

Welsh Language Standards Annual Report 2021-2022

Prepared in accordance with the requirements of the



Comisiynydd y
Gymraeg
Welsh Language
Commissioner

15 June 2022

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Man gwyrddach



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This report is available in Welsh, and in other languages and formats on request.

Mae'r adroddiad hwn ar gael yn Gymraeg, ac mewn ieithoedd neu fformatau eraill ar gais.

Introduction

This annual monitoring report for 2021-2022 covers the four areas required under the regulatory framework and demonstrates the Council's ongoing commitment to providing bilingual services to the public and staff members.

Detail of Reporting Requirement	Related Standard Number (& sub-clause)
<p>Complaints from the Public</p> <p>The annual report must include the number of complaints that you received during that year which related to your compliance with the standards with which you were under a duty to comply.</p>	147, 148, 149, 156, 158 (2), 162, 164 (2), 168 (a), 170 (2) (d)
<p>Staff Language Skills</p> <p>The number of employees who have Welsh language skills at the end of the year in question (on the basis of the records kept in accordance with standard 151).</p>	170 (2) (a) 151
<p>Welsh Medium Training Provision</p> <p>The number of members of staff who attended training courses you offered in Welsh during the year (on the basis of the records you kept in accordance with standard 152);</p> <p>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 (on the basis of the records you kept in accordance with standard 152).</p>	170 (2) (b) 170 (2) (c) 152
<p>Recruiting to Empty Posts</p> <p>The number of new and vacant posts that you advertised during the year which were categorised as posts where:</p> <ul style="list-style-type: none"> (i) Welsh language skills were essential (ii) Welsh language skills needed to be learnt when appointed to the post (iii) Welsh language skills were desirable, (iv) Welsh language skills were not necessary <p>(on the basis of the records you kept in accordance with standard 154)</p>	170 (2) (ch) 154

Appendix A

On 8 October 2020, the Council adopted a new Strategic Equality Plan 2020-2024. Six of the seven Strategic Equality Objectives, as listed below, include Welsh language implications:

Equality Objective 1	Service Planning and Delivery – Understand and remove the barriers people face when accessing services
Equality Objective 2	Education, Skills and Employment – Improve education opportunities for all
Equality Objective 3	Community Cohesion – Promote and facilitate inclusive and cohesive communities
Equality Objective 4	Inclusive Engagement and Participation – Engage with citizens to encourage participation, to have their voices heard when planning service delivery
Equality Objective 5	Welsh Language – To ensure the Welsh speaking public can access services that comply with the statutory requirements
Equality Objective 6	Inclusive, Diverse and Equal Workforce – Create a workforce which reflects and respects the diversity of the communities within the county borough

The Council's Cabinet and Corporate Management Team have been actively involved in discussions and debates around the implementation of the Welsh language Standards since January 2014. A number of reports and presentations have been presented in order to keep them fully informed of ongoing improvements in the provision of services through the Welsh language.

1. Welsh Language Standards: Action Plan

Since the Welsh Language Standards were introduced on 30 March 2016, we have developed a Compliance Work Programme to ensure that services we deliver are in accordance with the Standards, that staff are aware of their obligations and that they have the required language skills where possible.

The Compliance Work Programme is summarised below:

Correspondence - Standards 4, 5 & 7

These standards relate to correspondence, which must be bilingual if we do not know language choice or are sending letters out to a number of people regarding the same subject matter. We must ensure that our letterhead is also compliant.

Action taken:

- FACTSHEET for staff – General Correspondence
- Bilingual auto-signatures on emails for all staff on email along with the following statement:
Gallwch ohebu mewn unrhyw iaith neu fformat.Ni fydd gohebu yn Gymraeg yn creu unrhyw oedi.
Correspondence may be in any language or format. Corresponding in Welsh will not lead to any delay.
- Letterhead templates in place.

Telephone – Standards 8, 9, 11, 14, 16, 17, 19, 20, 21 & 22

These standards relate to how we deal with telephone calls and that a bilingual greeting is given. Staff must be equipped with the relevant language skills to deal with calls in Welsh, and if they are unable, that they know who the Welsh speakers are that are able to deal with the matter, and how to transfer calls. If no Welsh speaker is available to provide the subject specific information the call can be put through to a non-Welsh speaker.

We must state, when we publish main telephone numbers that we welcome calls in Welsh and all our automated telephone systems must be bilingual.

Action taken:

- FACTSHEET for staff– Telephone Greetings.
- Training delivered to staff to ensure they can give basic greetings and provide reception services in our main locations.
- Welcoming Welsh language calls has been published in **Newsline** since the June 2017 edition.
- Employees provided with desk stands, which are Quick Reference Guides.
- Automated telephone messages for service areas recorded bilingually.
- Answer machine messages for service areas recorded bilingually.
- There have been several attempts to recruit Welsh speaking staff to the Contact Centre and Reception. An additional Welsh speaker was appointed in March 2022.

Meetings - Standards 24, 24A, 27, 27A, 27D, 29 & 29A

These standards are about how we invite individuals to meetings and when we must offer them the opportunity to use the Welsh language. If they so wish, we must then arrange simultaneous translation to facilitate that meeting.

If inviting more than one individual to a meeting they must all be asked if they wish to use the Welsh language. However, if at least 10% wish to use Welsh then simultaneous translation must be arranged. If less than 10%, the Welsh speakers must be informed that on this occasion we are not required to fulfil their request to speak Welsh at the meeting.

If the meeting with the individual is regarding their well-being, and they wish to speak Welsh, then simultaneous translation must be provided so that the individual can speak in their language of choice. Well-being meetings must be conducted with simultaneous translation if any attendee has requested that they use Welsh

Action taken:

- FACTSHEET for staff– Meetings with individuals.
- When inviting individuals to a meeting services are required to include a standard sentence asking their language choice and if they wish to use or conduct the meeting through the medium of Welsh.
- Currently using MS Teams for public meetings but actively engaged and following development of MS Teams to facilitate a simultaneous translation/interpretation channel during meetings.

Public Meetings and Events – Standards 30, 31, 32, 33, 34, 35 & 36

Any advert or notice publicising public meetings/events/activities must state that Welsh can be used.

