

# Public Document Pack



The following reports are Information Items for the Policy and Resources Scrutiny Committee.

- 1 Welsh Language Standards Annual Report 2022-2023
- 2 Minutes of the Gwent PSB Scrutiny Committee - 29th March 2023



## CABINET – 14 JUNE 2023

**SUBJECT: WELSH LANGUAGE STANDARDS ANNUAL REPORT 2022-2023**

**REPORT BY: CORPORATE DIRECTOR, EDUCATION AND CORPORATE SERVICES**

### 1. PURPOSE OF REPORT

- 1.1 To inform members and seek their endorsement of the progress made during the financial year 2022-2023 against four specific areas of Welsh language work, as required under the regulatory framework for implementing the Welsh Language Standards.
- 1.2 The report will be published online by the deadline date of 30 June 2023, as required by Welsh Language Standard 158.

### 2. SUMMARY

- 2.1 The Council has a statutory duty to produce an annual monitoring report on implementing Welsh language issues under current legislation and in compliance with Standard 158.
- 2.2 The information required for 2022-2023 covers four required key areas.

<b>Detail of Reporting Requirement</b>	<b>Standard No. (and sub-clause)</b>
<b>Complaints from the Public</b>  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.	147, 148, 149, 156, 158(2), 162, 164(2), 168(a), 170(2)(d)
<b>Staff Language Skills</b>  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);	170(2)(a) 151

<b>Detail of Reporting Requirement</b>	<b>Standard No. (and sub-clause)</b>
<p><b>Welsh Medium Training Provision</b></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>	<p>170(2)(b) 170(2)(c) 152</p>
<p><b>Recruiting to Empty Posts</b></p> <p>The number of new and vacant posts that you advertised during the year which were categorised as posts where:</p> <p>(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> <p>(on the basis of the records you kept in accordance with standard 154);</p>	<p>170(2)(ch), 154</p>

- 2.3 The report provides an update to Members on the Council's current position in relation to the Welsh Language (Wales) Measure 2011 statutory requirements.
- 2.4 The report outlines the progress made by the Council in embedding arrangements for delivering services through the medium of Welsh and increasing the Welsh language skills capacity of the workforce.

### **3. RECOMMENDATIONS**

- 3.1 It is recommended that Cabinet Members note the content of the annual report and endorse the publication of this information as a record of progress towards, and compliance with, the relevant Welsh Language Standards.

### **4. REASONS FOR THE RECOMMENDATIONS**

- 4.1 As per Standard 158 of the Council's Compliance Notice, the Council must;

- Produce an annual report which deals with the way in which it has complied with the service delivery standards with which it is under a duty to comply during that year.

- Include in the annual report the number of complaints received during that year which relate to its compliance with the service delivery standards with which it is under a duty to comply.
- Publish the annual report on its website by 30 June each year.

## 5. THE REPORT

### 5.1 The annual report highlights the following performance information;

- We received 1 complaint during this financial year, which raised a number of issues with one of the issues being that they didn't want to receive correspondence from the Council in Welsh.

Included in the response back to the complainant was an explanation on why, in certain circumstances, the Council must provide bilingual information, as stated in the Council's Compliance Notice.

- In June 2022, the Council approved a **Policy on Awarding Grants** which was developed to assist officers in complying with the requirements of the Welsh Language Standards (No.1) Regulations 2015 – when issuing grants on behalf of Caerphilly County Borough Council. The policy was written by Grŵp Deddf (Welsh Language Officers Network) as a generic policy which could be implemented in all local authorities across Wales.
- A large scale review of the Council's recruitment processes was undertaken in 2022. The review included:
  - an upgrade of the iTrent system to allow Welsh data to be captured and recorded
  - redesign and translation of the recruitment pages on the Council's website, including job adverts and job descriptions
  - recruitment of additional Welsh translator capacity to assist with the recruitment translation
  - streamline the process of receiving application forms in Welsh, previously applicants had to request a paper copy in Welsh or complete the English version online
- We launched the Council's second Five Year Welsh Language Strategy 2022-2027 at Ffilifest in June 2022. The strategy was launched by the Leader Cllr Sean Morgan and the Mayor Cllr Elizabeth Aldworth.
- We promoted and celebrated a number of different Welsh language activities during 2022-2023, including the Make One Small Change Campaign, Diwrnod Shwmae, Welsh Language Rights Day and Dydd Miwsig Cymru.
- We continued our work supporting Careers Wales with talks at Ysgol Gyfun Cwm Rhymni to Years 10 and 11 regarding career and apprenticeship opportunities with the Council, and emphasising how important Welsh language skills are to employers.

- The number of staff learning Welsh increased during this financial year to 61. We have changed the way staff are offered courses and the process for registering on a course. It is now a much more streamlined process which has reduced our administration time.
- Out of 908 new and vacant posts advertised only 2 of these were advertised as Welsh Essential, these were in the Equalities and Welsh Language Team. 10 posts were advertised where Welsh language skills needed to be learnt when appointed; 896 posts advertised as Welsh Desirable; and 0 where no Welsh language skills were required.

All posts are advertised with a default of Welsh desirable as a minimum.

## 5.2 Conclusion

It is evident from the content of the report that there has been some progress during 2022-2023. We will continue to ensure our services are being delivered in line with the Welsh Language Standards. We will also work with service areas to identify and address any Welsh language training or Welsh language skills requirements through undertaking a Welsh Language Skills Audit of the whole workforce.

## 6. ASSUMPTIONS

- 6.1 No assumptions have been made in this report.

## 7. SUMMARY OF INTEGRATED IMPACT ASSESSMENT

- 7.1 A full Equalities and Welsh language assessment and consultation were undertaken on the Strategic Equality Plan and the Five Year Welsh Language Strategy when they were being developed; therefore no full assessment has been made on this annual report.

The report is an assessment of progress made by the Council under the Welsh Language Standards and in line with associated actions in the Strategic Equality Plan 2020-2024 and the Five Year Welsh Language Strategy 2022-2027.

