

# Welsh Language Standards Annual Report 2020-2021

Prepared in accordance with the requirements of the



Comisiynydd y  
Gymraeg  
Welsh Language  
Commissioner

9 June 2021

A greener place  
Man gwyrddach



## Contents

<b>Section</b>	<b>Page</b>
<b>Introduction</b>	<b>2</b>
<b>1. Welsh Language Standards: Action Plan</b>	<b>4</b>
<b>2. Promotion</b>	<b>13</b>
<b>3. Commissioner's Assurance Report 2019-2020</b>	<b>15</b>
<b>4. Complaints from the Public</b>	<b>17</b>
<b>5. Staff Language Skills</b>	<b>19</b>
<b>6. Welsh Medium Training Provision</b>	<b>24</b>
<b>7. Recruiting to Empty Posts</b>	<b>26</b>
<b>Appendix A – Welsh Language Standards Manual for CCBC Works Signage</b>	<b>27</b>

**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 2020-2021 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

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 template 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.
- Recruitment of additional Welsh speaker, via the apprenticeship programme to work in the Contact Centre.

## **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.
- 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 have positive or increased positive effects on; or
3. 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 to use the Welsh language

(b) not treating the Welsh language less favourably than the English language

**Action taken:**

- Consultation and Monitoring Guidance in place and refers to the Welsh Language. This document is currently being revised.
- A Welsh Language in Consultation Checklist is being created so that officers undertaking consultation exercises are aware of their obligations.
- Questions embedded in the impact assessment process asking if considerations have been given to Welsh language in the consultation process.

**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.
- 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.
- Self-service coffee machine at Penallta House is fully bilingual.
- Planning Department recently upgraded the Public Access Platform, which enables people to search, track and comment on Planning Applications. The software is being developed in partnership with LinguaSkin and translations have been fed into the system in readiness for it to be implemented shortly.

**Public Signage – Standard 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.
- New **Welsh Language Standards Manual for CCBC Works Signage** produced in response to the number of service requests received regarding non-compliant works signage. See [Annexe A](#).



### **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:**

- 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.
- The Welsh Language Commissioner's Thematic Review looked at the process of awarding grants. Most service areas are compliant and those who weren't have been advised accordingly. They've also been told to ask the language choice of the applicant and to issue the forms in that language or to issue bilingually.

### **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:**

- A new Integrated Impact Assessment has been developed and using the Welsh Language Commissioner's guidance on the Policy Making Standards 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.
- 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.
- Annual Welsh language training programme delivered since 1999, which offers staff a variety of different courses, which include online, self-study, residential and weekly courses. 246 learners undertook Welsh language training during 2020-2021.
- 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 Strategy was launched at Ffilifest 2017 by the Minister for Lifelong Learning and Welsh Language.
- An action plan was developed in collaboration with partners of local Welsh language organisations, through the Welsh Language Forum.
- A review and update of the Strategy will be taking place shortly, with a consultation to follow before the Strategy is presented to Council to be formally adopted in early 2022.

### **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.

### **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:**

- HR are currently reviewing the Council's recruitment process and a part of this will be undertaking a Welsh language skills audit of staff to ensure the data on the system is correct.

### **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 were essential
- (b)** Welsh language skills needed to be learnt when appointed to the post
- (c)** Welsh language skills were desirable,
- (ch)** 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.

## 2. Promotion

- **Internal Promotion** – A session on the Welsh Language Standards, the Commissioner’s annual audit and Welsh language in general was delivered to the Council’s Management Network in December 2020. The session reminded senior officers of the requirement to comply with the Standards, links to other pieces of legislation and practical guidance on how to ensure services are delivered bilingually.

Some of this work relies on the Recruitment Review being completed to enable services to assess the language skills that already exist within departments and to then use that data to determine whether new or vacant posts should be assessed as Welsh essential or Welsh desirable.

Following the delivery of the session to Management Network a follow-up session was requested by Procurement Services. The session was used to give an update on the implications of the Standards specifically on procurement and how they deliver their service.

- **Diwrnod Shwmae** – We celebrated Diwrnod Shwmae on 15 October 2020 with an online campaign to raise awareness of the significance of the event. Service areas with social media accounts were encouraged to use #shwmaesumae and #shwmaecaerffili

[#shwmaecaerffili - Twitter Search / Twitter](#)

- **Iaith Gwaith Campaign** – On 18 November we celebrated 15 years of the Iaith Gwaith logo. We posted a number of messages via our social media channels to celebrate and raise awareness of the logo.