Any invitations to public meetings/events/activities must be sent in Welsh and English and all material displayed at the public meeting must be bilingual, Welsh first.

Any speakers at public meetings/events/activities must be asked if they wish to use Welsh, and if so simultaneous translation must be arranged. All attendees at public meetings/events/activities must be informed orally that they are welcome to use Welsh and that simultaneous translation is available for the non-Welsh speakers.

Action taken:

- FACTSHEET for staff – Public Meetings
- FACTSHEET for staff – Event Planning
- Translation and Interpretation Framework in place since May 2017 for simultaneous translation requests. Framework will be going to Tender during 2022 as a Dynamic Purchasing System (DPS) allowing greater flexibility to add new providers at any time.
- Currently using MS Teams for public meetings but actively engaged and following development of MS Teams to facilitate a simultaneous translation/interpretation channel during meetings.

Agendas, minutes and other public documents – Standards 41 & 47

These Standards relate to producing the following documents in Welsh;

- Agendas and minutes for Cabinet
- Agendas and minutes for Education for Life Scrutiny and Full Council.

In addition if a document is produced for public use, and is not caught by any other standard it must be produced in Welsh if the subject matter suggests it should be produced in Welsh, or if the anticipated audience and their expectations suggests that it should be produced in Welsh e.g. Reports relating to Welsh medium education

Action taken:

- Producing agendas and minutes for Cabinet, Education for Life Scrutiny and Full Council in Welsh is current practice

General Publications – Standards 42, 43, 44, 45, 46 & 47

These Standards relate the following being produced in Welsh if they are for the public or provide information to the public;

- licences, certificates, brochures, leaflets, pamphlets, cards, policies, strategies, annual reports, corporate plans, guidelines, codes of practice or any rules that apply to the public;

Any statement that we issue to the press must be bilingual unless the statement is issued during an “emergency” as defined in Section 1 - Civil Contingencies Act 2004.

If a document is produced for public use, and is not caught by any other standard it must be produced in Welsh if, the subject matter suggests it should be produced in Welsh or if the anticipated audience and their expectations of the audience suggests that it should be produced in Welsh.

Action taken:

- Producing licences, certificates, brochures, leaflets, pamphlets, cards, policies, strategies, annual reports, corporate plans, guidelines, codes of practice or any rules that apply to the public, in Welsh, is already current practice.
- Communications Team aware regarding the issuing of public statements.

Consultation Documents – Standards 44, 91, 92 & 93

Consultation documents must be bilingual and must consider and seek views on;

1. what the effects whether positive or negative the proposal would have on; or
2. how the proposal could be developed or revised so that it would not have negative effects, or so that it would have decreased negative effects on;

Action taken:

- The Integrated Impact Assessment process includes specific sections on the Welsh Language and Consultation and asks if considerations have been given to the Welsh language during the consultation process.
- A Welsh Language in Consultation Checklist is being created so that officers undertaking consultation exercises are aware of their obligations.

Website, Social Media and Electronic Devices – Standards 52, 56, 58 & 60

Each page of the Council's website must be bilingual, fully functional with Welsh treated no less favourably than the English pages. The interface and menus on pages must be bilingual.

Any social media accounts, which belong to the Council, must treat the Welsh language no less favourably than the English language.

Self-service machines must treat Welsh no less favourably e.g. parking ticket machines.

Action taken:

- Audit of entire website and its functionality was completed in September 2019.
- Staff informed of process for publishing bilingual information on Council's website.
- Social Media Usage Guidance includes a section on the Welsh Language Standards and those with accounts have been asked to acknowledge the requirements to comply. Monitoring will start shortly and those not complying will be reminded of their obligations.
- Any issues on any webpages are actioned with urgency.
- Parking machines give people the option to select language choice.
- Audit of corporate social media accounts started in March 2020 – work ongoing and staff reminded of compliance with Welsh Language Standards.
- The Planning Department's upgraded Public Access Platform enables people to search, track and comment on Planning Applications in English and in Welsh.
- A new website is being developed which will consider the requirements of relevant Welsh Language Standards.

Public Signage – Standards 62, 67, 70, 141, 142 & 143

New and renewed signs must be bilingual and treat Welsh no less favourably than English and the Welsh language must be positioned so it is likely to be read first.

Action taken:

- New and renewed signs are compliant.
- FACTSHEET – Signage.
- All translation work received is returned in the correct format. This is current practice.
- **Welsh Language Standards Manual for CCBC Works Signage** produced in response to the number of service requests received regarding non-compliant works signage. This has been shared with officers and sub-contractors.

Visitors to Buildings – Standards 64, 65, 65, 65A, 67 & 68

A bilingual reception service must be provided at the following Council buildings and the Welsh language must not be treated less favourably than the English language;

- Penallta House
- Bargoed, Risca, Rhymney, Blackwood, Caerphilly and Ystrad Mynach libraries;
- Caerphilly Visitor Centre
- Llancaiach Fawr Manor House
- Registration Services;
- Caerphilly, Heolddu, Newbridge and Risca leisure centres.

Signs must be displayed on receptions stating the Welsh language may be used. Welsh speaking staff at receptions must display a badge stating that they can speak Welsh.

Action taken:

- Since the pandemic, reception services to the public are done on an appointment basis. Language preference is asked at first contact and a Welsh speaker is made available for the appointment should that be the language preference.
- Training programme completed for staff on reception at Penallta House and Contact Centre. Further training being rolled-out along with ongoing support.
- Cymraeg Gwaith - 10-hour online course rolled out to staff since September 2018.
- All venues listed under Standard 64 have been given the poster to display in reception areas indicating that a Welsh language service is available.
- Information available to staff on the Corporate Policy Unit Portal.
- All learners and Welsh speakers have received a Iaith Gwaith lanyard or badge.
- Iaith Gwaith posters reissued to be displayed in reception area.

Grant Awarding – Standards 71, 72 & 72A

Application forms for grants must be bilingual. Anything published regarding a grant must state that applications may be submitted in Welsh and will not be treated less favourably than the English, this includes timescales set for assessment etc.

Action taken:

- FACTSHEET for staff – Grants.
- Awarding Grants Policy has been written by Grŵp Deddf and will be taken shortly to Corporate Management Team for discussion and adoption. Once approval has been given the policy will be shared with officers who administer grants.

