these themes as a comprehensive offer to its citizens. This report provides information as required by the Welsh Language Standards whilst also elaborating on the ways in which Cardiff Council has contributed to the key themes of Cymraeg 2050.

Welsh Language Commissioner Regulatory Outcomes

The Welsh Language Commissioner has consulted with organisations named under the Welsh Language (Wales) Measure 2011 to evaluate the effectiveness of its regulatory procedures and how they may be improved. This has resulted in a revision of the Commissioner's Enforcement Policy and a commitment that regulation involves more than undertaking statutory investigations and imposing legal enforcement actions and will be based on a co-regulatory model and the delivery of regulatory outcomes.

Capacity	Awareness	Policy	Workplace	Promotion	Governance
Outcome 1	Outcome 2	Outcome 3	Outcome 4	Outcome 5	Outcome 6
Organisations with the capacity to provide high quality Welsh language services at all times	Welsh language users understand and are aware of the Welsh language services available to them.	Organisations give due regard to the potential impacts of their policy decisions on the Welsh language.	Organisations increase the use of Welsh in their workplace , enabling staff to work in Welsh on a day-to-day basis	Organisations promote the Welsh language so that people can use the language naturally in their daily lives.	Organisations protect and promote the interests of Welsh language users by having effective governance and complaints arrangements.

Cardiff Council supports the Welsh Language Commissioner’s commitment to working with organisations, improving the quality and availability of Welsh language services, and to increase opportunities to use the Welsh language. The Annual Report is structured to reflect the regulatory outcomes and the Council’s work to support them.

Outcome 1: Capacity

Organisations have capacity to provide high quality Welsh language services at all times

Cardiff Council develops its capacity through its work to support workforce development. This includes recruitment of Welsh speaking staff, Welsh language training, and designating posts as Welsh essential, to ensure each service has access to sufficient qualified staff to deliver Welsh language services of the highest possible quality.

The Bilingual Cardiff Strategy 2022-27 includes targets for increasing the number of staff with Welsh language skills and for the number of staff who complete Welsh language training.

- Increase the number of Council staff with Welsh language skills to 20% of the workforce by 2027.
- Increase the number of Council staff who have received training in Welsh to 50% of the workforce by 2027.

Workforce data presented below confirms that 18.82% of the corporate workforce has Welsh language skills. This figure is compiled on 31 March each year and reflects a sustained increase from the 14.5% figure for 2022. If the current increase is maintained the percentage of Cardiff Council's workforce with Welsh language skills will be 21.7% by 2027.

1,417 members of Cardiff Council staff have completed Welsh language courses in 2024/25 with a total of 4,775 completing Welsh language courses since 2022. This is 59% of the current workforce which means Cardiff Council has already met its 2027 target.

Staff Welsh Skills

As of 31 March 2025, **1480** employees have reported they have Welsh language skills. This is an increase of **10%** since 2023/24 (1344) and represents **28.87%** of those registered on the Council's digital HR system and **18.82%** of its corporate workforce.

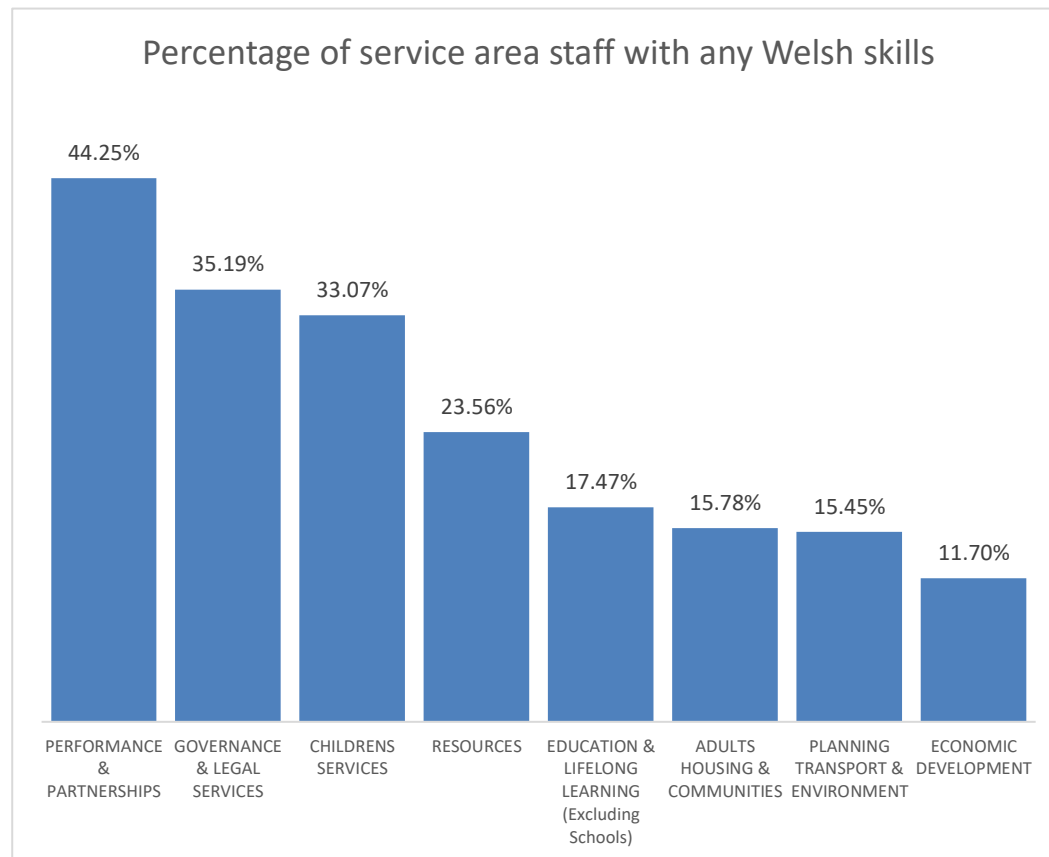
A full-service area breakdown can be seen overleaf and figure 1 illustrates the percentage of each service area with any Welsh skills.