[Twitter - Iaith Gwaith \(1\)](#)

[Twitter - Iaith Gwaith \(2\)](#)

[Twitter - Iaith Gwaith \(3\)](#)

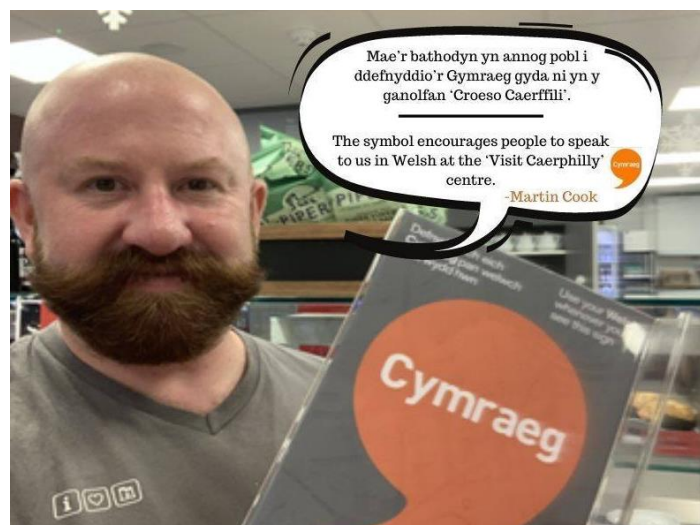
[Twitter - Iaith Gwaith \(4\)](#)

[Facebook - Iaith Gwaith \(1\)](#)

[Facebook - Iaith Gwaith \(2\)](#)

[Facebook - Iaith Gwaith \(3\)](#)

[Facebook - Iaith Gwaith \(4\)](#)



- **Welsh Language Rights Day** – For the second year we celebrated Welsh Language Rights Day on 7 December 2020. Again social media presence was key in raising awareness of the event and the rights of Welsh speakers when accessing services.

[Twitter \(1\)](#)  
[Twitter \(2\)](#)  
[Twitter \(3\)](#)  
[Twitter \(4\)](#)  
[Twitter \(5\)](#)  
[Twitter \(6\)](#)  
[Twitter \(7\)](#)  
[Twitter \(8\)](#)  
[Twitter \(9\)](#)  
[Twitter \(10\)](#)

[Facebook \(1\)](#)  
[Facebook \(2\)](#)  
[Facebook \(3\)](#)  
[Facebook \(4\)](#)  
[Facebook \(5\)](#)  
[Facebook \(6\)](#)  
[Facebook \(7\)](#)  
[Facebook \(8\)](#)  
[Facebook \(9\)](#)  
[Facebook \(10\)](#)

- **St Dwynwen’s Day** – Annually we mark St Dwynwen’s Day and 2021 was no different.



- **St David’s Day** – We marked St. David’s Day this year with social media posts. Internally we ran a quiz for staff, with over 100 people participating.

[Twitter - St. David's Day \(1\)](#)  
[Twitter - St. David's Day \(2\)](#)

[Facebook – St. David’s Day \(1\)](#)  
[Facebook – St. David’s Day \(2\)](#)

- **Welsh Language Statistics 2020-2021**

Number of translation request received.....	3,454
Number of translation requests sent externally.....	110
Number of words translated in-house.....	863,988
Number of words translated externally.....	1,097,086
Number of Welsh language courses advertised / offered.....	67
Number of staff learning Welsh.....	246
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 and all three responded to in Welsh (*Standards 1, 4, 5, 6, 7*)

**Forms** – 3 forms subject to the survey were fully compliant. English versions of the forms did not carry the statement saying the form was available in Welsh – these have been rectified (*Standards 38, 47, 50, 50A, 50B, 51*)

**Press Releases** – 3 press releases on the Council's website were subject to the audit and all three were available fully in Welsh and the English webpages had a language choice button (*Standard 46*)

**Brochures/pamphlets/leaflets/cards** – the 3 examples used were available in Welsh. The English versions of the forms did not carry the statement saying the form was available in Welsh – these have been rectified (*Standard 43, 47*)

**Corporate Identity** – 3 examples checked, all three available in Welsh (*Standard 83*)

**Website** – 30 pages of the Council's website were used as part of the audit, 27 of the pages were full available in Welsh. The 3 pages where compliance issues were identified have been updated and are now available fully in Welsh (*Standards 52, 55*)

**Facebook and Twitter** – 15 messages on the Council's Facebook page and 15 messages on the Council's Twitter page were subject to the audit. All 30 messages were available in Welsh (*Standards 58, 59*)

- **Areas for improvement:**

**Telephone Calls to Switchboard** – issues regarding the automated message, only two of the calls received a proactive offer of a Welsh language service, one call answered the receptionist seemed uncertain what to do when the caller spoke Welsh, the caller was transferred to a Welsh automated message but no one answered the call, hung up after 4 minutes (*Standards 8, 9, 11, 13, 14, 15, 16, 17, 22*)

**Action taken:**

- Ensuring that staff working on the switchboard have the required Welsh skills to establish the nature of a call and transfer to the relevant department
- **Switchboard Protocol** has been updated
- All staff working on the switchboard were explained the **Switchboard Protocol** to ensure they fully understand the procedure. A copy of the protocol is displayed at each switchboard station
- The **Telephone Greetings – Factsheet** was updated and was circulated via Management Network so the information was cascaded down to staff from a senior level. The updated factsheet is available on the Council's Intranet
- The apprenticeship programme successfully recruited one full-time Welsh speaker who divides their time between the Switchboard and dealing with service specific requests



**Reception Penallta House** – 2 visits were made as part of the audit. Only an English greeting was given and some staff with Welsh language skills did not wear a badge or lanyard stating this (*Standards 64, 65, 65A, 66, 67, 68*)

**Action taken:**

All staff have received introductory Welsh Language lessons, which were provided in-house, with some staff going on to attend the 30 Week Welsh Language courses. All staff, whether Welsh speakers or learners have been provided with lanyards, which are an alternative to wearing a badge. All reception staff are aware of the requirement to meet and greet the visitors to reception in Welsh, and are aware of the process should a visitor request a service through the medium of Welsh. Staff members of the Reception Team have been reminded of their responsibilities and to ensure their lanyards (or badges) are displayed.