Education Courses – Standards 84 & 86

Education courses must be offered in Welsh unless an assessment under Standard 86 has been carried out.

Action taken:

- Asking people if they wish to receive the course in Welsh at registration or enquiry point and then assessing the demand for the course through the medium of Welsh.

Public Address - Standard 87

All public addresses must be bilingual with Welsh first.

Action taken:

- Fire Alarm Test and Minute Silence messages are bilingual.
- Emergency Evacuation – English Only.
- Tourism has been asked to look at their events programme and the need to ensure that all public announcements are bilingual, Welsh first.
- Big Cheese 2019 event – public address messages were bilingual.
- Libraries' automated public address messages are fully compliant.

Policy Making – Standards 88, 89 & 90

New, revised or reviewed policies must consider the effect the policy will have on opportunities to use Welsh and must not treat Welsh less favourably.

Action taken:

- An Integrated Impact Assessment has been implemented since 1 April 2021 and was developed using the Welsh Language Commissioner's guidance on the Policy Making Standards. The impact assessment now requires officers to give more consideration on the impact on the Welsh language when developing proposals and policies.

Intranet / Internet Pages - Standards 122 & 124

The intranet home page must be bilingual, fully functional and treat Welsh no less favourably. English language pages must state that a corresponding Welsh page is available, with a link if applicable.

Action taken:

- A bilingual intranet is not current practice. There is a dedicated Welsh Language page on the Corporate Policy Unit Portal for staff to access.
- A new Intranet is being developed which will consider the requirements of relevant Welsh Language Standards.
- Some HR policies are available in Welsh on the HR Portal.

Welsh Language Training and Staff Communication – Standards 128, 129, 130, 133, 134 & 135

We must provide training in Welsh for staff if it is provided in English on; recruitment, performance management, complaints, disciplinary, induction, dealing with the public, health and safety, on using Welsh in meetings, interviews, complaints and during disciplinary procedures.

Staff must be given opportunities in work hours to receive basic Welsh lessons and for employees who manage others to receive training on using Welsh in their role as managers

We must provide new employees with information on the Welsh language and text or logo for Welsh speaking employees to use in e-mail signatures that indicates they are willing to use Welsh, whether fluently or as a learner.

Welsh language version of contact details in emails and out of office, messages must also be in Welsh.

Action taken:

- FACTSHEET for staff – HR
- If any training requests were received, we would work with neighbouring councils to make courses viable.
- The annual Welsh language training programme delivered since 1999, which offers staff a variety of different courses, including online, self-study, residential, weekly and Welsh Language Awareness courses. 43 learners undertook Welsh language training during 2021-2022.
- Information on the Welsh language should be included in HR Induction Packs.
- The Equalities, Welsh Language and Consultation Team are involved in the Social Services Induction Programme for new starters.
- IT has provided all staff with a bilingual auto-signature for all emails.
- IT has been unable to pre-populate a bilingual email out of office message, therefore desk stands were created for all staff to raise awareness of the requirement to ensure their out of office messages are bilingual.

Workplace Signage – Standards 141,142 and 143

New and renewed signs must be bilingual and treat Welsh no less favourably than the English and the Welsh language must be positioned so it is likely to be read first.

Action taken:

- All public facing signage is bilingual and if new or renewed is produced Welsh first

Welsh Language Strategy – Standards 145 & 146

We must produce and publish on the website, a 5-year strategy that sets out how we propose to promote the Welsh language and facilitate its use more widely in the county borough. The Strategy must include –

- (a) a target (in terms of the percentage of speakers in your area) for increasing or maintaining the number of Welsh speakers in your area by the end of the 5 year period concerned, and
- (b) a statement setting out how you intend to reach that target; and you must review the strategy and publish a revised version on your website within 5 years of publishing a strategy (or of publishing a revised strategy).

Action taken:

- The first Strategy was launched at Ffiliffest 2017 by the Minister for Lifelong Learning and Welsh Language and will cease on 31 March 2022.
- The Council's second Five Year Welsh Language Strategy 2022-2027 will be implemented from 1 April 2022. [Click here to view.](#)
- An action plan has been developed in collaboration with stakeholders from which includes the council's services areas and key Welsh language organisations, through the Welsh Language Forum.
- A review of the 2017-2022 strategy has been undertaken and the full report can be seen in **Appendix A**.

Complaints – Standards 147, 148, 149, 156, 158 (2), 162, 164 (2), 168 (a), 170 (2) (d)

We must keep a record of the number of complaints received which relate to compliance with the Standards.

Action taken:

- Reported annually in the Welsh Language Standards Annual Report, which is published on the Council's website by the 30th June every year. See **Section 4 – Complaints from the Public**.
- Equalities and Welsh language categories added to complaints system so that we can monitor if any complaints have an equalities or Welsh language element. This will help with annual reporting and to identify trends.

Publicising Compliance – Standards 161, 167, & 163

We must publish on the website a document that states the policy making standards we must comply with and how we do so and this must be available in each office open to the public.

We must publish on the website a document that states the operational standards we must comply with and how we do so and this must be available in each office open to the public.

We must have arrangements in place to oversee compliance with the policy making standards, publish the arrangements on the website and make the document available in each office open to the public.

Action taken:

- See - [CCBC Compliance Notice Report 30.03.16](#) on website.
- Compliance Notice on website to allow any queries from the public to be dealt with by accessing the internet on their behalf.

Staff Language Skills – Standards 151 & 170 (2) (a)

We must keep a record (following an assessment) of the number of employees who have Welsh language skills at the end of every financial year to include the skill level.

Action taken:

- Following correspondence from the Welsh Language Commissioner, and as outlined in our response dated 22 February 2022, a forward work plan has been developed to address a number of urgent matters relating to recruitment, including compliance with the Welsh Language Standards. Actions required have been scheduled to be completed by the 31 March 2022.

Welsh Language Training – Standards 152, 170 (2) (b) & 170 (2) (c)

We must keep a record of the number of staff that attend training courses through the medium of Welsh and the percentage of the total number of staff who attended a course in Welsh. Please see [Section 6](#) of this report.