- 7.2 Welsh language is a crosscutting theme of the Well-being Goals within the Well-being of Future Generations Act (Wales) 2015 and impacts on every Council policy, function and procedure, covering those aimed at the public and internal policies covering the Council's staff members. The report contributes to the following Well-being Goals:
- A more equal Wales
  - A Wales of cohesive communities
  - A Wales of vibrant culture and thriving Welsh language
- 7.3 The Strategic Equality Plan 2020-2024, which includes Welsh language and compliance with the Welsh Language Standards as a strategic equality objective in its own right, has direct links with a number of other current policies and strategies, both within the Council and in terms of partnership working.

- 7.4 There are also Welsh Government strategies or regulations that the Council's Welsh Language work links to, including "Mwy Na Geiriau / More Than Words" (the National Health and Social Care Welsh Language Strategy), "Cymraeg 2050: A Million Welsh Speakers" (Welsh Government's Welsh language strategy) and **Prosperity for All** (Welsh Government's economic action plan).
- 7.5 This report ties in with the following objectives of the Corporate Plan 2018-2023;
- Objective 1 - Improve education opportunities for all
  - Objective 2 - Enabling employment
  - Objective 6 - Support citizens to remain independent and improve their well-being
- 7.6 This report contributes to the Well-being Goals as set out above. It is also consistent with the five ways of working:
- Long Term – Ensuring that staff have the skills to deliver bilingual services now and in the future
  - Prevention – Improving services and upskilling staff will ensure that everyone regardless of language choice has equal access to services and thus preventing complaints and Welsh Language Commissioner Investigations.
  - Integration – By providing bilingual services to the public we make everyone feel equal and valued.
  - Collaboration – Partnership working is key to this and assists the council in meeting its duties under the Welsh Language Standards. Working in collaboration with partners is further evidenced in the Five Year Welsh Language Strategy.
  - Involvement – As noted under collaboration, we must involve our partners to deliver on the Five Year Welsh Language Strategy and to assist us with service delivery.

## **8. FINANCIAL IMPLICATIONS**

- 8.1 There are no direct financial implications to this report as the annual report covers work already undertaken in the previous financial year. However it should be noted that moving the agenda forward will incur financial implications, particularly in relation to Welsh language translation and training of staff.

The cost of supporting staff to attend Welsh in the Workplace courses for 2022-2023, which assists in the delivery of bilingual Council services under the Standards, was £4773.20.

## **9. PERSONNEL IMPLICATIONS**

- 9.1 There are no personnel implications to this report, although this continues to be reviewed as the work of implementing the Welsh Language Standards progresses. This is relevant to Section 6 of Appendix A, which focuses on Recruiting to Empty Posts.
- 9.2 No posts are advertised without a Welsh Language Skills Assessment.

## 10. CONSULTATIONS

10.1 All responses from consultations have been incorporated in the report.

## 11. STATUTORY POWER

11.1 Welsh Language Standards (No.1) Regulations 2015, Welsh Language (Wales) Measure 2011.

11.2 Well-being of Future Generations (Wales) Act 2015.

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### Consultees:

Christina HARRY, Chief Executive  
Richard Edmunds, Corporate Director – Education & Corporate Services  
Cllr Nigel George, Cabinet Member for Corporate Services and Property  
Cllr Philippa Leonard, Equalities Champion  
Sue Richards, Head of Transformation and Education Planning and Strategy  
Stephen Harris, Head of Finance and Section 151 Officer  
Keri Cole, Chief Education Officer  
Lynne Donovan, Head of People Services  
Kathryn Peters, Corporate Policy Manager  
Robert Tranter, Head of Legal Services and Monitoring Officer

### Background Papers:

- Strategic Equality Plan 2020-2024
- Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011
- Welsh Language Strategy 2022-2027
- Various Guidance Documents (*These are available electronically for information on the Policy Portal and on relevant website pages at [www.caerphilly.gov.uk/equalities](http://www.caerphilly.gov.uk/equalities)*)

### Appendices:

Appendix A – Welsh Language Standards Annual Report 2022-2023

# Welsh Language Standards Annual Report 2022-2023

Prepared in accordance with the requirements of the



Comisiynydd y  
Gymraeg  
Welsh Language  
Commissioner

14 June 2023

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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 a fformatau eraill ar gais.**

## **Introduction**

This annual monitoring report for 2022-2023 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.

<b>Detail of Reporting Requirement</b>	<b>Related Standard Number (&amp; sub-clause)</b>
<p><b>Complaints from the Public</b></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><b>Staff Language Skills</b></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><b>Welsh Medium Training Provision</b></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><b>Recruiting to Empty Posts</b></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"> <li>(i) Welsh language skills were essential</li> <li>(ii) Welsh language skills needed to be learnt when appointed to the post</li> <li>(iii) Welsh language skills were desirable,</li> <li>(iv) Welsh language skills were not necessary</li> </ul> <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:

<b>Equality Objective 1</b>	<b>Service Planning and Delivery</b> – Understand and remove the barriers people face when accessing services
<b>Equality Objective 2</b>	<b>Education, Skills and Employment</b> – Improve education opportunities for all
<b>Equality Objective 3</b>	<b>Community Cohesion</b> – Promote and facilitate inclusive and cohesive communities
<b>Equality Objective 4</b>	<b>Inclusive Engagement and Participation</b> – Engage with citizens to encourage participation, to have their voices heard when planning service delivery
<b>Equality Objective 5</b>	<b>Welsh Language</b> – To ensure the Welsh speaking public can access services that comply with the statutory requirements
<b>Equality Objective 6</b>	<b>Inclusive, Diverse and Equal Workforce</b> – 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.
- Using MS Teams for public meetings which now has the simultaneous translation functionality.

### **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 2023 as a Dynamic Purchasing System (DPS) allowing greater flexibility to add new providers at any time.
- Using MS Teams for public meetings which now has the simultaneous translation functionality.

### **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;
  - (a) opportunities for persons to use the Welsh language, and
  - (b) treating the Welsh language no less favourably than the English language.