**Signage/posters** – 6 signs/posters were considered during visits to Penallta House. 4 of the signs/posters were available in Welsh and the Welsh was positioned so that it was likely to be read first. 2 temporary posters were on display and not all the text was available in Welsh and the Welsh text was not positioned so that it was likely to be read first (*Standards 36, 61, 62, 63, 67, 70, 141, 142, 143*)

**Action taken:**

In relation to any signs, notices and temporary posters, Customer Services always ensures that they are bilingual, with the Welsh language version being positioned so that it is likely to be read first. All signs, notices or posters are checked regularly, however it is possible that another service area could have displayed a temporary notice without their knowledge.

**New and Vacant Posts** – 13 jobs were included in the audit. The Welsh language was mentioned in 12 of those. None of the roles were considered Welsh essential, they were not advertised in Welsh and only one had a job description available in Welsh (*Standards 127, 136, 136A, 137, 137A, 137B, 139, 140, 153, 154, 170*)

**Action taken:**

Recruitment has been identified as an area identified for improvement and this was reported in our Welsh Language Standards Annual Report 2019-2020. The Recruitment Review will:

- Explore options for introducing a Welsh Language module to the current HR system
- Review current guidance to managers regarding recruitment and Welsh Language Skills Assessments
- Include a process for HR to check completed assessments and return any that are only partly completed to the recruiting managers
- Give opportunity, once the HR system has been upgraded, to develop a work programme for ensuring:
  - job descriptions are available in Welsh and English;
  - job adverts are in Welsh and English;
  - availability of a bilingual recruitment page on our website,
  - a review of the current job application form to ensure the required questions are asked in relation to language preference and skills;
  - job application forms can be submitted in Welsh and English online

## 4. Complaints from the Public

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 2020-2021, **12** service requests and **2** complaints were received relating to the Welsh language. Of the **2** complaints recorded, one related to a joint Covid-19 update from the Chief Executive and the Leader issued during the local Caerphilly lockdown in English only initially due to the urgent nature of its content, with the Welsh translation to follow. The council took a strategic decision to use an exemption given in its compliance notice, in relation to the publication of press statements of an urgent nature, especially during a global pandemic.

### Standard 46

*When you issue any statement to the press you must issue it in Welsh and, if there is a Welsh language version and an English language version of a statement, you must issue both versions at the same time.*

*You must comply with standard 46 in every circumstance, except:*

- *When a statement to the press is issued during an emergency.*

*("Emergency" has the same meaning given to it in section 1 of the Civil Contingencies Act 2004).*

The other complaint was from a resident who had not received a hand-delivered letter notifying them of proposal to make the access to road to the housing estate one-way. When queried there was a delay in responding, which led to the resident contacting the council again and thinking the delay was because their initial correspondence was in Welsh.

The **12** service requests were made up of the following:

No.	Detail(s) of Service Request(s)	Resolution
<b>3</b>	Members of staff disappointed to receive corporate correspondence in English only	Comments taken on board and will be considered carefully when future staff correspondence is drafted
<b>2</b>	Social media posts contained typing errors but related to third party posts	Third party organisation contacted and errors highlighted
<b>1</b>	Social media post in English only during the Christmas period	Discussions held between relevant teams to put a contingency plan in place
<b>5</b>	Related to various highways signage erected by contractors	All contractors spoken to, signs corrected, and Guidance produced, see <b>Appendix A</b>
<b>1</b>	Issue with applying for a Parking Permit via the Council's website in Welsh	Error identified on website and IT rectified the glitch

## 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>
Chief Executive	0	3
Communities	1	6
Education & Corporate Services	1	3
Social Services & Housing	0	0
<b>TOTALS</b>	<b>2</b>	<b>12</b>

## Welsh Language Commissioner Investigations

We use this section of the report to detail any Welsh Language Commissioner Investigations. For the duration of 2020-2021 we received 0 new investigations for the second 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>

## 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 2021 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 reporting year;

### Council Totals for 2019-2020

Total Staff	Welsh Speakers	%
<b>8402</b>	<b>1796</b>	<b>21.37</b>

### Council Totals for 2020-2021

Total Staff	Welsh Speakers	%
<b>8296</b>	<b>1825</b>	<b>21.99</b>

## LINGUISTIC PROFILE OF WORKFORCE - WELSH LANGUAGE ABILITY BY SERVICE AREA AND FLUENCY AS AT 31 MARCH 2021

### i) OVERALL STAFF FIGURES

<i>Communities</i>	2019-2020			2020-2021		
	Total Staff	Welsh Speakers	%	Total Staff	Welsh Speakers	%
Community & Leisure Services	<b>762</b>	135	17.71	<b>716</b>	125	17.45
Infrastructure	<b>236</b>	31	13.13	<b>227</b>	35	15.41
Property Services	<b>61</b>	17	27.86	<b>63</b>	18	28.57
Public Protection	<b>115</b>	20	17.39	<b>159</b>	34	21.38
Regeneration & Planning	<b>338</b>	53	15.68	<b>332</b>	49	14.75
<b>Total</b>	<b>1499</b>	<b>253</b>	<b>16.87</b>	<b>1483</b>	<b>261</b>	<b>17.59</b>