Recruitment – Standards 154, 170 (2) (ch) & 154

We must keep a record of the number of new and vacant posts advertised during the year which were categorised as posts where.

- (a) Welsh language skills essential
- (b) Welsh language skills needed to be learnt when appointed to the post
- (c) Welsh language skills were desirable
- (d) Welsh language skills were not necessary

Action taken:

- Staff Language Skills, Welsh Language Training Provision and Recruitment are reported on annually in the Welsh Language Standards Annual Report, which is published on the Council's website by the 30 June every year. See [Section 5, 6](#) and [7](#) for details.

2. Promotion

St David's Day

We marked St. David's Day this year with the following social media posts:

<https://twitter.com/caerphillycbc/status/1498598950546415616?s=21&t=iRIlpOpOqS66NCX1SQClw>

<https://twitter.com/caerphillycbc/status/1498704690405597185?s=21&t=iRIlpOpOqS66NCX1SQClw>

Make One Small Change Campaign

On St David's Day we also launched a campaign where colleagues, through a year-long engagement campaign, will be encouraged to 'make one small change' to further their use and understanding of the Welsh language, particularly within the context of the workplace.



The campaign will also utilise national awareness days linked to equalities and consultation throughout the year, encouraging colleagues to consider how they could 'make one small change' in these important areas too.

The key message throughout is that there are many small changes that all of us can make in our daily lives which, collectively, can make a big difference.

Our '[Make One Small Change](#)' campaign will share ideas, tips and encourage colleagues to make a pledge about small changes we can all make to develop a Team Caerphilly that has the Welsh language, equality and engagement even further at its heart.

Here's a video by our Chief Executive Christina Harray launching the campaign:

<https://fb.watch/cwMq8Zi8Rh/>

Diwrnod Shwmae

Staff and members of the public were encouraged to use Welsh words and provided with vocabulary to use in different settings. They were also encouraged to get involved in a Diwrnod Shwmae quiz hosted by Aneurin Bevan University Health Board.



The Library Service also promoted Diwrnod Shwmae posting a video on their social media accounts - Sut ydych chi'n '#Shwmae'? | How do you '#Shwmae'? – <https://fb.watch/cwS5NZkDkW/>

Mae Gen i Hawl (Welsh Language Rights Day)

On 7 December we celebrated Mae Gen i Hawl (Welsh Language Rights Day). Again social media presence was key in raising awareness of the event and the rights of Welsh speakers when accessing services.

[Welsh Language Rights Day - celebrating the 'transformation' in the experiences of Welsh speakers](#)

<https://twitter.com/caerphillycbc/status/1468262290994741250?s=21&t=iRllpOpOqS66N CX1SQClnw>

<https://twitter.com/caerphillycbc/status/1468263799442616322?s=21&t=iRllpOpOqS66N CX1SQClnw>

As part of our promotion to raise awareness of Welsh language rights, we interviewed one of our school teachers who has recently completed the Welsh language Sabbatical Scheme.

The Scheme offers periods of intensive study away from the classroom, for education practitioners to develop Welsh language skills and gain confidence in bilingual and Welsh- medium teaching methodologies. A programme of courses is delivered across Wales under a contract with Welsh Government.

To view the interview with Miss Jones, Pontllanfraith Primary School click on the link: <https://twitter.com/caerphillycbc/status/1468173469858816003?s=21&t=iRllpOpOqS66N CX1SQClnw>

Internal promotion

As we approached the holiday season in July 2021, staff were reminded of the need to use the Out of Office messages on email accounts. The reminder highlight the need to ensure messages were bilingual and included the electronic version of the desk stands developed when the Standards were implemented.

Safonau'r Iaith Gymraeg
Welsh Language Standards

Mae gan Gyngor Bwrdeistref Sirol Caerffili ddyletswydd statudol i gydymffurfio â Safonau'r Gymraeg ers iddynt ddod i rym ar 30 Mawrth 2016. Mae Safonau'r Gymraeg yn effeithio ar bob aelod o staff a phob gwasanaeth rydym yn darparu i'r cyhoedd.

Ydych chi'n gwybod ei fod yn ofynnol yn ôl y gyfraith i chi wneud y canlynol yn Gymraeg ac yn Saesneg?

- Cyfarchion ffôn
- Negeseuon allan o'r swyddfa
- Negeseuon peiriant ateb
- Negeseuon ffôn awtomataidd
- Cyfathreblaeth a deunydd ysgrifenedig

Bore da, Good Morning Leisure Services
Prynhawn da, Good Afternoon Ioan Richards

Am gymorth a chynngor cysylltwch â Thim Cydraddoldeb a'r Gymraeg ar WWW:Cymraeg

For help and advice, please contact the Equalities and Welsh Language Team at WWW:Cymraeg

Negeseuon Allan o'r Swyddfa
Os ydych yn mynd i fod i ffwrdd o'ch desg am unrhyw gyfnod o amser, rhaid i chi sicrhau bod eich neges allan o'r swyddfa ymlaen a'i bod yn Gymraeg ac yn Saesneg.

Er enghraifft:
Dydw i ddim ar gael tan **09/09/000**.
Os bydd eich ymholiad yn un brys cysylltwch â (ychwanegwch enw, cyfeiriad eost a rhif ffôn swyddog arall).

Os ydych yn defnyddio'r fformat hyn ar gyfer y dyddiad dim ond y rhifau bydd rhaid newid bob tro rydych am ddefnyddio eich Neges Allan o'r Swyddfa.

Out of Office Message
If you are going to be away from your desk for any length of time you must ensure that your out of office message is on and that it is in Welsh and English.

For example:
I am currently unavailable until **09/09/000**.
If your communication is urgent please contact (insert another officer's name, email address and telephone number).

If you use this date format then you only have to change the numbers when you need to use your Out of Office Message.

Negeseuon Peiriant Ateb
Dyma beiriant ateb (enw'r tîm). Does neb yma i gymryd eich galwad ar hyn o bryd. Gadewch eich enw, rhif ffôn a neges fer, a bydd rhywun yn cysylltu â chi. **Diolch yn fawr.**

Answer Phone Messages
This is the voicemail for (team name). There is no-one here to take your call at the moment. Please leave your name, number and a short message, and someone will get back to you. **Thank you.**

Neges Ffôn Awtomataidd
Mae'n rhaid i bob neges ffôn awtomataidd fod yn Gymraeg ac yn Saesneg.
Mae'r Tim Cydraddoldeb a'r Gymraeg yn gallu helpu i arall-eirio a recordio negeseuon.