Recruitment

During 2024/25 **1564** posts were advertised. **46** posts were advertised where Welsh language skills were essential. **716** posts were advertised where Welsh language skills were desirable.

51% (802) of posts were advertised with Welsh language skills not deemed necessary at present.

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



<i>Service Area</i>	<i>Entry Level</i>	<i>Foundation</i>	<i>Intermediate</i>	<i>Advanced</i>	<i>Proficient</i>	<i>Total</i>	<i>Percentage of service area staff</i>
<i>ADULTS HOUSING & COMMUNITIES</i>	255	72	58	30	52	467	15.78%
<i>CHILDRENS SERVICES</i>	190	37	17	24	30	298	33.07%
<i>ECONOMIC DEVELOPMENT</i>	85	19	17	12	17	150	11.70%
<i>EDUCATION & LIFELONG LEARNING (Excluding Schools)</i>	93	26	21	12	33	185	17.47%
<i>GOVERNANCE & LEGAL SERVICES</i>	20	2	3	4	9	38	35.19%
<i>PERFORMANCE & PARTNERSHIPS</i>	16	6	2	3	23	50	44.25%
<i>PLANNING TRANSPORT & ENVIRONMENT</i>	54	14	10	3	10	91	15.45%
<i>RESOURCES</i>	107	28	15	21	30	201	23.56%
							<i>Percentage of Corporate staff</i>
<i>Total</i>	820	204	143	109	204	1480	18.82%



1417

Staff completed Welsh language training



252

Staff completed tutor-led courses



7224

Total hours of training undertaken

In 2024/25 **1417** staff participated in Welsh language training, of which:

- **1015** members of staff completed Cardiff Academy's Introduction to Welsh Level 1 e-module.
- **252** members of staff attended tutor-led Welsh language training courses, and this includes taster and short courses (**81** attendees), intensive 120-hour courses (**111** attendees), 60-hour courses (**56** attendees) Corporate Induction through the Medium of Welsh (**4** attendees).
- **24** members of staff completed the 60-hour online course for beginners through the 'Work Welsh' scheme.
- **7224** hours of training were completed by staff including **3985** hours by staff who went on to complete a course, **964** hours by staff who participated in training without completing their course, **1015** hours spent completing the Introduction to Welsh Level 1 Online module, and **1260** hours by staff who completed Work Welsh Online 10-hour courses.
- **791** members of staff completed Cardiff Council's Welsh Language awareness e-module.
- **126** members of staff completed Work Welsh Online 10-hour courses

E-module compliance

Module	No. staff completed	% compliance
Welsh Language Awareness	4136	62.1%
Introduction to Welsh Level 1	3462	51.98%

The Welsh Language Awareness Module and Introduction to Welsh Level 1 are mandatory e-learning modules for Cardiff Council staff. Compliance data is provided for these modules including the current number of staff who have completed each module, and this figure is also represented as a percentage of the current workforce.

Other Welsh language e-learning

The following e-learning courses are provided in Welsh:





- Violence Against Women, Domestic Abuse & Sexual Violence
- Corporate Safeguarding
- Children's Rights
- How to Deliver Great Customer Service

- Fraud Awareness
- Data Protection Essentials
- Payment Card Industry Security Standard
- Corporate Induction

Outcome 2: Awareness

Welsh language users understand and are aware of the Welsh language services available to them