	2019-2020			2020-2021		
<i>Education &amp; Corporate Services</i>	<b>Total Staff</b>	<b>Welsh Speakers</b>	<b>%</b>	<b>Total Staff</b>	<b>Welsh Speakers</b>	<b>%</b>
Business Improvement Services	<b>968</b>	142	14.66	<b>995</b>	150	15.07
Corporate Finance	<b>163</b>	24	14.72	<b>156</b>	23	14.74
Customer & Digital Services	<b>133</b>	24	18.04	<b>126</b>	24	19.04
Education Planning & Strategy	<b>171</b>	41	23.97	<b>149</b>	37	24.83
Learning Education & Inclusion	<b>463</b>	96	20.73	<b>462</b>	85	18.39
Legal & Governance	<b>58</b>	9	15.51	<b>60</b>	10	16.66
People Services	<b>99</b>	31	31.31	<b>100</b>	29	29.00
Schools	<b>3366</b>	978	29.05	<b>3311</b>	1004	30.32
<b>Total</b>	<b>5123</b>	<b>1285</b>	<b>25.08</b>	<b>5068</b>	<b>1302</b>	<b>25.69</b>

	2019-2020			2020-2021		
<i>Social Services &amp; Housing</i>	<b>Total Staff</b>	<b>Welsh Speakers</b>	<b>%</b>	<b>Total Staff</b>	<b>Welsh Speakers</b>	<b>%</b>
Adult Services	<b>1138</b>	140	12.30	<b>1104</b>	141	12.77
Caerphilly Homes	<b>502</b>	66	13.14	<b>480</b>	60	12.5
Children Services	<b>293</b>	68	23.20	<b>324</b>	83	25.61
Joint Workforce Development Team	<b>6</b>	2	33.33	<b>5</b>	1	20.00
<b>Total</b>	<b>1941</b>	<b>276</b>	<b>14.21</b>	<b>1906</b>	<b>285</b>	<b>14.95</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 **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) **Communities**

<b>Community &amp; Leisure Services</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>No Skills</b>	<b>Undisclosed</b>
<b>Listening / Speaking</b>	13	7	6	15	80	4	0
<b>Understanding</b>	12	9	7	15	65	15	2
<b>Writing</b>	11	3	11	19	38	40	3
<b>Total Staff</b>	<b>125</b>						

<b>Infrastructure</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>No Skills</b>	<b>Undisclosed</b>
<b>Listening / Speaking</b>	1	0	1	3	26	2	2
<b>Understanding</b>	0	2	1	2	27	1	2
<b>Writing</b>	1	0	1	3	18	6	6
<b>Total Staff</b>	<b>35</b>						

<b>Property Services</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>No Skills</b>	<b>Undisclosed</b>
<b>Listening / Speaking</b>	0	0	1	2	14	1	0
<b>Understanding</b>	0	0	1	3	11	3	0
<b>Writing</b>	0	0	0	1	7	10	0
<b>Total Staff</b>	<b>18</b>						

<b>Public Protection</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>No Skills</b>	<b>Undisclosed</b>
<b>Listening / Speaking</b>	2	1	5	4	21	1	0
<b>Understanding</b>	5	3	2	5	17	2	0
<b>Writing</b>	3	0	4	3	15	8	1
<b>Total Staff</b>	<b>34</b>						

<b>Regeneration &amp; Planning</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>No Skills</b>	<b>Undisclosed</b>
<b>Listening / Speaking</b>	6	1	1	12	26	3	0
<b>Understanding</b>	6	4	2	5	25	5	2
<b>Writing</b>	7	0	2	5	23	10	2
<b>Total Staff</b>	<b>49</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>No Skills</b>	<b>Undisclosed</b>
<b>Listening / Speaking</b>	13	10	5	7	92	14	0
<b>Understanding</b>	16	13	2	4	84	18	4
<b>Writing</b>	15	8	1	10	48	53	6
<b>Total staff</b>	<b>141</b>						

<b>Caerphilly Homes</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>No Skills</b>	<b>Undisclosed</b>
<b>Listening / Speaking</b>	2	3	6	6	39	4	0
<b>Understanding</b>	1	7	2	2	31	15	2
<b>Writing</b>	1	3	4	4	17	28	3
<b>Total staff</b>	<b>60</b>						

<b>Children Services</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>No Skills</b>	<b>Undisclosed</b>
<b>Listening / Speaking</b>	5	4	5	2	60	6	1
<b>Understanding</b>	7	4	3	6	48	14	1
<b>Writing</b>	6	3	3	4	36	29	2
<b>Total staff</b>	<b>83</b>						

<b>Joint Workforce Development Team</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>No Skills</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>Business Improvement Services</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>No Skills</b>	<b>Undisclosed</b>
<b>Listening / Speaking</b>	20	5	4	16	93	9	3
<b>Understanding</b>	22	8	5	15	70	27	3
<b>Writing</b>	22	3	3	10	41	63	8
<b>Total staff</b>	<b>150</b>						