Automated Phone Messages
All automated phone messages must be in Welsh and English.
The Equalities and Welsh Language Team can help to re-word and record messages.

Cyfathreblaeth a Deunydd Ysgrifenedig
• Rhaid i bob llythyr cyffredinol i fwy nag un person a llythrau pan nad yw dewis iaith yn hysbys fod yn ddwyieithog.
• Rhaid i benawdau llythrau ddwyed na fydd gohebu yn Gymraeg yn arwain at unrhyw oedi.

Correspondence and Written Material
• All general letters to the public, letters to individuals where language choice is not known and all promotional material must be bilingual.
• Letterheads must say that corresponding in Welsh will not lead to any delay.

CAERPHILLY
CYNGOR BWRDEISTREF SIROL
CAERFFILI

Welsh Language Strategy development

The Welsh Language Standards require the council to develop a 5-year Welsh Language Strategy that sets out how it intends to promote the use of the Welsh language, and facilitate the use of the Welsh language more widely in the county borough.

The strategy must include a target (in percentage terms) for increasing or maintaining the number of Welsh speakers in the area by the end of the 5-year period. In addition, the strategy must include a statement setting out how the target will be met. The strategy must be reviewed and renewed at the end of each 5-year period (Standard 145).

In developing the new strategy the council undertook a range of evidence gathering and pre-consultation engagement activities to develop a revised set of actions of the draft 5-year Welsh Language Strategy 2022-2027. These actions will enable us to plan how we will promote the Welsh language and facilitate the use of the language locally to increase the Welsh speaking population over the next five years.

Activities include:

- A review of legislative requirements
- A review of external reports and guidance, including Welsh Government's '**Cymraeg 2050: our plan for 2021 to 2026**', and the Welsh Language Commissioner's guidance '**Standards relating to promoting the Welsh Language**'
- A review of the Council's current Five Year Welsh Language Strategy 2017-2022

Appendix A

- An analysis of local and national datasets
- Engagement with service delivery managers within the Council
- Engagement with Caerphilly Welsh Language Forum and Welsh in Education Forum

We worked in collaboration with our partners to develop a strategy that builds on our past successes, meets the needs of the Welsh speakers and learners in the county borough, meets the legislative requirements and most importantly, is meaningful, appropriate and achievable for everyone involved. A full list of the partners involved can be viewed in the strategy.

The strategy was approved by Cabinet in March 2022 and was published on our website on 31 March 2022. To view the strategy and the supporting appendices please click on the following link: [5-Year Welsh Language Strategy 2022-2027](#).

At the end of each 5-year period, the council must assess the extent to which the strategy has been followed and the target met. The assessment, which must be published, must include the number of Welsh speakers in the area and the list of activities that have been undertaken to meet the aims of the strategy (Standard 146). Progress against the 5-Year Welsh Language Strategy 2017-2022 can be seen in the report in **Appendix 1**.

Careers Wales Video and Careers Wales – World of Work with YG Cwm Rhymni

Over the past 12 months we have been working closely with Careers Wales to try and build links with our secondary schools, raising awareness of careers with the council but in particular how important having Welsh language skills is in the workplace.

The Senior Policy Officer – Equalities and Welsh Language recorded two videos (Welsh and English versions) to be used in our secondary schools during the lockdown period.

<https://twitter.com/cwcardiffbea3/status/1397210046036054020?s=21&t=iRIlpOpOqS66NCX1SQClnw>

In November 2021, the Senior Policy Officer – Equalities and Welsh Language was invited to attend a 'World of Work Day' at Ysgol Gyfun Cwm Rhymni. The day consisted of delivering a number of presentations during the school day to Year 11 students, promoting career opportunities with the council. The presentation focussed in particular on how important and valuable having and using Welsh language skills are in the workplace. Students were encouraged to wear the 'iaith gwaith' orange speech bubble badges and lanyards to show employers and members of the public that they can speak Welsh.

<https://twitter.com/cwcardiffbea3/status/1456234952459227147?s=21&t=iRIlpOpOqS66NCX1SQClnw>

The Position of the Welsh Language 2016-2020

In the Welsh Language Commissioner's 5-year Report the council were included as a case study in relation to the work undertaken to develop a definitive list of place names to be used on a national level. The list is yet to be formally agreed by the Council but will be taken through the required committees for adoption in due course. To view the case study please click on the following link:

[The Position of the Welsh Language 2016–20: Welsh Language Commissioner's 5-year Report](#)

General promotion

We promoted and encouraged Welsh speakers and learners to subscribe to the council's **Stay Connected** bulletin, receiving the council's news in the language of their choice.

Are you learning Welsh and looking for opportunities to read Welsh text?

*Subscribe to our free email alert service, **Stay Connected**. It will help you to expand your Welsh vocabulary and improve your understanding of Welsh text by reading news alerts in Welsh.*

https://public.govdelivery.com/accounts/UKCAERPHILLY_CY/subscriber/new

Welsh Language Statistics 2020-2021

Number of translation requests received.....	3,017
Number of translation requests sent externally.....	352
Number of words translated in-house.....	852,844
Number of words translated externally.....	1,376,596
Number of Welsh language courses advertised / offered.....	69
Number of staff learning Welsh.....	35
Number of Welsh Language Investigations since 2016.....	13

3. Commissioner's Assurance Report 2019-2020

Evidence of compliance and progress:

Correspondence

3 emails received in Welsh but only 2 out of the 3 were responded to in Welsh.

(Standards 1, 4, 5, 6, 7)

Action taken:

On receipt of the third email, it was initially sent to the translation team to translate the customer's request. The email was then sent to the relevant department. Unfortunately, the email address used to forward the email to was not being monitored and therefore the email was left unanswered. The issue has been raised with the Assistant Director to address this with their teams.

Telephone Calls

3 telephone calls received. All three were answered bilingually, however the member of staff noted on all three calls that they are learning Welsh and can transfer the caller to a Welsh speaker. When transferred the call was lost on all three occasions.