Social media

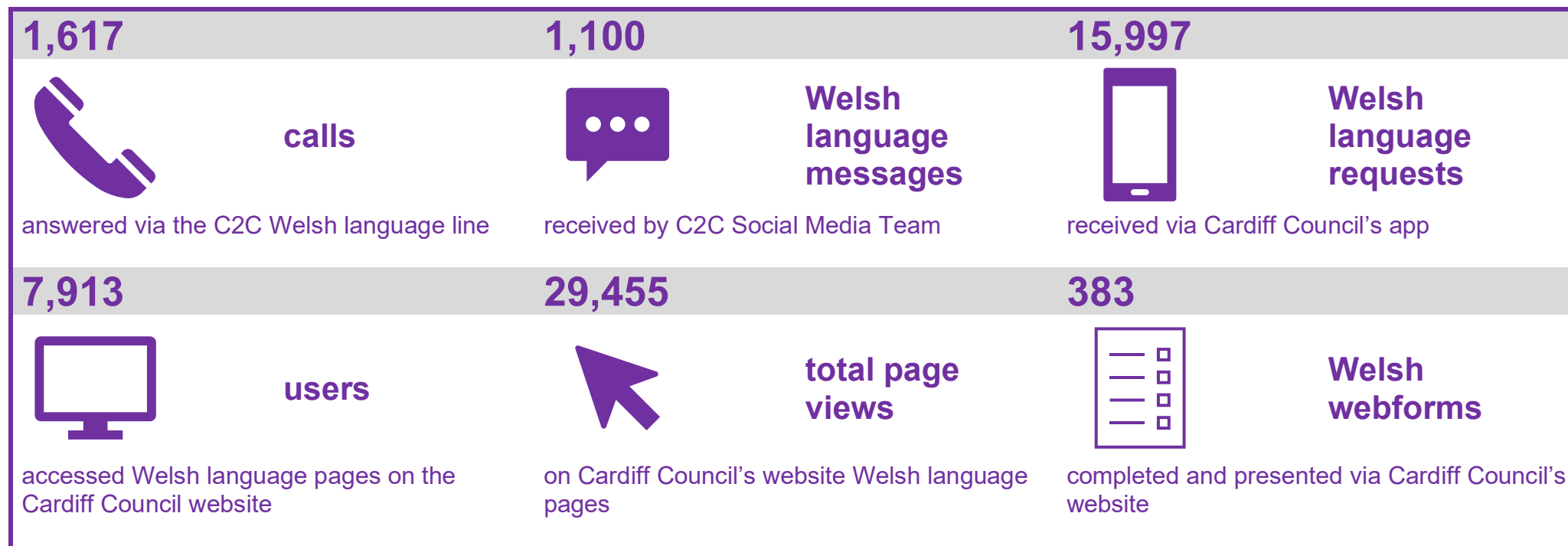
Platform	Followers	Impressions
All	 4,940 Total Followers <i>(up 2.4%)</i>	450,000 Total impressions
Facebook	 1,335 <i>(up 9%)</i>	190,465
X	 3,049 <i>(down 6%)</i>	207,045
Instagram	 556 <i>(up 60%)</i>	55,631

Cardiff Council maintains several dedicated Welsh language social media accounts. These accounts are regularly promoted and have a combined total of 4,940 followers - an increase of 2.4% compared to 2023/24. Content published on these accounts is focussed on promoting

access to Welsh language services and providing the public with up to date information. In 2024/25 just over 4,800 posts were published on these channels, generating more than 450,000 impressions (views).

Opportunities to access services in Welsh are promoted across the Council’s English and Welsh language social media channels – in the past year this has, for example, included promotion of the increased number of Welsh speakers working for the Council, highlighting Welsh medium education options as part of the school admissions process, and publicising the ‘Our City: Our Language’ website.

Digital services



The way the public contact the Council has changed. Increased use of the Connect to Cardiff contact centre (C2C), the website, and digital contact forms was accelerated during the pandemic and is now the way the majority of information requests and queries regarding Council Services are presented.

In 2024/25

- 1,617 calls were received to the C2C Welsh language line and answered by a Welsh speaking staff member
- 1,100 Welsh language messages were received by the C2C social media team and received Welsh language responses
- 15,997 information requests were received through the Welsh language Cardiff Council app
- 7,913 users accessed Welsh language pages on the Cardiff Council website with 29,455 pages viewed
- 383 Welsh language information request webforms were presented and received Welsh language responses

Outcome 3: Policy

Organisations give due regard to the potential impacts of their policy decisions on the Welsh language

Local Development Plan

Iaith Cyf / Burum were commissioned to undertake a full assessment of the Replacement Local Development Plan's (LDP) impact on the Welsh language in 2023 and it was completed in January 2025. This is the first time an assessment of this of this kind has been made and, alongside the work of Bilingual Cardiff's officers to develop new Welsh language policies, is innovative and far-reaching as **it identifies Cardiff as an Area of Linguistic Importance for the future of the Welsh language**. It will be a concrete step in actualising the Welsh Government's Cymraeg 2050 action plan and complements the Wellbeing of Future Generation's aim for a country where the Welsh language thrives.

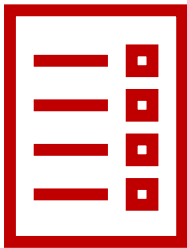
If the final LDP is adopted it will require all development applications to give consideration to the Welsh language and include measures to promote it in the city within their application – or mitigation measures if it is supposed the application will have a negative effect. This Policy will also strengthen the Welsh language's visibility and ensures conscientious consideration is given to all such matters at an early stage of the planning process – consistent with the Welsh Language Commissioner's direction on policy development. Cardiff's proposed LDP will be deposited for inspection by the Planning Inspectorate in early 2026 with a view to its implementation in 2027.

As part of the preparatory work for the LDP a technical paper was completed to support the full Assessment and the new Welsh language policies. In addition to the public consultation, this document will be useful to Bilingual Cardiff partners and other stakeholders who require a comprehensive resource detailing the language's history and current situation in Wales's capital city.

The supporting work and all the LDP's documents - the various assessments, the supporting documents, and the public consultation documents represented a substantial volume of translation work for Bilingual Cardiff. In 2024/25 an additional 500,000 words of translation was completed to support the LDP.

Policy Development

A comprehensive impact assessment framework for the Welsh language when policy is developed is now established and the information provided below demonstrates the work completed in 2024/25 to support this.



Welsh Language Impact Assessment Tool

A new Single Impact Assessment template was launched in late 2024 including a dedicated Welsh language section. This is included as **APPENDIX 2**.