<b>Corporate Finance</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>No Skills</b>	<b>Undisclosed</b>
<b>Listening / Speaking</b>	0	1	1	3	14	4	0
<b>Understanding</b>	1	1	0	2	14	5	0
<b>Writing</b>	0	2	0	2	8	11	0
<b>Total staff</b>	<b>23</b>						

<b>Customer &amp; Digital Services</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>No Skills</b>	<b>Undisclosed</b>
<b>Listening / Speaking</b>	2	1	2	1	17	1	0
<b>Understanding</b>	2	2	2	0	14	2	2
<b>Writing</b>	2	1	1	1	9	8	2
<b>Total staff</b>	<b>24</b>						

<b>Education Planning &amp; Strategy</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>No Skills</b>	<b>Undisclosed</b>
<b>Listening / Speaking</b>	0	1	1	4	28	3	0
<b>Understanding</b>	0	0	3	3	26	4	1
<b>Writing</b>	0	0	2	2	15	16	2
<b>Total staff</b>	<b>37</b>						

<b>Learning Education &amp; Inclusion</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>No Skills</b>	<b>Undisclosed</b>
<b>Listening / Speaking</b>	6	6	0	9	63	1	0
<b>Understanding</b>	6	5	3	4	54	12	1
<b>Writing</b>	7	0	6	4	39	26	3
<b>Total staff</b>	<b>85</b>						

<b>Legal &amp; Governance</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>No Skills</b>	<b>Undisclosed</b>
<b>Listening / Speaking</b>	0	1	0	2	6	0	1
<b>Understanding</b>	1	0	1	1	7	0	0
<b>Writing</b>	0	1	0	2	6	1	0
<b>Total staff</b>	<b>10</b>						

<b>People Services</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>No Skills</b>	<b>Undisclosed</b>
<b>Listening / Speaking</b>	1	1	1	6	18	2	0
<b>Understanding</b>	1	2	1	4	18	3	0
<b>Writing</b>	0	2	0	5	12	10	0
<b>Total staff</b>	<b>29</b>						

<b>Schools</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>No Skills</b>	<b>Undisclosed</b>
<b>Listening / Speaking</b>	193	44	35	184	528	16	4
<b>Understanding</b>	191	60	75	141	444	63	30
<b>Writing</b>	197	29	39	162	326	213	38
<b>Total staff</b>	<b>1004</b>						



## 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 2020-2021 is as follows;

<b>COURSE OFFERED</b>	<b>NUMBER OF COURSES OFFERED</b>	<b>NUMBER OF STAFF ATTENDING</b>
30 Week	40	23
Online 10 Hour Course	24	219
Say Something in Welsh - Online Welsh Course	3	4
Withdrawn	N/A	2

### Caerphilly Staff Figures – 2001-2021

<b>Academic Year</b>	<b>Year courses</b>	<b>Taster Courses</b>	<b>Total Learners</b>	<b>(Numbers withdrawn)</b>
2001 – 2002	46	0	46	<b>(0)</b>
2002 – 2003	66	0	66	<b>(11)</b>
2003 – 2004	84	37	121	<b>(17)</b>
2004 – 2005	70	43	113	<b>(15)</b>
2005 – 2006	61	77	138	<b>(10)</b>
2006 – 2007	66	27	93	<b>(12)</b>
2007 – 2008	68	38	106	<b>(7)</b>
2008 – 2009	43	58	101	<b>(9)</b>
2009 – 2010	48	50	98	<b>(13)</b>
2010 – 2011	50	33	83	<b>(1)</b>
2011 – 2012	52	21	73	<b>(2)</b>
2012 – 2013	52	22	74	<b>(3)</b>
2013 – 2014	61	142	203	<b>(16)</b>
2014 – 2015	56	58	114	<b>(13)</b>
2015 – 2016	40	28	68	<b>(14)</b>
2016 – 2017	45	14	59	<b>(3)</b>
2017 – 2018	50	61	111	<b>(4)</b>
2018 – 2019	53	91	144	<b>(6)</b>
2019 – 2020	62	185	223	<b>(0)</b>
2020 – 2021	27	219	246	<b>(2)</b>
<b>TOTALS</b>	<b>1073</b>	<b>996</b>	<b>2034</b>	<b>(152)</b>

In spring 2018, 10 Hour Online Welsh Courses called [Cymraeg Gwaith](#) (Work Welsh) were launched. These courses are for staff who wish to learn basic knowledge of Welsh in their particular area of work. There are courses for people working in health, public services, education, care, tourism, retail and transport.

During the pandemic we noticed a significant increase in the number of people completing the 10 hour online courses, especially from the education and social care sector, with staff using their time effectively to enhance their continued professional development. 219 people completed these courses with some completing part 1 and part 2 of the course, giving us a total of **517** of these online courses completed.