**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 has been drafted so that all officers undertaking consultation exercises are aware of their obligations. Advice and support is available from the Engagement/Equalities and Welsh Language teams

**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.

## Appendix A

- Signage developed for Council buildings are designed by the Council's in-house Graphic Design Team, who are fully briefed on the Welsh Language Standards, and who send proofs to the Translation Team prior to the signage being created.

### **Visitors to Buildings – Standards 64, 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 by appointment only. 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 'Iaith Gwaith' 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.

### **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.
- A [Policy on Awarding Grants](#) was approved by Corporate Management Team in June 2022, which was shared with officers who administer grants, and published on the Corporate Policy Unit Portal and on the Council's website.

### **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.
- Welsh Language Commissioner's good practice advice document has been published on the Corporate Policy Unit Portal for staff to view.

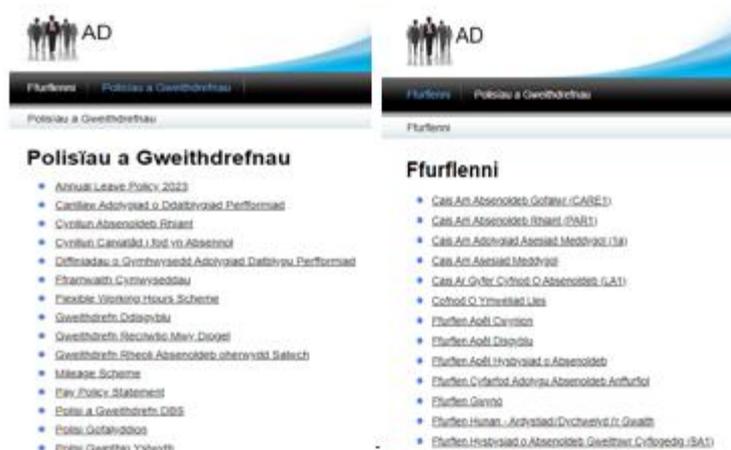
**HR Processes – Standards 99, 100, 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 112A, 114, 115, 116, 116A, 118, 119**

We must ensure that our recruitment and internal HR processes are available in Welsh, where we ask language preference of applicants and staff, and communicate with them in the language of their choice. For staff this includes any disciplinary, complaints, grievance processes and the availability of certain HR Policies in Welsh.

**Action taken:**

- Please see recruitment update in [Section 6](#).
- There are a number of HR forms and policies available for staff in Welsh on the HR Portal.

## Appendix A



### **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 and Welsh language requirements are being considered as part of the development work.
- 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, offers staff a variety of different courses, including online, self-study, residential, weekly and Welsh Language Awareness courses. 55 learners undertook Welsh language training courses during 2022-2023.
- 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
- Signage developed for Council buildings are designed by the Council's in-house Graphic Design Team, who are fully briefed on the Welsh Language Standards, and who send proofs to the Translation Team prior to the signage being created.

**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 second Strategy was launched at Ffilifest 2022 by the Leader Cllr Sean Morgan and the Mayor Cllr Elizabeth Aldworth.
- The Council's second Five Year Welsh Language Strategy 2022-2027 was implemented from 1 April 2022. [Click here to view.](#)
- An action plan has been developed in collaboration with stakeholders, which includes the Council's services areas and key Welsh language organisations, through the Welsh Language Forum.

### **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 30<sup>th</sup> 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 5** 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 4, 5 and 6** for details.

## 2. Promotion

### Make One Small Change Campaign

On St David's Day 2022, we launched a campaign where colleagues, through a year-long engagement campaign, were encouraged to 'make one small change' to further their use and understanding of the Welsh language, particularly within the context of the workplace. Our [Make One Small Change](#) campaign shared ideas, tips and encouraged colleagues to make a pledge about small changes we can all make.



The key message throughout was that there are many small changes that all of us can make in our daily lives which, collectively, can make a big difference. Among these pledges were to use the cashpoint in Welsh, read a Welsh book, and sign up to learn Welsh. Here's an example:



Happy September and welcome to the next edition of the Gwnewch y Pethau Bychain - Make One Small Change.

With the start of the academic year, you may be feeling inspired to learn something new. If so there has never been a better time to make one small change to help further your understanding of the Welsh language and to ensuring CABC remains an inclusive place to live and work.

Mis Medi hapus a chroeso i gyhoeddiad diweddaraf Gwnewch y Pethau Bychain.

A hithau'n ddechrau'r flwyddyn academaidd, efallai y byddwch chi wedi'ch ysbrydoli i ddysgu rhywbeth newydd. Os felly, ni fu erioed amser gwell i wneud un peth bach i helpu'ch deallwriaeth chi o'r Gymraeg ymhellach ac i sicrhau bod Bwrdeistref Sirol Caerffili yn parhau i fod yn lle cynhwysol i fwy a gweithio ynddi.

## St David's Day

On 1<sup>st</sup> March 2023, we marked St. David's Day by launching our internal Clwb Clebran. A group formed to give staff who are Welsh speakers and staff learning Welsh the opportunity to come together to use their Welsh in the workplace.

**CLWB CLEBRAN - CHANCE TO CHAT**

**YDYCH CHI'N SIARAD NEU'N DYSGU CYMRAEG?**

**ARE YOU A WELSH SPEAKER OR LEARNER?**

**Dewch i gwrdd â siaradwyr a dysgwyr eraill yn y gweithle.**

Dewch draw os:

- Ydych chi'n dysgu Cymraeg ar hyn o bryd (dim ots am eich lefel!)
- Ydych chi'n siarad Cymraeg yn rhugl ac esiau defnyddia'r iaith fwy yn y gweithle
- Nad ydych chi wedi siarad Cymraeg ers eich dyddiau ysgol and yn awyddus i godi hyder eto

**Lleoliad:** Caffi'r Su - Tŷ Penallta  
**Dyddiad:** Dydd Gŵyl Dewi - 1 Mawrth  
**Amser:** 12.00 - 13.00

Byddan ni'n newid y lleoliad bob tra, felly cofiwch wirio'r dyddiad a'r lleoliad.