Budget Lines 2025/2026 for Consultation (Savings Proposals)

A total of **29** impact assessments on savings proposals were reviewed to support the Council's budget consultation, ensuring adverse impacts for the Welsh language of such proposals are highlighted.



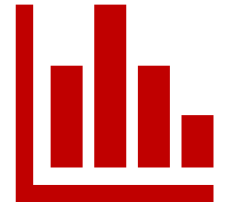
A further **44** policies and strategies were reviewed by the Impact Assessment Forward Planning Group and comments provided on Welsh language matters.

The Impact Assessment Forward Planning Group meet monthly and review forward plans for Scrutiny and Cabinet three months ahead. This has allowed a better overview of potential impact assessment requirements and additional time to assess policies, associated

reports, and consultation matters, and provide more robust impact assessments and consultation questions.

This work supports a greater degree of conscientious consideration of the potential impact on the Welsh language and compliance with the Welsh Language Commissioner's requirements.

An increasing number of services areas now include staffing data from the Management Dashboard in their Welsh language impact assessments to evidence capacity.



This follows completion of a survey of staff Welsh language skills and designated Welsh language posts and an exercise to improve the data held by the Council. This has demonstrated how Bilingual Cardiff's different work areas can link together to raise awareness and improve monitoring.

Dedicated Policy Mailbox

Bilingual Cardiff's dedicated Welsh language policy matters mailbox has been promoted within the Council and is increasingly used by colleagues. Provision of a separate mailbox to that used for translation inquires has allowed request for advice and guidance on the Welsh language policy to be managed more effectively.



WelshLanguagePolicyMatters@cardiff.gov.uk

Outcome 4: Workplace

Organisations increase the use of Welsh in their workplace, enabling staff to work in Welsh on a day-to-day basis

Cardiff Council is committed to promoting and facilitating the use of Welsh within its internal administration and believes in a bilingual workplace environment where using y Welsh language skills in work is both valued and actively encouraged.

A Bilingual Cardiff A Bilingual Council is the Council's policy to promote the Welsh language, and its use in the workplace. This is included as **APPENDIX 3**.

The Welsh Language Skills Strategy was revised in 2021 to support the Council's Welsh language capacity and promote access to Welsh language training courses. The actions in the revised strategy included making Welsh language and/or community language skills a desirable requirement for all posts dealing directly with the public, offering all Cardiff Academy Welsh language courses free of charge to staff, and a commitment to undertake a survey of staff Welsh language skills and posts designated as Welsh essential. Targets were presented in the 2022-27 Bilingual Cardiff strategy to increase the number of staff with Welsh language skills and completing Welsh language courses and they will be met by the target date of 31 March 2027.

Welsh Language Skills and Welsh Essential Posts Survey

In 2024/25 a Council-side survey of staff Welsh language skills and posts designated Welsh Essential was undertaken to support the implementation of the Welsh Language Skills strategy. All managers in the Council were asked to complete an assessment of their team to provide the following information:

- How the teams engage with the public.
- The number of staff in each team with Welsh skills and the level of their Welsh language skills.
- The number of posts within the team designated as Welsh essential.

The aim of this assessment was to identify each team's capacity to provide Welsh language services and to create a baseline to support interventions and to measure their impact.



Key Outputs

277

teams returned a detailed capacity assessment of Welsh language skills, Welsh essential posts, and the team's level of public engagement

32

comments from managers shedding light on practical issues in terms of training, recruitment and Welsh language skills needs

conversations between coordinators and managers so far to interpret responses and identify solutions