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.*

Once again, 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 **690** new and vacant posts advertised since 30<sup>th</sup> March 2020 were categorised as posts where:

- (i) Welsh language skills were essential

**4**

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

**42**

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,

**684**

- (iv) Welsh language skills were not necessary

**7\***

**\*These posts were assessed as no Welsh language skills necessary due to the Welsh language skills of the other team members. All vacancies however are advertised as Welsh desirable as a minimum requirement.**

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.

Following last year's report the recruitment process has been strengthened with a Welsh Language Skills Assessment being 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.

### Recruitment Review

Progress has unfortunately been delayed due to the pandemic. As a result of virtual working for council staff and the move to improving our online presence, the recruitment review has been expanded and forms part of a larger workstream for the Council. It remains a priority area however now includes IT and our Communications departments, who will be integral to implementing a new recruitment webpage on our website and promoting it. As part of this plan the job pages and application form are being reviewed again and once complete will be available in both English and Welsh along with a fully bilingual iTrent recruitment system. Work has commenced on the translation of all job descriptions and an updated Safer Recruitment Procedure has been implemented to support this process.

## Annexe A



**LLAWLYFR SAFONAU'R  
GYMRAEG AR GYFER  
ARWYDDION GWAITH CBSC**

Mae'r llawlyfr hwn at ddibenion cyfieithu a chydymffurfiaeth â Safonau'r Gymraeg yn unig.

**WELSH LANGUAGE  
STANDARDS MANUAL FOR  
CCBC WORKS SIGNAGE**

This manual is for the purposes of translation and Welsh Language Standards compliance only.



## Cyflwyniad

Mae'r llawlyfr yma wedi cael ei lunio i greu a chefnogi staff y Cyngor a Chontractwyr i gydymffurfio â Safonau'r Gymraeg perthnasol.

Bydd y fersiwn diweddaraf ar gael ar-lein yma: [www.caerffili.gov.uk/arwyddion-gwaith](http://www.caerffili.gov.uk/arwyddion-gwaith)

Mae'n ofynnol i'r Cyngor, a'n hisgontractwyr, sicrhau bod pob arwydd sy'n cael ei godi gan, ac ar ran, Cyngor Caerffili yn ddwyieithog. Rhaid i'r Gymraeg gael ei rhoi i'r chwith neu uwchben y Saesneg. Mae Cyngor Caerffili yn cynhyrchu pob arwydd yn ddwyieithog, ac mae'n ofynnol i'n contactwyr ddilyn yr un egwyddor.

Os na fydd arwydd yn cydymffurfio â'r weithdrefn/safonau isod, mi fydd hi'n ofynnol gan Gyngor Caerffili, yn unol â'r deddfwriaeth berthnasol, i'r rhai sy'n gweithio ar ein rhan ailgyhoeddi arwyddion er mwyn sicrhau cydymffurfiaid y Cyngor.

Wrth osod arwydd ar ran y Cyngor, neu wrth wneud hyn yn rhan o wasanaeth rydych chi'n ei ddarparu ar ran Cyngor Caerffili, rhaid dilyn y camau canlynol.

Mae'r lluniau sydd wedi'u cynnwys yma'n enghreifftiau'n unig, ac efallai fyddan nhw ddim yn adlewyrchu gofynion yr offer statudol perthnasol a/neu ddeddfwriaeth sy'n gofyn am ffontiau, meintiau neu liw penodol. Adolygwch y ddeddfwriaeth berthnasol i gael gwybodaeth ychwanegol mewn perthynas â'r meysydd cydymffurfio yma.

Os oes gyda chi unrhyw ymholiadau o ran y ddogfen yma, neu os ydych chi eisiau ychwanegu rhagor o enghreifftiau at y ddogfen, cysylltwch â'ch rheolwr contractau neu'r Tîm Cyfieithu trwy e-bostio [cymraeg@caerffili.gov.uk](mailto:cymraeg@caerffili.gov.uk)

## Introduction

This manual has been created to help and support council staff and contractors to comply with the relevant Welsh Language Standards requiring bilingual signage.

The most up-to-date version is available via: [www.caerphilly.gov.uk/works-signage](http://www.caerphilly.gov.uk/works-signage)

The council, and our subcontractors, are required to ensure all signage erected by, and on behalf of Caerphilly Council, is done so bilingually, with the Welsh version of the text appearing above or to the left of the English version. Caerphilly Council produce all their signage bilingually and require our contractors to follow the same principle.

Where signage does not comply with the below procedure/standards, Caerphilly Council, in line with the relevant legislation, will require those who work on our behalf to re-issue signage to ensure the Council's compliance.

When asked to erect a sign on behalf of the Council, or when this forms part of a service that you provide on behalf of Caerphilly Council, please follow the following steps.

The images herein are for illustration purposes only and may not necessarily reflect the requirements of the relevant statutory instruments and/or legislation requiring certain fonts, sizes and colour. Please review the respective legislation for additional information with regards to these areas of compliance.

If you should have any queries regarding this document, or wish to add further examples to the document, please do not hesitate to contact your contract manager or the Translation Team via e-mail on [cymraeg@caerphilly.gov.uk](mailto:cymraeg@caerphilly.gov.uk)



## Ydy'r arwydd sydd angen wedi'i gynnwys yn y llawlyfr hwn?

### YDY



Defnyddiwch y testun sydd yn y llawlyfr i greu fersiwn newydd, neu ddefnyddio hen fersiwn yr arwydd cymeradwy.