Cyswilt: [cyraddoldeb@caerffili.gov.uk](mailto:cyraddoldeb@caerffili.gov.uk)

**Come along to meet other Welsh speakers and learners in the workplace**

Come along if:

- You're learning at the moment (no matter what level!)
- You speak Welsh fluently and want to use it more in the workplace
- You haven't spoken Welsh since your school days but are keen to gain confidence again

**Location:** The Hive - Penallta House  
**Date:** St David's Day - 1 March  
**Time:** 12.00 - 13.00

The location will change each time, so be sure to check the date and location.

Contact: [equalities@caerphilly.gov.uk](mailto:equalities@caerphilly.gov.uk)

We also promoted St David's Day via social media.



**Caerphilly County Borough Council**  
Happy St David's Day!  
The patron saint of Wales, St David was the greatest figure in the 6th century Welsh Age of Saints, and the only native-born patron saint of the countries of Britain and Ireland. St David died on 1 March - St David's Day - in 589. Cafodd ei ganoneiddio gan y Pab Callixtus yn y 12fed ganrif, ac rydym wedi bod yn datlhu Dydd Gŵyl Dewi ers hynny. [Learn more: https://bit.ly/3y0o0J0](https://bit.ly/3y0o0J0)

**Dydd Gŵyl Dewi Hapus!**  
Newddeant Cymru, Dewi Sant oedd y ffigwr mwyaf yn Oes y Seintiau Cymreig yn y 6ed ganrif, ac unig newddeant brodorol gwledydd Prydain ac Iwerddon. Bu farw Dewi Sant ar 1 Mawrth - Dydd Gŵyl Dewi - yn 589. Cafodd ei ganoneiddio gan y Pab Callixtus yn y 12fed ganrif, ac rydym wedi bod yn datlhu Dydd Gŵyl Dewi ers hynny. [Dysgwch fwy: https://bit.ly/3Z31xa](https://bit.ly/3Z31xa)

Timeline photos · 1 Mar · 0



**Caerphilly County Borough Council**  
Happy St David's Day!  
Whether you are celebrating with a slice of bara brith, proudly wearing a daffodil or attending an eisteddfod, why not share your love for Wales today and try and say it in Welsh?

**Dydd Gŵyl Dewi Hapus!**  
Os ydych yn datlhu gyda thamaid o fara brith, yn gwisgo cennin pedr yn falch neu'n mynychu eisteddfodau, beth am rannu eich cariad at Gymru heddiw a cheisio'i ddweud yn Gymraeg?

Timeline photos · 1 Mar · 0



**Caerphilly County Borough Council**  
Happy St David's Day!  
CCBC staff have been celebrating St David's Day today by using their Welsh, how have you been celebrating?

**Dydd Gŵyl Dewi Hapus!**  
Mae staff CBSC wedi bod yn datlhu Dydd Gŵyl Dewi heddiw drwy ddefnyddio eu Cymraeg, sut ydych chi wedi bod yn datlhu?

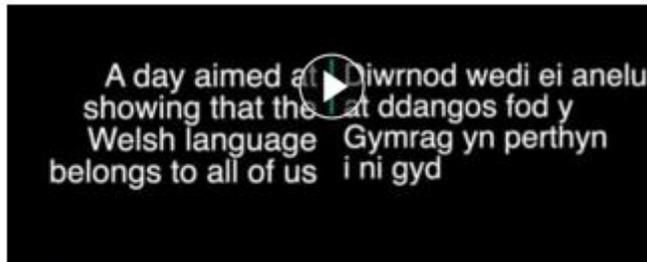
Timeline photos · 1 Mar · 0



**Caerphilly County Borough Council**  
1 March at 17:17 · 0  
Happy St David's Day! | Dydd Gŵyl Dewi Hapus!  
'Yna O Hyd'  
Nant y Parc Primary School | Ysgol Gynradd Nant Y Parc

## Diwrnod Shwmae / Su'Mae

As part of Diwrnod Shwmae / Su'Mae this year, we attended a Welsh Language group in Cross Keys to raise awareness of the Welsh language in the wider community and also visited Ysgol Gyfun Cwm Rhymni. We used this as an opportunity to create a video for social media to show people across the county borough saying "Shwmae", and Llancaiach Fawr Manor also promoted Diwrnod Shwmae / Su'Mae with their visitors.



Caerphilly County Borough Council  
15 October 2022 at 09:00 · 📺

### Shwmae Day 22 final

Happy Shwmae Su'mae Day!  
A day aimed at showing that the Welsh language belongs to us all – fluent speakers, learners or those shy about their Welsh!  
Try greeting someone with shwmae or su'mae today to celebrate the Welsh language!  
Diwrnod Shwmae/Su'mae Hapus!  
Diwrnod wedi ei anelu at ddangos fod y Gymraeg yn perthyn i ni gyd – siaradwyr rhugl, dysgwyr neu'r rhai sy'n seil am eu Cymraeg!  
Ceisiwch gyfaroch rhywun gyda 'shwmae' neu 'su'mae' heddiw i ddathlu'r Gymraeg!

Caerphilly County Borough Council  
14 October 2022 at 15:14 · 📷



Llancaiach Fawr Manor 14 October 2022 at 09:45 · 📷

Early celebrations for Shwmae Su'mae Day, 15th of October, 2022! If you want your photo taken pop along today or tomorrow!  
Dathliadau cynnar ar gyfer Diwrnod Shwmae Su'mae, 15fed o Hydref, 2022! Os ydych chi eisiau tynnu eich llun galwch draw heddiw neu yfory!

## Mae Gen i Hawl (Welsh Language Rights Day)

On 7 December we celebrated Mae Gen i Hawl (Welsh Language Rights Day). We used social media again to ensure residents are aware of their rights as Welsh speakers when accessing services.



Caerphilly County Borough Council  
#MaeGenHawl  
Diwrnod Hawliau'r Gymraeg Hapus i chi!