Action taken:

The phone line has been fully tested and the system is working correctly. When a call is transferred the line is silent, as we do not have any hold music, this is sometimes mistaken by callers as being disconnected.

We recently undertook 3 recruitment exercises for additional Welsh speakers (which were also advertised on Welsh job sites). Unfortunately, on the first two occasions we failed to appoint due to lack of interest. However we are pleased that on the third recruitment round we were able to appoint a fluent Welsh speaker.

Website and Social Media

- 1 School Counselling document was not available in Welsh.
- 2 documents and two application forms were on the website, but did not have the required statement on them stating they were also available in Welsh.
- 1 Council Tax form was not available in Welsh.
- 3 out of 15 webpages treated the Welsh less favourably.
- 10 out of 10 tweets available in Welsh, but 3 treated the Welsh language less favourably.
- 9 out of 10 Facebook posts available in Welsh and 2 out of the 10 treated the Welsh less favourably.

Action taken:

- The School Counselling document was translated and the webpage updated. The document is now available in Welsh and English.
- The documents, application forms and relevant webpages were updated, and the required statement is on them stating that they are also available in Welsh.
- The Council Tax form was translated and the webpage updated

Appendix A

- Errors on the 3 webpages were identified, corrected and updated.
- The issues with the 3 tweets appears to be a copy and paste error with line checking eligibility omitted. The team has been reminded of the importance of accuracy and they should ensure that the Welsh language post mirrors the contents of the English post.
- The first Facebook post was only available in English and the second post included a link, which took you to English only information. Both instances were down to human error and the team have been reminded of the importance of accuracy and ensuring that the text is available in both languages before posting.

Recruitment

A forward work plan has been developed to address a number of urgent matters relating to recruitment, including compliance with the Welsh Language Standards. Actions required have been scheduled to be completed by the 31st March 2022

General Comments

We recognise that over the past 2 years, our focus has been on dealing with the pandemic and adapting our services to be delivered via different methods. In doing so our priorities necessarily changed and we would have to recognise that our efforts may not have been focused as much as we would have liked on ensuring that our services are delivered bilingually and in accordance with the Welsh Language Standards. We would like to assure you that, as we recover from the pandemic, our desire to support the language is as strong as ever. In light of the non-compliance highlighted in the annual audit and the need to get services back to functioning business as usual, we are aiming to launch an engagement and awareness raising campaign around the Welsh language, equalities and consultation in March.

4. Complaints from the Public

Welsh Language Commissioner Investigations

We use this section of the report to detail any Welsh Language Commissioner Investigations. For the duration of 2021-2022, we received 0 new investigations for the third year in succession.

Members of the public can view the Council's Complaints Procedure for dealing with complaints made through the medium of Welsh via our website using the following link:

<https://www.caerphilly.gov.uk/My-Council/Strategies,-plans-and-policies/Equalities/Welsh-language-Standards>

Complaints:

The Council's **Strategic Equality Plan 2020-2024** has specific actions, which commits the Council to use its service requests and complaints data to:

- **Equality Objective 1 – Action 5 & Equality Objective 4 – Action 5**
Identify service needs of specific user groups; what barriers prevent access, and what actions are required to remove those barriers
- **Equality Objective 1 – Action 8**
Collect equalities monitoring information for compliments and complaints

During 2021-2022, **1** complaint and **6** service requests were received relating to the Welsh language.

The **1** complaint received raised multiple issues:

- Electoral Services letter contained an English web link in the Welsh version.
- Complaints officer could not deal with complaint in Welsh and they want their language preference recorded for future complaints.
- On the Complaints webpage there is only an email address as a contact, there should be a telephone number and a text phone number.
- Colin the Chabot does not work.

Action taken:

- Electoral Services acknowledged the error and will correct for all future correspondence.
- Electoral Services have appointed a Welsh-speaking member of staff to deal with telephone calls. If no Welsh-speaking member of staff is available, a call back from a Welsh-speaking member of staff will be arranged with the caller.
- Contact details on the Complaints webpage reviewed and updated where necessary.
- Explanation given that the Chabot was initially for the purposes of dealing with Covid-19 enquiries. The Chabot will be trained in due course to deal with complaint enquiries.

Service Requests:

The **5** service requests were made up of the following:

No.	Detail(s) of Service Request(s)	Resolution
SR1	New road sign erected which is in breach of the Welsh language Standards, English text is first	New sign erected
SR2	Road sign corrected but now has a typo in it	Road sign corrected
SR3	English address showing on Welsh correspondence from Electoral Services	Entry on the LLPG system has been updated and the Welsh name will be displayed on future correspondence.
SR4	Member of the public not happy that road signs are bilingual Welsh first and that they receive bilingual documentation.	Explained the legal requirement for local authorities to comply with Welsh Language Standards, which include road signage and documentation. Provided contact details of the Welsh Language Commissioner should, they wish to take the issue further.
SR5	Social media post retweeted from Public Health Wales regarding a possible TB Case in a Caerphilly county borough school has typos in the Welsh text. Also questioned the lack of recruitment information in Welsh on the Council's website	Informed the member of the public that the post belonged to Public Health Wales but that we would notify them of the errors. In regards to the recruitment information, we explained that the software was awaiting an upgrade, which would support both Welsh and English languages.

General Definitions

Corporate complaints are those that are due to failure of process or failure to operate Council policy correctly. These are complaints that could ultimately be forwarded to the Public Services Ombudsman or Welsh Language Commissioner, for example.

Code of conduct issues around staff behaviour or attitude are dealt with via internal HR processes. Equalities and Welsh language complaints are however something of a hybrid, in that a failure of process may be as a result of the attitudes or opinions of a staff member towards a particular group for example.

Complaints and Service Requests by Directorate

DIRECTORATE	COMPLAINTS	SERVICE REQUESTS
Economy and Environment	0	2
Education & Corporate Services	1	3
Social Services & Housing	0	0
TOTALS	1	5

5. Staff Language Skills

The ability to record Welsh language skills in terms of staff data and analysis is an integral part of the payroll system within Caerphilly County Borough Council. Financial year-end figures to 31 March 2022 are shown below and overleaf. The skills levels are measured in accordance with the language skills guidelines provided by the Association of Language Testers in Europe (ALTE). On pages 21-23 of this report, you will see details of the language skills of staff per service area measures on a scale of 5 being 'Proficient' down to 'No Skills'.