Cofiwch fod rhaid i'r Gymraeg gael ei darllen yn gyntaf. Os yw'r Saesneg i'w gweld yn gyntaf ar hen arwydd, does dim modd ei ddefnyddio ar ran Cyngor Caerffili.



Gosodwch yr arwydd.

### NAC YDY



Anfonwch fersiwn Saesneg at y Rheolwr Contractau/Tîm Cyfieithu i gael cyfieithiad swyddogol (rhaid i'r Cyngor ddarparu cyfieithiad).



Ar ôl derbyn cyfieithiad a'i roi ar broflen yr arwydd, sicrhewch fod y Gymraeg i'w darllen yn gyntaf.



Anfonwch y broflen/llun o'r arwydd yn ôl i'r Tîm Cyfieithu i'w wirio.



Gosodwch yr arwydd ar ôl derbyn cadarnhad bod yr arwydd wedi'i wirio.

## Does this signage manual include the required sign?

### YES



Use the text provided from the manual to create a new version, or use old version of the approved sign from storage.



Remember the Welsh must be positioned to be read first. If an existing sign in stock has the English first, this is not to be used on behalf of Caerphilly Council.



Erect Signage.

### NO



Send English version to Contract Manager/ Translation Team for official translation (Council must provide translation).



Receive Translation and set into sign/ design proof, ensuring the Welsh Language is positioned to be read first.



Send design proof/ image of sign for sign-off to the Translation Team.



Erect Signage after sign-off.

## Arwyddion Ffordd / Arwyddion Ffordd Dros Dro Road Signs / Temporary Road Signage

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### **Tudalen / Page 6**

Diverted Traffic  
Diversion  
Follow diversion  
No access to HGV's - Follow diversion  
One way  
Essential work being undertaken - Expect long delays

### **Tudalen / Page 7**

Priority over oncoming vehicles  
Single file traffic  
No parking beyond this point  
No queuing beyond this point  
No parking  
Temporary road surface

### **Tudalen / Page 8**

Street Name - Closed - Follow diversion  
Road closed XX/XX/XX - XX/XX/XX  
This road is closed on XX/XX/XX for 2 days  
High street closed  
Road ahead closed  
Road closed

### **Tudalen / Page 9**

Road closed except cyclists  
Footpath closed  
Road ahead closed - residents access only  
Ramp ahead  
Caution grass cutting  
Slow - wet tar

### **Tudalen / Page 10**

Adverse camber  
3-way control - wait here until green light shows  
When red light shows - wait here  
When stop sign shows - wait here  
Traffic under signal control  
Joining traffic not signal controlled

### **Tudalen / Page 11**

Sign under test  
Signal under test  
Sign not in use  
Signals not in use  
Traffic sign maintenance  
Traffic signal maintenance

### **Tudalen / Page 12**

Traffic control ahead  
Works traffic  
Works traffic merging 200 yards  
Works traffic only  
No works traffic  
works exit

### **Tudalen / Page 13**

Setting out road works ahead  
New road layout ahead  
Caution site entrance  
Caution site traffic  
Work in centre of road  
Workforce in road - slow

### **Tudalen / Page 14**

Pedestrians - directional arrow  
Pedestrians  
No pedestrians  
Pedestrians look both ways  
Pedestrians look left  
Pedestrians look right

### **Tudalen / Page 15**

Pedestrians please use other footway  
Pedestrians crossing - when red light shows wait here  
Crossing not in use  
Temporary footway closure  
Cyclists dismount and use footway  
Footway closed

### **Tudalen / Page 16**

No give way markings  
No road markings at junction  
No road markings at level crossing  
No road markings for 400 yards  
No road markings  
No road studs

### **Tudalen / Page 17**

CCTV in constant operation  
Danger construction site  
Caution site entrance  
Caution lorries turning  
Caution sudden drop  
Danger high voltage

**Tudalen / Page 18**

No stop markings  
No road markings for 2 miles

Welsh language mutation

**Platiau atodol i'w defnyddio ag arwyddion eraill  
Supplementary plates for use with other signs**

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**Tudalen / Page 19**

Grass cutting  
Tree cutting  
Hedge cutting  
End  
Lighting maintenance  
Mobile road works  
On hard shoulder  
Road sweeping

**Tudalen / Page 20**

On slip road  
Overhead works  
Sign maintenance  
Sign erection  
Gritting  
Ice  
Salting  
Snow ploughing

**Tudalen / Page 21**

Flood  
Surveying  
Ditching  
Blasting  
At level crossing  
Weed spraying  
Ramp  
Reduce speed now

**Arwyddion Iechyd a Diogelwch  
Health and Safety Signage**

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**Tudalen / Page 22**

Ear protection must be worn  
Eye protection must be worn  
Gloves must be worn  
High visibility jackets must be worn

**Tudalen / Page 23**

Safety helmets must be worn  
Keep out  
Protective footwear must be worn  
All visitors to report to site office