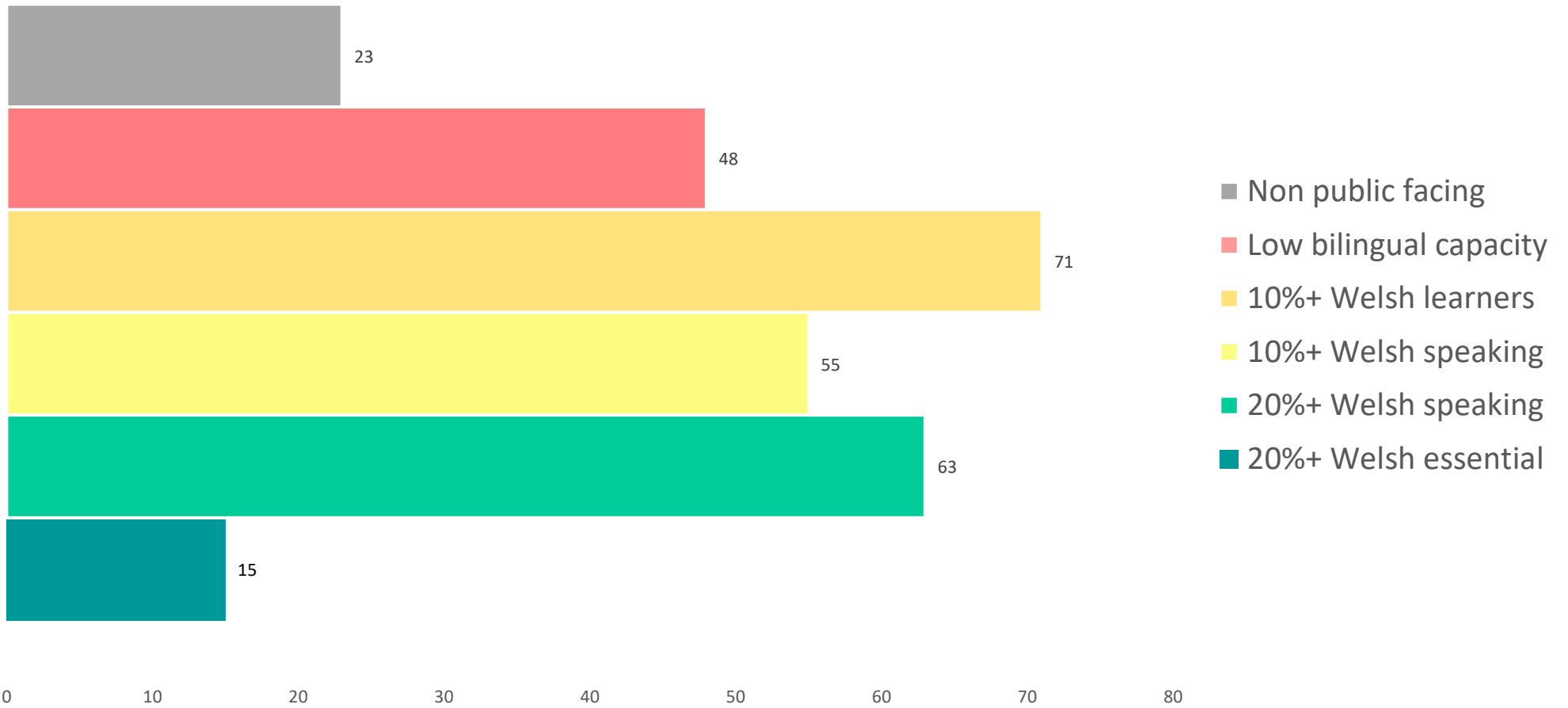
277 responses were received from Council managers. It is estimated this represents a response rate of 25%. The work of promoting the survey form and encouraging responses from managers will continue. Interventions are currently being developed and will be implemented in 2025/26.

Welsh Capacity Continuum

This exercise has enabled us to categorise each team in the Council according to the team's capacity to operate bilingually along a Welsh Capacity continuum.

	High Capacity		Medium Capacity		Low Capacity	
	20%+ Welsh Essential	20%+ Welsh Speakers	10%+ Welsh Speakers	10%+ Learning Welsh	Low Welsh Language Capacity	Non-public facing
Detailed description	20% of team posts include L3-language requirement	20% of individuals in the team can speak Welsh L3-L5	10% of individuals in the team can speak Welsh L3-L5	10% of individuals in the team can speak Welsh L1-L2	Less than 10% are in Welsh essential jobs or Welsh speakers/learners	Low Welsh capacity, but non-public facing

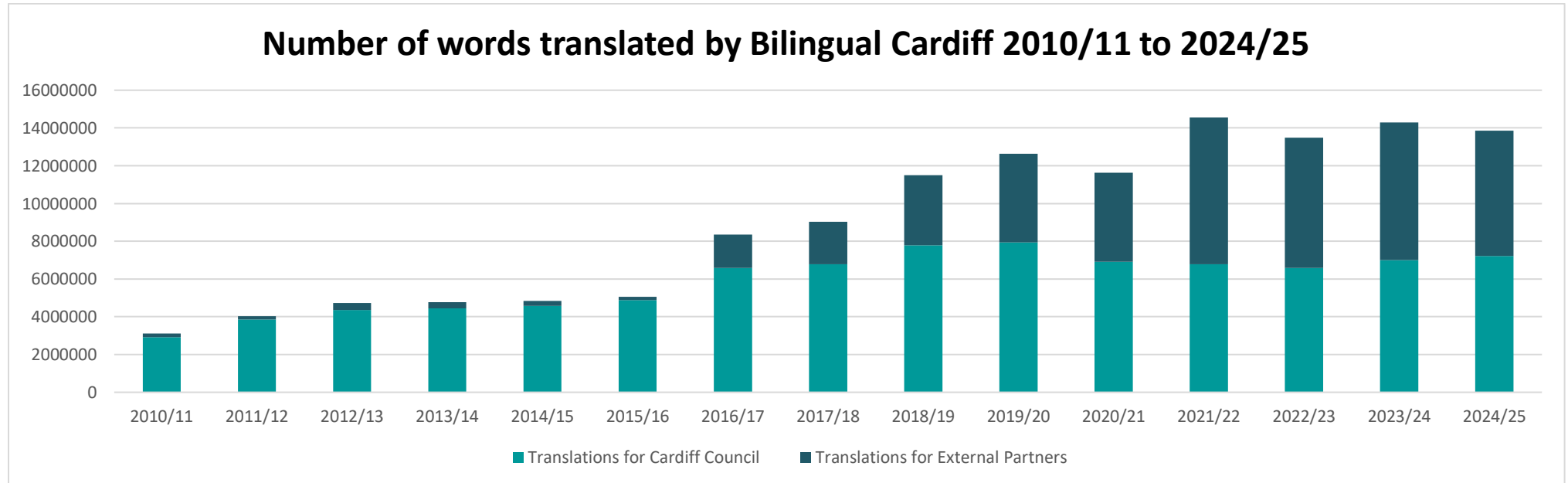
Number of teams in each Welsh Capacity Continuum category



Translation

The Bilingual Cardiff Translation team supports colleagues in Cardiff Council, and several public sector external partners, to support high quality Welsh language services through the provision of document translation and simultaneous translation. In 2024/25 the team translated 13,855,563 words

Translation work for Cardiff Council in 2024/25 totalled 7,218,079 and the total for external partners was 6,637,484.