Level 5	Level 4	Level 3	Level 2	Level 1	No Skills
Proficiency	Advanced	Intermediate	Foundation	Entry Level	-

Compared with last year, again we have recorded a slight increase in the number of Welsh speakers within our workforce all directorates.

At the time of reporting last year, the total number of staff and Welsh speakers within the organisation was as follows compared with this this reporting year;

Council Totals for 2020-2021

Total Staff	Welsh Speakers	%
8296	1825	21.99

Council Totals for 2021-2022

Total Staff	Welsh Speakers	%
8348	1968	23.57

LINGUISTIC PROFILE OF WORKFORCE - WELSH LANGUAGE ABILITY BY SERVICE AREA AND FLUENCY AS AT 31 MARCH 2022

i) OVERALL STAFF FIGURES

<i>Economy and Environment</i>	2020-2021			2021-2022		
	Total Staff	Welsh Speakers	%	Total Staff	Welsh Speakers	%
Community & Leisure Services	716	125	17.45	1349	226	16.75
Infrastructure	227	35	15.41	220	34	15.45
Property Services	63	18	28.57	62	19	30.64
Public Protection	159	34	21.38	155	41	26.45
Regeneration & Planning	332	49	14.75	319	63	19.74
Total	1483	261	17.59	2075	376	18.12

<i>Education & Corporate Services</i>	2020-2021			2021-2022		
	Total Staff	Welsh Speakers	%	Total Staff	Welsh Speakers	%
Business Improvement Services	995	150	15.07	29	11	37.93
Corporate Finance	156	23	14.74	157	24	15.28
Customer & Digital Services	126	24	19.04	133	30	22.55
Education Planning & Strategy	149	37	24.83	0	0	0
Learning Education & Inclusion	462	85	18.39	460	91	19.78
Legal & Governance	60	10	16.66	59	12	20.33
People Services	100	29	29.00	101	28	27.72
Schools	3311	1004	30.32	3323	1062	31.95
Transformation Services	0	0	0	717	131	18.27
Total	5068	1302	25.69	4761	1333	27.99

<i>Social Services & Housing</i>	2020-2021			2021-2022		
	Total Staff	Welsh Speakers	%	Total Staff	Welsh Speakers	%
Adult Services	1104	141	12.30	1077	144	13.37
Caerphilly Cares	0	0	0	17	5	29.41
Caerphilly Homes	480	60	13.14	486	60	12.34
Children Services	324	83	23.20	332	100	30.12
Joint Workforce Development Team	5	1	33.33	4	1	25.00
Total	1906	285	14.21	1910	309	16.17

NOTES

- The figures per service area for **Total Staff** and **Welsh Speakers** do not equal the overall total per Directorate due to some members of staff having more than one post within the organisation and those posts are within different service areas.
- As with previous reports, the figures in **5i)** above are the total number of people per directorate who have completed the Linguistic Skills form noting Welsh Language skills.
- The figures shown in **5ii)** to **5iv)** that follow refer to levels of fluency of Welsh speakers per service area and cannot be compared directly with the totals shown in **5i)** because for example, in Corporate Finance (the second section below in **5ii)** the "Level 4" column refers to a staff member who can read, speak, understand and write at Level 4, not 3 different members of staff.

ii) Economy and Environment

Community & Leisure Services	5	4	3	2	1	No Skills	Undisclosed
Listening / Speaking	22	10	9	24	146	13	2
Understanding	22	15	11	23	123	28	4
Writing	22	6	14	29	73	73	9
Total Staff	226						

Infrastructure	5	4	3	2	1	No Skills	Undisclosed
Listening / Speaking	1	0	1	2	25	3	2
Understanding	0	2	1	2	25	2	2
Writing	1	0	1	3	19	5	5
Total Staff	34						

Property Services	5	4	3	2	1	No Skills	Undisclosed
Listening / Speaking	0	0	1	2	25	3	2
Understanding	0	2	1	2	25	2	2
Writing	0	0	0	3	19	5	5
Total Staff	19						

Public Protection	5	4	3	2	1	No Skills	Undisclosed
Listening / Speaking	3	0	4	6	27	1	0
Understanding	5	2	3	5	24	2	0
Writing	3	0	3	3	21	10	1
Total Staff	41						

Regeneration & Planning	5	4	3	2	1	No Skills	Undisclosed
Listening / Speaking	9	1	1	13	36	3	0
Understanding	9	3	1	9	33	6	2
Writing	10	0	1	7	30	12	3
Total Staff	63						

iii) SOCIAL SERVICES and HOUSING

Adult Services	5	4	3	2	1	No Skills	Undisclosed
Listening / Speaking	12	11	3	9	97	12	0
Understanding	14	13	2	5	83	23	4
Writing	14	9	1	10	46	58	6
Total staff	144						

Caerphilly Cares	5	4	3	2	1	No Skills	Undisclosed
Listening / Speaking	0	0	0	0	5	0	0
Understanding	0	0	0	0	5	0	0
Writing	0	0	0	0	3	2	0
Total staff	5						

Caerphilly Homes	5	4	3	2	1	No Skills	Undisclosed
Listening / Speaking	3	3	6	5	39	4	0
Understanding	2	7	2	1	30	15	3
Writing	1	4	4	3	15	29	4
Total staff	60						

Children Services	5	4	3	2	1	No Skills	Undisclosed
Listening / Speaking	5	5	6	3	74	6	1
Understanding	7	7	3	8	58	15	2
Writing	6	5	4	6	42	33	4
Total staff	100						

Joint Workforce Development Team	5	4	3	2	1	No Skills	Undisclosed
Listening / Speaking	0	0	0	0	1	0	0
Understanding	0	0	0	0	1	0	0
Writing	0	0	0	0	0	1	0
Total staff	1						

iv) EDUCATION AND CORPORATE SERVICES

Business Improvement Services	5	4	3	2	1	No Skills	Undisclosed
Listening / Speaking	5	0	0	1	5	0	0
Understanding	5	0	0	1	5	0	0
Writing	5	0	0	1	3	1	1
Total staff	11						