Mae Diwrnod Hawliau'r Gymraeg yn cael ei ddathlu bob blwyddyn ar 7 Rhagfyr ac mae'n gyfle i gyrrff cyhoeddus fel ni yn CBSC eich atgoffa chi, fel rhan o Safonau'r Gymraeg, eich bod chi'n gallu defnyddio'r Gymraeg gyda ni.

Felly os ydych chi eisiau cysylltu â ni, boed dros y ffôn, ar e-bost neu wrth ddod mewn i un o'n hadeiladau cyhoeddus, beth am ofyn am eich gwasanaeth yn Gymraeg?  
#MaeGenHawl

Am fwy o wybodaeth, ewch i: Ymgyrch 'Mae gen i Hawl' (<http://comisiynyddygyrm.aeg.cymru/>)

Happy Welsh Language Rights Day!

Welsh Language Rights Day is celebrated every year on 7th December and is a chance for public bodies such as ourselves at CCBC to remind you that, as part of the Welsh Language Standards, you can use the Welsh language with us.

So if you're getting in touch with us, by phone, email or by coming to one of our public buildings, why not ask for your service in Welsh? #MaeGenHawl

For more information, visit: 'Mae gen i Hawl' campaign (<http://welshlanguagecommissioner.wales/>)

Timeline photos - 7 Dec 2022 · 📷

Internally we made reminded staff about the Welsh Language Standards and what is expected when communicating with members of the public. This included information on answering phones bilingually, ensuring automated bilingual out of office messages are correct, making sure general correspondence is bilingual, and ensuring that Welsh speakers wear lanyards with the Work Welsh logo on them.

## Dydd Santes Dwynwen

On 21 January, we put out social media posts explaining the story of Santes Dwynwen and encouraged members of the public to use Welsh language phrases.



 Caerphilly County Borough Council  
Dydd Santes Dwynwen Hapus!

St Dwynwen was a fourth century Welsh princess who lived in what is now the Brecon Beacons National Park. Dwynwen was rather unlucky in love and despite being promised to a prince, fell in love with a local boy. Her story ends in heartbreak with Dwynwen fleeing to Anglesey to become a nun where she spent her days praying for true lovers to have better luck than she did.

St Dwynwen is now known as the Welsh patron saint of lovers, and each year on 25th January we celebrate St Dwynwen's Day.  
Learn more: <https://bit.ly/2Yu7MoX>

## Careers Wales – World of Work with YG Cwm Rhymni and Lewis Girls' School

Over the past 12 months we have been working closely with Careers Wales to 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.

Presentations were made to Year 10 and 11 across both sites of Ysgol Gyfun Cwm Rhymni regarding the importance of Welsh language skills in the workplace, and explain how the language is used as a part of daily work. All these sessions consisted of delivering a number of presentations to pupils promoting career and apprenticeship opportunities within the Council, with the students using their chrome books to search the Council's website for current job opportunities.

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.

In February, a presentation was delivered to key stage 4 students at Lewis Girls' School on the use of the Welsh language in everyday life, with a focus on the language as a skill in the workplace. A focus was also put on how the language belongs to everyone, no matter what their ability is in the language and the importance of taking pride in the language and making an effort to learn and use it where possible, as shown in the Slide from the presentation below.

### Dydd Miwsig Cymru (Welsh Language Music Day)

In February, we also promoted 'Dydd Miwsig Cymru' by sharing a link to the Welsh Government's website, which provided more information about the event along with a number of different playlists.



**Caerphilly County Borough Council**  
 Today is Dydd Miwsig Cymru - a chance to enjoy music in Welsh. No matter what your usual choice of music is, there's something for everyone! Check out the link below to find out more information about the day and how to celebrate with us by listening to a playlist that suits you.  
<https://bit.ly/3XeNNbi>  
 #Miwsig #DyddMiwsigCymru

Mae Dydd Miwsig Cymru yn cael ei ddathlu heddiw - cyfle i ni fwynhau cerddoriaeth yn Gymraeg. Dim ots beth yw eich dewis arferol o gerddoriaeth, mae rhywbeth at ddant pawb! Cymerwch gip ar y ddolen isod i ddarganfod mwy am y diwrnod ac i ddathlu gyda ni drwy wrando ar rhestr chwarae sy'n eich siwtio chi.  
<https://bit.ly/3DN04A4>  
 #Miwsig #DyddMiwsigCymru

Timeline photos · 10 Feb · 🌐

### Five Year Welsh Language Strategy 2022-2027

The Council's second strategy was launched at Ffiliffest 2022 by the Leader Cllr Sean Morgan and the Mayor Cllr Elizabeth Aldworth.



### Welsh Language Statistics 2022-2023

Number of translation requests received.....	3,197
Number of translation requests sent externally.....	84
Number of words translated in-house.....	860,892
Number of words translated externally.....	1,466,900
Number of Welsh language courses advertised / offered.....	66
Number of staff learning Welsh.....	61
Number of Welsh Language Investigations since 2016.....	13

### 3. 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 2022-2023, we received 0 new investigations for the fourth 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 2022-2023, **1** complaint and **2** service requests were received relating to the Welsh language.

The **1** complaint received raised multiple issues, but reference to the Welsh language related to the complainant wishing to only receive correspondence in English.

#### Action taken:

- In the response to the complainant we explained why in some instances the Council must provide bilingual communication and outlined the relevant Welsh Language Standards.

**Service Requests:**

The **2** service requests were made up of the following:

<b>No.</b>	<b>Detail(s) of Service Request(s)</b>	<b>Resolution</b>
<b>SR1</b>	Winter Fuel Support Scheme - On the rejection page, after the Welsh, that the words 'plug in' are there each time, but this does not happen in the English	A problem was found with a piece of coding on the software which affected the online form. Problem resolved.
<b>SR2</b>	Green sacks page on website in English. Problems ordering green sacks on a mobile device.	Web page updated and translated. Issue with software identified and resident provided with assistance to change their password.