Simultaneous translation

689

Hours of simultaneous translation

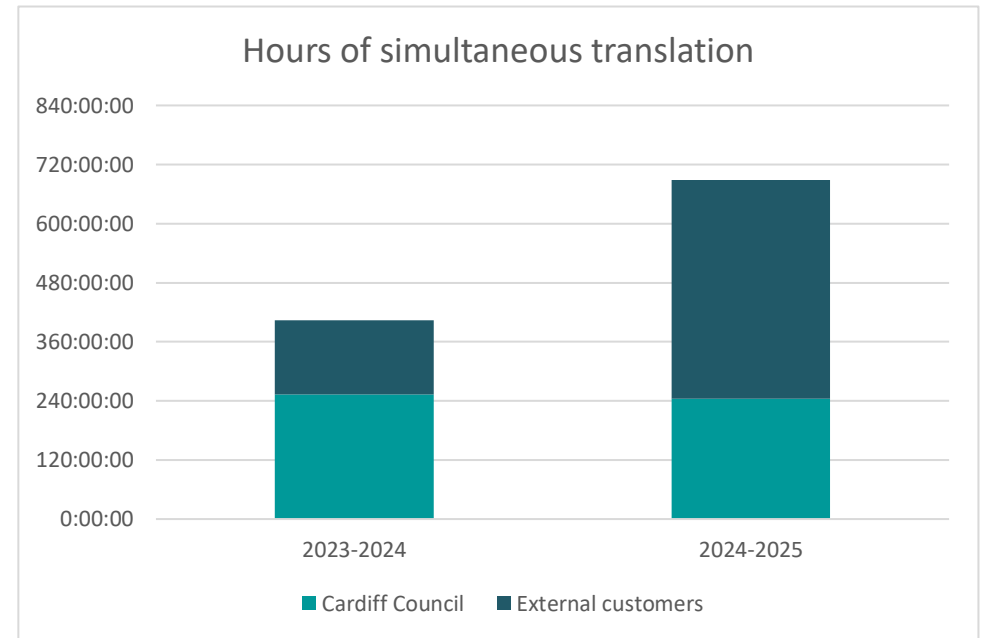
252

Events and meetings with simultaneous translation

Bilingual Cardiff provides a simultaneous translation service for events and meetings online, in person and virtually.

In 2024/2025 we provided this service across 689 hours and in 252 meetings and events enabling participants to contribute in Welsh or English.

The total number of hours is a significant increase on 2023/2024 when 404 hours of simultaneous translation were delivered. This is primarily due to an increase in uptake of external partners.



Outcome 5: Promotion

Organisations promote the Welsh language so that people can use the language naturally in their daily lives

Education

Welsh in Education Strategic Plan

The 2022-27 Bilingual Cardiff strategy was developed to complement Cardiff Council's Welsh in Education Strategic Plan 2022-32 (WESP).

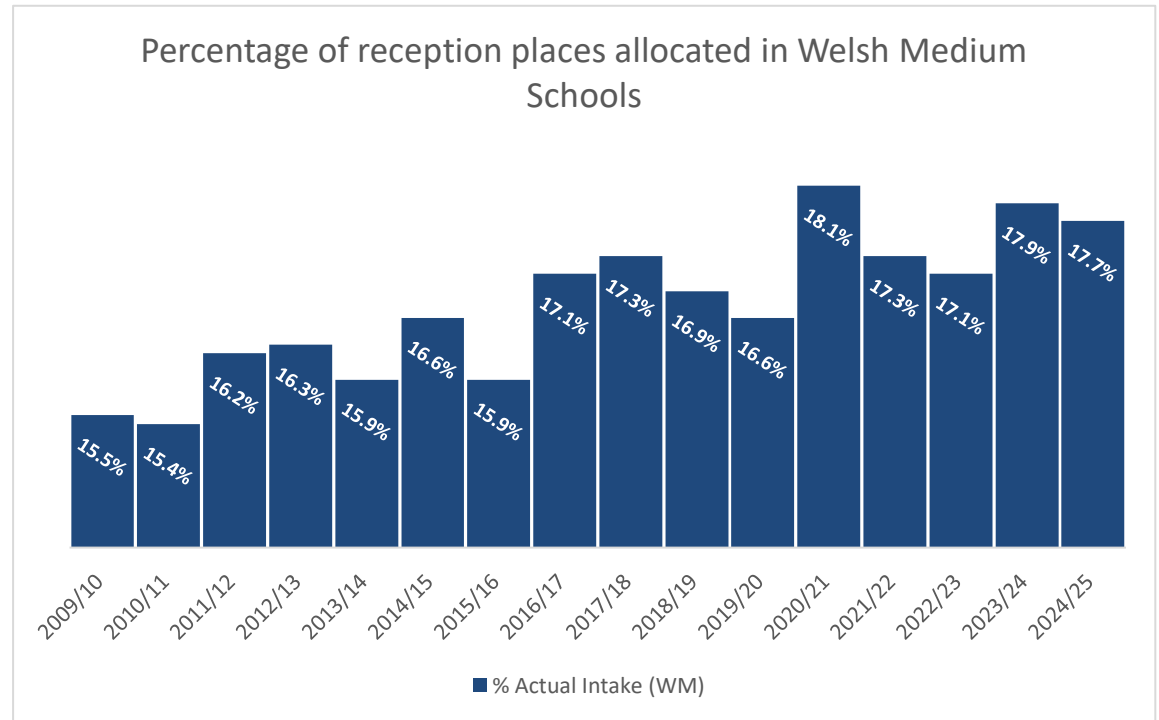
The Bilingual Cardiff action plan includes targets to increase the take up of Welsh-medium nursery and reception places to support the delivery of the WESP's target of 25% of pupils enrolled in Welsh-medium reception classes by 2032.