Corporate Finance	5	4	3	2	1	No Skills	Undisclosed
Listening / Speaking	0	2	0	3	15	4	0
Understanding	0	2	0	2	14	6	0
Writing	0	2	0	2	9	11	0
Total staff	24						

Customer & Digital Services	5	4	3	2	1	No Skills	Undisclosed
Listening / Speaking	3	1	1	1	23	1	0
Understanding	3	2	1	0	17	3	4
Writing	3	1	1	0	12	9	4
Total staff	30						

Learning Education & Inclusion	5	4	3	2	1	No Skills	Undisclosed
Listening / Speaking	6	5	0	8	71	1	0
Understanding	7	3	3	4	61	11	2
Writing	7	1	4	4	47	25	3
Total staff	91						

Legal & Governance	5	4	3	2	1	No Skills	Undisclosed
Listening / Speaking	0	1	0	2	8	0	1
Understanding	1	0	1	1	8	1	0
Writing	0	1	0	2	7	2	0
Total staff	12						

People Services	5	4	3	2	1	No Skills	Undisclosed
Listening / Speaking	1	1	1	7	16	2	0
Understanding	1	3	1	4	16	3	0
Writing	0	2	1	5	11	9	0
Total staff	28						

Appendix A

Schools	5	4	3	2	1	No Skills	Undisclosed
Listening / Speaking	203	50	38	192	556	19	4
Understanding	203	65	79	157	464	63	31
Writing	205	36	40	181	340	212	48
Total staff	1062						

Transformation Services	5	4	3	2	1	No Skills	Undisclosed
Listening / Speaking	3	5	5	16	91	11	0
Understanding	5	6	7	14	73	25	1
Writing	5	1	5	10	41	65	4
Total staff	131						

6. Welsh Medium Training Provision

Caerphilly CBC has provided conversational Welsh courses for staff and elected members since 2001. Courses are also accessible to members of the public and staff members from partner organisations to attend. The courses range from basic taster courses for beginners to courses, which cater for those who are now fluent Welsh speakers. All courses moved to being held online during the initial lockdown, and from September 2020 onwards, all courses now run online.

The data for the courses offered and attended by Caerphilly CBC staff for the academic year 2021-2022 is as follows;

COURSE OFFERED	NUMBER OF COURSES OFFERED	NUMBER OF STAFF ATTENDING
30 Week	58	33
Online 10 Hour Course	1	0
Online 120 Hour Self Study Course	1	1
Say Something in Welsh - Online Welsh Course	1	1
Summer School	1	1
Residential Course	7	1
Withdrawn	N/A	1

Caerphilly Staff Figures – 2016-2022

Academic Year	Year courses	Taster Courses	Total Learners	(Numbers withdrawn)
2016 – 2017	45	14	59	(3)
2017 – 2018	50	61	111	(4)
2018 – 2019	53	91	144	(6)
2019 – 2020	62	185	223	(0)
2020 – 2021	27	219	246	(2)
2021 – 2022	35	-	35	(1)
TOTALS	272	570	818	(16)

During 2021-2022, staff were given 2 opportunities to attend a Welsh Language Awareness course, which disappointingly only attracted 10 attendees across the two sessions. This course must be provided for staff in line with **Standard 132**;

You must provide training courses so that your employees can develop –

(a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture);

(b) an understanding of the duty to operate in accordance with the Welsh language standards;

(c) an understanding of how the Welsh language can be used in the workplace.

Appendix A

The Welsh Language Awareness courses can be very effective in changing attitudes and explore the following points:

1. Why do we need to give attention to the Welsh language?
2. What do we need to know about the language and its speakers?
3. How can we act in a way that facilitates the use of the Welsh language?

Staff who attended the sessions gave very positive feedback and a selection of the feedback is below:

- a) I really enjoyed this afternoon's session with Huw but cannot believe the poor uptake!
- b) Huw was both informative and entertaining, providing light humour and a brief history of the Welsh language. I would recommend this course to others. Thank you.
- c) I surprised myself with how much I enjoyed the course and the confidence it has given me to practice the little Welsh I know and the enthusiasm to learn more. I will be recommending the course to others.
- d) I really enjoyed the course. It was informative and interesting and has provided me with the motivation to continue learning Welsh. It was also good to listen to the experiences of others and hear about their exposure to the Welsh language.

An awareness session facilitated by Menter Iaith Caerffili was also delivered to the Youth Service entitled ***The Welsh Language in Youth Work*** and was attended by 8 people.

In accordance with Standard 128, the council must provide training to staff through the medium of Welsh in the following areas:

You must provide training in Welsh in the following areas, if you provide such training in English –

- (a) recruitment and interviewing;*
- (b) performance management;*
- (c) complaints and disciplinary procedures;*
- (ch) induction;*
- (d) dealing with the public; and*
- (dd) health and safety.*

No requests from staff were received for any of the above listed courses to be delivered through the medium of Welsh, therefore there are no staff training figures recorded. The above information is published here to provide continuity with previous reports.

7. Recruiting to Empty Posts

A total of **850** new and vacant posts advertised since 31st March 2021 were categorised as posts where:

- (i) Welsh language skills were essential

10

- (ii) Welsh language skills needed to be learnt when appointed to the post

24

Welsh language training courses have been available to all staff and elected members free of charge since the 2001-2002 academic years (see **Section 3**)

- (iii) Welsh language skills were desirable,

810

- (iv) Welsh language skills were not necessary

6

The Welsh Language Skills Assessments in relation to vacant or new posts are undertaken as required by Standard 136, and have been recorded by Human Resources since October 2016. The assessment and supporting evidence then forms part of the business case that is required to gain permission to fill a vacant post or create a new one.

A Welsh Language Skills Assessment is completed for all vacant or new posts, which are advertised as **Welsh desirable** as a standard requirement. The assessment undertaken determines whether any new or vacant posts should be advertised as **Welsh essential**, in accordance with the job role and contact with the public.

Progress Update

Progress has been made. The recruitment system (iTrent) has been updated to improve end user experience. The revised English version is live but has been subject to changes following feedback, which has led to a slight delay in the translation process, which is now being progressed.