**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**

<b>DIRECTORATE</b>	<b>COMPLAINTS</b>	<b>SERVICE REQUESTS</b>
Economy and Environment	0	0
Education & Corporate Services	1	2
Social Services & Housing	0	0
<b>TOTALS</b>	<b>1</b>	<b>2</b>

## 4. 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 2023 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 22-24 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	-

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

### Council Totals for 2021-2022

### Council Totals for 2022-2023

Total Staff	Welsh Speakers	%	Total Staff	Welsh Speakers	%
<b>8348</b>	<b>1968</b>	<b>23.57</b>	<b>8535</b>	<b>2100</b>	<b>24.60</b>

Compared with last year, again we have recorded a slight increase in the number of Welsh speakers, however this was only within the Education and Corporate Services, and Social Services and Housing Directorates. We lost Welsh speakers in the Economy and Environment Directorate.

## LINGUISTIC PROFILE OF WORKFORCE - WELSH LANGUAGE ABILITY BY SERVICE AREA AND FLUENCY AS AT 31 MARCH 2023

### 2. i) OVERALL STAFF FIGURES

<i>Economy and Environment</i>	2021-2022			2022-2023		
	Total Staff	Welsh Speakers	%	Total Staff	Welsh Speakers	%
Infrastructure	<b>220</b>	34	15.45	<b>813*</b>	148	18.20
Property Services	<b>62</b>	19	30.64	<b>974*</b>	123	12.62
Public Protection	<b>155</b>	41	26.45	<b>68*</b>	22	32.35
Community & Leisure Services	<b>1349</b>	226	16.75			
Regeneration & Planning	<b>319</b>	63	19.74	<b>323</b>	68	21.05
<b>Total</b>	<b>2075</b>	<b>376</b>	<b>18.12</b>	<b>2149</b>	<b>355</b>	<b>16.51</b>

\* During 2022-2023 Infrastructure, Property Services, Public Protection and Community and Leisure Services were reorganised.

<i>Education &amp; Corporate Services</i>	2021-2022			2022-2023		
	<b>Total Staff</b>	<b>Welsh Speakers</b>	<b>%</b>	<b>Total Staff</b>	<b>Welsh Speakers</b>	<b>%</b>
Business Improvement Service	<b>29</b>	11	37.93	<b>0</b>	0	0
Corporate Finance	<b>157</b>	24	15.28	<b>167</b>	28	16.76
Customer & Digital Services	<b>133</b>	30	22.55	<b>153</b>	41	26.79
Learning Education & Inclusion	<b>460</b>	91	19.78	<b>456</b>	101	22.14
Legal & Governance	<b>59</b>	12	20.33	<b>64</b>	16	25.00
People Services	<b>101</b>	28	27.72	<b>105</b>	30	28.57
Schools	<b>3323</b>	1062	31.95	<b>3335</b>	1131	33.91
Transformation Services	<b>717</b>	131	18.27	<b>787</b>	171	21.72
<b><i>Total</i></b>	<b>4761</b>	<b>1333</b>	<b>27.99</b>	<b>4851</b>	<b>1461</b>	<b>30.11</b>

<i>Social Services &amp; Housing</i>	2021-2022			2022-2023		
	<b>Total Staff</b>	<b>Welsh Speakers</b>	<b>%</b>	<b>Total Staff</b>	<b>Welsh Speakers</b>	<b>%</b>
Adult Services	<b>1077</b>	144	13.37	<b>1080</b>	148	13.70
Caerphilly Cares	<b>17</b>	5	29.41	<b>26</b>	7	26.92
Caerphilly Homes	<b>486</b>	60	12.34	<b>491</b>	68	13.85
Children Services	<b>332</b>	100	30.12	<b>335</b>	109	32.53
Joint Workforce Development Team	<b>4</b>	1	25.00	<b>3</b>	1	33.33
<b><i>Total</i></b>	<b>1910</b>	<b>309</b>	<b>16.17</b>	<b>1929</b>	<b>330</b>	<b>17.10</b>

## 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 **4i)** above are the total number of people per directorate who have completed the Linguistic Skills form noting Welsh Language skills.
- The figures shown in **4ii)** to **4iv)** that follow refer to levels of fluency of Welsh speakers per service area and cannot be compared directly with the totals shown in **4i)** because for example, in Corporate Finance (the second section below in **4ii)** 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

<b>Infrastructure</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>Undisclosed</b>
<b>Listening / Speaking</b>	12	3	2	7	85	10	4
<b>Understanding</b>	13	5	4	8	70	18	5
<b>Writing</b>	13	2	2	7	51	39	9
<b>Total Staff</b>	<b>123</b>						

<b>Property Services</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>Undisclosed</b>
<b>Listening / Speaking</b>	0	0	1	2	18	1	0
<b>Understanding</b>	0	2	1	4	13	3	1
<b>Writing</b>	0	0	0	2	9	11	0
<b>Total Staff</b>	<b>22</b>						

<b>Public Protection Community &amp; Leisure Services</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>Undisclosed</b>
<b>Listening / Speaking</b>	15	7	10	21	90	5	0
<b>Understanding</b>	16	11	13	14	77	16	1
<b>Writing</b>	13	4	15	18	56	42	0
<b>Total Staff</b>	<b>148</b>						

<b>Regeneration &amp; Planning</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>Undisclosed</b>
<b>Listening / Speaking</b>	11	0	2	15	35	5	0
<b>Understanding</b>	11	3	2	9	36	5	2
<b>Writing</b>	11	0	2	9	30	13	3
<b>Total Staff</b>	<b>68</b>						

## iii) Social Services and Housing

<b>Adult Services</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>Undisclosed</b>
<b>Listening / Speaking</b>	13	9	2	9	104	10	1
<b>Understanding</b>	14	11	2	4	86	27	4
<b>Writing</b>	14	8	1	9	49	60	7
<b>Total staff</b>	<b>148</b>						

<b>Caerphilly Cares</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>Undisclosed</b>
<b>Listening / Speaking</b>	0	0	0	0	6	1	0
<b>Understanding</b>	0	0	0	0	7	0	0
<b>Writing</b>	0	0	0	0	3	4	0
<b>Total staff</b>	<b>7</b>						