Reception Places

Number On Roll data for October 2024 shows 641 pupils on roll in Reception places at Welsh-medium primary schools, which made up 17.7% of the total intake across the city.

Nursery Places

Number On Roll data for October 2024 shows 631 pupils on roll in Nursery places at Welsh-medium primary schools, which made up 19.7% of the total intake across the city.



Numbers and Percentage of 4 year old pupils attending Welsh-medium nursery from 2017/18 to 2024/25

School Year	Actual Intake Rising 4 (WM)	Actual Intake (WM, EM and Faith)	% Actual Intake (WM)
2017/18	533	3,851	13.8%
2018/19	477	3,832	12.4%
2019/20	565	3,745	15.1%
2020/21	493	3,439	14.3%
2021/22	515	3,445	14.9%
2022/23	510	3,280	15.5%
2023/24	587	3,283	17.9%
2024/25	631*	3,200*	19.7%*

Cardiff has seen an increase in the number pupils attending Welsh-medium nursery classes between 2023 and 2024 and this has been sustained in the provisional data for 2025. This growth aligns with the establishment of Ysgol Gynradd Groes-wen Primary School in September 2023 which has increased the number of Welsh-medium nursery places available in Cardiff.

Numbers and Percentage of pupils admitted to Welsh-medium education from 2009/10 to 2024/25

School Year	Actual Intake (WM)	Actual Intake (WM, EM and Faith)	% Actual Intake (WM)
2009/10	572	3,683	15.5%
2010/11	594	3,859	15.4%
2011/12	651	4,019	16.2%
2012/13	686	4,221	16.3%
2013/14	678	4,256	15.9%
2014/15	706	4,246	16.6%
2015/16	690	4,335	15.9%
2016/17	744	4,340	17.1%
2017/18	707	4,098	17.3%
2018/19	702	4,125	16.9%
2019/20	683	4,119	16.6%
2020/21	749	4,136	18.1%
2021/22	657	3,789	17.3%
2022/23	658	3,844	17.1%
2023/24	655	3,655	17.9%
2024/25	641*	3,598*	17.7%*

Ysgol Groes-wen

The dual language stream in Ysgol Groes-wen had 26 pupils in the Reception class and 20 pupils in the Nursery class. These pupils have not been included in the Welsh-medium Reception and Nursery data as, should they remain in the dual language stream, they would require additional language immersion to develop their Welsh language skills sufficiently to attend Welsh-medium secondary education.

Cymraeg i Bawb



The Cymraeg i Bawb Partnership pilot, funded by Welsh Government, successfully completed its second year in 2024/25. The Partnership promotes access to Welsh-medium education in Southeast Wales and is made up of the region's 10 Local Authorities, 8 Mentrau Iaith, and other partners. The Cymraeg i Bawb Partnership has been chaired by Cardiff Council throughout its development and pilot stages.

The second Cymraeg i Bawb Conference was held in the Soar Centre in Merthyr Tydfil on the 3rd of April 2025 to celebrate the partnership's work. Keynote speakers included Mark Drakeford, Cabinet Secretary for Finance and the Welsh Language and Efa Gruffudd Jones, Welsh Language Commissioner.

During the conference it was confirmed that the Southeast Wales pilot had been a success following a full evaluation of the project and that the funding for Cymraeg i Bawb would be doubled to extend the project nationally.

Bilingual Cardiff Strategy

In accordance with Welsh Language Standard 145 Cardiff Council must produce and publish a 5-year strategy to promote the Welsh language. The first Bilingual Cardiff strategy was launched in 2017 and, following assessment and revision, the 2022-27 Bilingual Cardiff Strategy was launched in April 2022.

The strategy provides targets and actions to support Cymraeg 2050's three key themes to increase the number of Welsh speakers, increase the use of Welsh, and create favourable conditions for the language to thrive. It is delivered in partnership with the Bilingual Cardiff Forum members who include 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.

Actions completed in 2024/25 include:



Cymraeg i Bawb

Supporting the second year of the Cymraeg i Bawb partnership – a pilot scheme to promote access to Welsh-medium education across Southeast Wales.



Gyrfa Gymraeg

Holding Gyrfa Gymraeg – an event to promote Welsh language careers and Welsh language skills – in partnership with Cardiff universities and Cardiff and Vale College. The event was held at Cardiff University’s Student Union on 15th of June and attended by over **700 Year 12 pupils** from Welsh-medium secondary schools from across South Wales.



WESP Subgroups

Maintaining specialised subgroups to support a pilot initiative to increase reception numbers in 3 Welsh-medium primary schools in Cardiff and to increase the number of students studying subjects in the medium of Welsh in Cardiff’s universities and colleges as part of the Welsh in Education Strategic Plan (WESP).



CFTi

Cardiff Youth Service increased Welsh language youth provision in Cardiff in partnership with Menter Caerdydd and the Urdd under the CFTi brand, which now delivers over **40 Welsh language sessions** per week in the city



Staff Welsh Courses

Increases in the number of Council staff with Welsh language skills and completing Welsh language training remains above the requirement to meet the targets for the end of the current strategy in 2027.



Tafwyl

Continuing to provide support for Tafwyl, Cardiff's Welsh language festival. Over **36,000** attended in 2024.

A copy of the Bilingual Cardiff Strategy 2022-27 Action Plan is included as **APPENDIX 1**.

Revision of the Bilingual Cardiff Strategy

A review was undertaken in 2024/25 to assess how progress with the actions and targets presented in the Bilingual Cardiff Strategy is reported and measured. The information received demonstrated that substantial activity was undertaken by Cardiff Council and the Bilingual Cardiff Forum partners to support and promote the Welsh language. However, it was identified that the collection of objective data concerning the number of participants, number of opportunities, and number of events could be improved. In addition, it was difficult to assess progress towards the action plan targets and it was agreed to develop a comprehensive baseline of current activity to facilitate comparative exercises and measure success. A questionnaire to collect this data from partners will be developed and distributed in 2025/26 to begin the process of collecting the necessary baseline data.

The assessment of the Local Development Plan's impact on the Welsh language was completed in 2024/25. This assessment and the associated new LDP policies present a number of recommendations to support and promote the Welsh language. The current Bilingual Cardiff Strategy is structured to support the Welsh Government's Cymraeg 2050 action plan. However, it was deemed appropriate to revise the strategy to better align with the assessment and new policies in order to support them moving forward. This recognises an excellent opportunity to mainstream the language into future development proposals across the city.

The revision of the Bilingual Cardiff Strategy will be undertaken to coincide with the LDP Inspection timetable. This will also provide sufficient time to support discussions with partners and to collect the data necessary to provide baselines and inform the action plan targets prior to, and subject to, Cabinet approval.

Outcome 6: Governance

Organisations protect and promote the interests of Welsh language users by having effective governance and complaints arrangements

Complaints and Investigations

Internal	Welsh Language Commissioner		
3	3	8	2
Complaints received	New investigations	Total investigations	Investigations open at year end

3 complaints were received in 2024/25 from members of the public concerning Cardiff Council's compliance with the Welsh Language Standards.

3 investigations were received from the Welsh Language Commissioner into possible failures to comply with the standards.

Monitoring of Cardiff Council's process for dealing with investigations by the Welsh Language Commissioner for 2024/2025 shows that 8 investigations were open during the year - with 5 ongoing from the previous year and 3 received in 2024/25.

Only 2 of these investigations remain open at the end of the 2024-25 and all correspondence between the Welsh Language Commissioner's office and the department involved is up to date in accordance with the statutory timetable.

Bilingual Cardiff Policy Team acts as liaison between the Welsh Language Commissioner and the Council Directorate subject to the investigation. Issues are only escalated to a senior, corporate level for further advice in cases of possible dispute with the Commissioner's determination or where this determination may have significant implications and/or financial consequences to the Council. This would only apply in exceptional cases as the ongoing and open communication between the Council and the Welsh Language Commissioner's office during each investigation allows potentially contentious issues to be addressed as they arise.

Policy Advice

Dedicated Welsh Language Standards Mailbox

Bilingual Cardiff maintains a dedicated mailbox for Welsh Language Investigations received from the Welsh Language Commissioner.

WLSInvestigations@cardiff.gov.uk

Bilingual Cardiff Policy Team

The team meets each week to discuss Welsh language policy matters. This includes developing and revising policies, assessing Welsh language impact assessments, supporting the conduct of statutory investigation and addressing complaints regarding Welsh language services.

Governance

Senior Management Team

Welsh language matters are regularly discussed at the Council's SMT meeting to share information and to provide operational support

Welsh Language Coordinators Network

Cardiff Council maintains a network of Welsh language coordinators and champions. Each service area has a Welsh language coordinator who is responsible for promoting the Welsh language and sharing information with colleagues. The coordinators are supported by the Welsh Language Champions who are senior officers at Operational Manager level, or above. A guidance document describing Welsh language Coordinator and Champions responsibilities is included as **APPENDIX 4**.

The Coordinators meet monthly to discuss Welsh language policy matters and to highlight any identified challenges regarding Welsh language service delivery within their service areas. During 2024-25 the coordinators supported the delivery of the Council's survey of staff Welsh language skills and posts designated as Welsh essential. This has included consultation on the survey itself and providing advice to team leaders and

managers on the data required for its completion. The coordinators have also assisted the Bilingual Cardiff policy team in reviewing the data received.

The Coordinators and Champions will be an integral part of the interventions currently being developed by Bilingual Cardiff to promote the Welsh language within the Council's workforce development programme.

Bilingual Cardiff Members Group

The Bilingual Cardiff Member Group is a cross-party group of councillors who take a lead role in supporting the vision of a truly bilingual Cardiff and developing a truly bilingual Cardiff and promoting the Welsh language.

The group meets each quarter, and, in 2024/25, they discussed a variety of Welsh language matters including statutory 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 conduct of the Welsh language impact assessment of the Council's Replacement Local Delivery Plan.