<b>Caerphilly Homes</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>Undisclosed</b>
<b>Listening / Speaking</b>	2	4	6	5	47	4	0
<b>Understanding</b>	2	7	2	1	35	17	4
<b>Writing</b>	1	5	4	3	20	31	4
<b>Total staff</b>	<b>68</b>						

<b>Children Services</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>Undisclosed</b>
<b>Listening / Speaking</b>	7	5	4	3	85	5	0
<b>Understanding</b>	9	7	2	6	66	16	3
<b>Writing</b>	8	5	3	4	52	34	3
<b>Total staff</b>	<b>109</b>						

<b>Joint Workforce Development Team</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>Undisclosed</b>
<b>Listening / Speaking</b>	0	0	0	0	1	0	0
<b>Understanding</b>	0	0	0	0	1	0	0
<b>Writing</b>	0	0	0	0	0	1	0
<b>Total staff</b>	<b>1</b>						

## iv) Education and Corporate Services

<b>Corporate Finance</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>Undisclosed</b>
Listening / Speaking	0	1	0	5	18	4	0
Understanding	0	1	1	2	19	5	0
Writing	0	1	0	4	13	9	1
<b>Total staff</b>	<b>28</b>						

<b>Customer &amp; Digital Services</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>Undisclosed</b>
Listening / Speaking	3	0	2	2	33	1	0
Understanding	3	2	1	1	27	5	2
Writing	3	1	1	0	22	12	2
<b>Total staff</b>	<b>41</b>						

<b>Learning Education &amp; Inclusion</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>Undisclosed</b>
Listening / Speaking	6	5	0	9	78	2	1
Understanding	7	3	3	3	74	9	2
Writing	7	1	3	5	52	28	5
<b>Total staff</b>	<b>101</b>						

<b>Legal &amp; Governance</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>Undisclosed</b>
Listening / Speaking	0	1	1	2	11	0	1
Understanding	1	1	1	2	8	2	1
Writing	0	2	0	3	7	3	1
<b>Total staff</b>	<b>16</b>						

<b>People Services</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>Undisclosed</b>
Listening / Speaking	1	1	0	5	21	2	0
Understanding	1	3	0	2	21	3	0
Writing	0	2	1	3	13	11	0
<b>Total staff</b>	<b>30</b>						

<b>Schools</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>Undisclosed</b>
Listening / Speaking	194	48	43	218	605	19	4
Understanding	194	73	92	165	516	60	31
Writing	199	36	47	204	391	208	46
<b>Total staff</b>	<b>1131</b>						

<b>Transformation Services</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>Undisclosed</b>
Listening / Speaking	11	9	4	19	115	13	0
Understanding	13	10	8	19	97	24	0
Writing	14	3	6	17	51	74	6
<b>Total staff</b>	<b>171</b>						

## 5. 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. During the initial lockdown, all courses moved to being held online; this in turn has led to the majority of lessons continuing to be held online, with a small number of staff attending lessons in person.

The data for the Welsh courses offered and attended by Caerphilly CBC staff for the academic year 2022-2023 is as follows:

<b>COURSE OFFERED</b>	<b>NUMBER OF STAFF ATTENDING</b>
Taster Courses	6
Entry Level Year Courses	31
Foundation Level Year Courses	8
Intermediate Level Year Courses	7
Advanced Level Year Courses	2
Proficiency Courses	7
Withdrawn	5

Caerphilly Council is proud to support staff in a wide range of Welsh language courses via the Learn Welsh website. Courses include year-long courses, lasting between 30 and 32 weeks; online courses, 10 hour self-study modules; summer and residential schools; and taster and supplementary courses, each ranging from Entry Level to Proficiency level.

### Caerphilly Staff Figures – 2018-2023

<b>Academic Year</b>	<b>Year courses</b>	<b>Taster and Supplementary Courses</b>	<b>Total Number of Learners</b>	<b>(Numbers withdrawn)</b>
2018 – 2019	53	91	144	<i>(6)</i>
2019 – 2020	62	185	223	<i>(0)</i>
2020 – 2021	27	219	246	<i>(2)</i>
2021 – 2022	35	-	35	<i>(1)</i>
2022 – 2023	50	11	61*	<i>(5)</i>
<b>TOTALS</b>	<b>322</b>	<b>581</b>	<b>879</b>	<b><i>(21)</i></b>

\*Some members of staff completed more than one course.

The number of staff learning Welsh increased during this financial year to 61. This coincides with us changing the way staff are offered courses and the process for registering on a course. It is now a much more streamlined process which has helped reduce our administration time.

## Appendix A

Working closely with the National Learn Welsh centre, staff can start a Welsh course at any point during the academic year, and as noted above courses vary in delivery style and location. Some staff have even followed intensive week long courses at Nant Gwrtheyrn on the Llŷn Peninsula.

To further encourage staff to attend courses, we set-up a 'Clwb Clebran' (chat club) for Welsh learners and speakers, to come together and to create a welcoming environment for staff to use their Welsh language skills. The network of people will support each other in the workplace, and help develop Welsh language skills for the workplace.

During 2022-2023, staff were given 2 opportunities to attend a Welsh Language Awareness course, which attracted 19 attendees across the two sessions, up from 10 attendees from the previous year's 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.*

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, a comment from which is below:

*"The session was very informative with great interaction. I didn't attend the course looking to learn Welsh but came away inspired and motivated to start learning again. I was expecting some information about meeting the Welsh Language Standards but know where to find this now. Thank you and great trainer."*

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.

## 6. Recruiting to Empty Posts

A total of **908** new and vacant posts advertised since 31<sup>st</sup> March 2022 were categorised as posts where:

- (i) Welsh language skills were essential

**2**

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

**10**

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,

**896**

- (iv) Welsh language skills were not necessary

**0**

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

In January 2022, the Council received correspondence from the Welsh Language Commissioner relating to the Council's duty to comply with Standards 8, 9, 11, 17, 52, 55, 56, 136A, 137, 137A and 139. Standards 136A, 137, 137A and 139 relate to the Council's recruitment process.

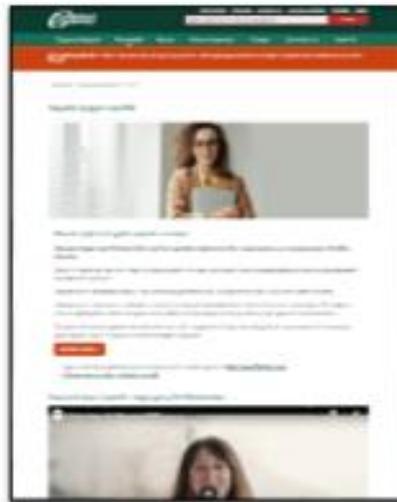
A forward work plan was developed to address a number of urgent matters relating to recruitment.

**RECRUITMENT ACTION PLAN – WEB RECRUITMENT AND WELSH TRANSLATION**

<b>ACTIONS</b>	<b>DATE</b>	<b>PROGRESS</b>
CCBC Internet – Redesign content of Job Pages	Completed	CCBC Internet Job Pages (Outside of ITrent) have been redesigned to support the customer experience. The web recruitment introductory pages including the supporting information and documentation contained therein are 'live'. (English and Welsh views). Evidence of this progress below.
Redesign English Web Recruitment view within iTrent.	Completed	Midland HR consultants supporting ITrent have been consulted and the web recruitment view within ITrent has presented limited opportunity to influence the overall design. Navigation around the site and the main content area however have been updated in line with the recruitment forward plan to support the user experience.
Produce a streamlined CCBC job application form	Completed	A tested and final streamlined CCBC job application form inclusive of help text and in an easier to complete format, has been produced within the ITrent test environment for the purpose of data extraction and Welsh translation.
Web Recruitment Welsh Language	12/08/2022	<p>Aligned to and following the work above, the work relating to data translation configuration; the tables that require translation and the data extraction of those tables for translation was completed 08/06/2022.</p> <p>The extracted tables inclusive of the streamlined CCBC application form and automated messages has of the 09/06/2022 been sent for translation.</p> <p>On receipt of the translation, the translated converted tables will be reimported back into ITrent 'test' environment and the URL supporting the Welsh view will be enabled. Midland HR Consultancy and the Council's Equalities and Welsh Language Team are on standby to support the testing of the web recruitment life cycle in this capacity.</p>
BPR Recruitment Administration Processes- Analyse current processes and procedures to cover cohesive Welsh Language into recruitment campaign	30/09/2022	<p>The Welsh translation of documents and forms that sit outside of the translation configuration tables referred to above, such as invite to interview, reference requests and job descriptions have been prioritised for translation.</p> <p>Following a successful test with the support of Midland HR and the Council's Equalities and Welsh Language Team, training of the Clerical and HR Assistant Team whose roles support the recruitment process will be in place for the next stage of 'Testing' before Going 'Live'. Requisitions will be raised in the Welsh language and all posts advertised to incorporate the Welsh and English languages simultaneously.</p>

## Appendix A

The following screenshots of webpages and an example job description, are evidence of some of the progress made to date. These were developed to recruit the recent apprentice posts we had created:



To assist with the translation of the recruitment pages and their content, we recruited a Welsh Translator to facilitate this. They commenced their role in February 2023.

[Web Page - Jobs with Caerphilly Council](#)

**COUNTY BOROUGH OF BLAENAU GWENT**

**REPORT TO: THE CHAIR AND MEMBERS OF THE  
GWENT PUBLIC SERVICES BOARD  
SCRUTINY COMMITTEE**

**SUBJECT: GWENT PUBLIC SERVICES BOARD  
SCRUTINY COMMITTEE – 29<sup>TH</sup> MARCH, 2023**

**REPORT OF: DEMOCRATIC & COMMITTEE SUPPORT OFFICER**

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**PRESENT: COUNCILLOR T. SMITH (BGCBC) (CHAIR)**

Blaenau Gwent  
Councillor E. Jones

Torfaen  
Councillor D.H. Williams  
Councillor R. Seabourne

Monmouthshire  
Councillor P. Jones  
Councillor A. Watts

Caerphilly  
Councillor S. Williams  
Councillor A. Angel

Newport CC  
Councillor E. Corten  
Councillor F. Hussain

GAVO  
Peter Farley

Gwent Fire and Rescue Authority  
Councillor J. Morgan  
Councillor S. Evans

WITH: Blaenau Gwent CBC

Sarah King  
David Arnold  
Gemma Wasley  
Liz Thomas  
Louise Bishop

Torfaen CBC

Kate Williams  
Kathryn Peters  
Rebecca Fahey-Jones

Monmouthshire CBC

Sharran Lloyd  
Robert McGowan  
Hazel Ilett

Caerphilly CBC

Catherin Forbes Thompson  
Kathryn Peters

Newport CC

Janice Dent

Natural Resource Wales

Juliet Michael

South Wales Fire and Rescue Service

Steve O'Connell

OBSERVERS: Sarah Handy, RCTCBC  
Meryl Lawrence, Bridgend  
Rachel Keepins, Bridgend

ITEM	SUBJECT
No. 1	<p><b><u>SIMULTANEOUS TRANSLATION</u></b></p> <p>It was noted that no requests had been received for the simultaneous translation service.</p>

No. 2	<p><b><u>APOLOGIES</u></b></p> <p>No apologies for absence were received.</p>
No. 3	<p><b><u>DECLARATIONS OF INTERESTS AND DISPENSATIONS</u></b></p> <p>No declarations of interest or dispensations were reported.</p>
No. 4	<p><b><u>GWENT WELL-BEING PLAN 2023-28</u></b></p> <p>Consideration was given to the joint report of the Professional Lead for Strategic Partnerships and Head of Democratic Services, Governance &amp; Partnerships (Blaenau Gwent).</p> <p>The Committee AGREED that the report be accepted and the Gwent PSB Scrutiny Committee endorsed the Gwent Well-Being Plan 2023-28 as presented.</p>