TRAFFIG Y  
GWYRIAD  
DIVERTED  
TRAFFIC

GWYRIAD  
DIVERSION

DILYNWCH  
Y GWYRIAD  
FOLLOW  
DIVERSION

DIM MYNEDIAD I HGV'S  
DILYNWCH Y GWYRIAD  
NO ACCESS TO HGV'S  
FOLLOW DIVERSION

UNFFORDD  
ONE WAY

GWAITH HANFODOL YN  
MYND RHAGDDO -  
OEDI HIR I'W DDISGWYL  
ESSENTIAL WORK BEING  
UNDERTAKEN -  
EXPECT LONG DELAYS

BLAENORIAETH DROS  
GERBYDAU SY'N  
DOD ATOCH

PRIORITY OVER  
ONCOMING VEHICLES

UN RHES  
O DRAFFIG  
SINGLE FILE  
TRAFFIC

DIM PARCIO TU  
HWNT I'R MAN HWN

NO PARKING  
BEYOND THIS POINT

DIM CIWIO TU HWNT  
I'R MAN HWN

NO QUEUING  
BEYOND THIS POINT

DIM PARCIO  
NO PARKING

WYNEB  
DROS DRO  
TEMPORARY  
ROAD SURFACE



Manylion treiglo ar dudalen 17 / See page 17 for mutation



FFORDD AR GAU  
AC EITHRIO  
BEICWYR  
  
ROAD CLOSED  
EXCEPT CYCLISTS

LLWYBR  
TROED AR GAU  
  
FOOTPATH  
CLOSED

FFORDD O'CH BLAEN  
AR GAU - MYNEDIAD I  
BRESWYLWYR YN UNIG  
  
ROAD AHEAD CLOSED  
- RESIDENTS ACCESS  
ONLY

RAMP  
O'CH BLAEN  
  
RAMP AHEAD

GOFAL  
TORRI GWAIR  
  
CAUTION  
GRASS CUTTING

ARAF  
TAR GWLYB  
  
SLOW  
WET TAR

CAMBR  
CROES  
  
ADVERSE  
CAMBER

RHEOLAETH 3-FFORDD  
- ARHOSWCH YMA NES  
BOD Y GOLAU'N WYRDD  
  
3-WAY CONTROL -  
WAIT HERE UNTIL  
GREEN LIGHT SHOWS

PAN FO'R  
GOLAU'N GOCH  
ARHOSWCH YMA  
  
WHEN RED LIGHT  
SHOWS  
WAIT HERE

PAN WELWCH  
ARWYDD STOP  
ARHOSWCH YMA  
  
WHEN STOP SIGN  
SHOWS  
WAIT HERE

TRAFFIG DAN  
REOLAETH  
GOLEUADAU  
  
TRAFFIC UNDER  
SIGNAL CONTROL

TRAFFIG YN YMUNO  
NAD YW DAN  
REOLAETH GOLEUADAU  
  
JOINING TRAFFIC  
NOT SIGNAL  
CONTROLLED



ARWYDD YN  
CAEL EI BROFI  
SIGN  
UNDER TEST

GOLAU YN  
CAEL EI BROFI  
SIGNAL  
UNDER TEST

ARWYDD  
SEGUR  
SIGN  
NOT IN USE

GOLAU  
SEGUR  
SIGNALS  
NOT IN USE

CYNNAL  
ARWYDDION  
TRAFFIG  
TRAFFIC SIGN  
MAINTENANCE

CYNNAL  
GOLEUADAU  
TRAFFIG  
TRAFFIC SIGNAL  
MAINTENANCE

RHEOLAETH  
TRAFFIG O'CH  
BLAEN  
TRAFFIC CONTROL  
AHEAD

TRAFFIG Y  
GWAITH  
WORKS  
TRAFFIC

TRAFFIG Y GWAITH  
YN YMUNO  
200 LLATH  
WORKS TRAFFIC  
MERGING  
200 YARDS

TRAFFIG Y  
GWAITH  
YN UNIG  
WORKS TRAFFIC  
ONLY

DIM TRAFFIG  
Y GWAITH  
NO WORKS  
TRAFFIC

ALLANFA  
WAITH  
WORKS EXIT

GOSOD GWAITH  
FFORDD O'CH  
BLAEN

SETTING OUT ROAD  
WORKS AHEAD

TREFN FFYRDD  
NEWYDD O'CH  
BLAEN

NEW ROAD  
LAYOUT AHEAD

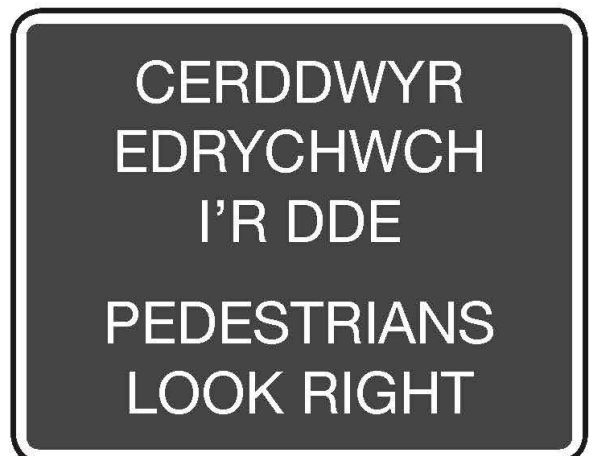
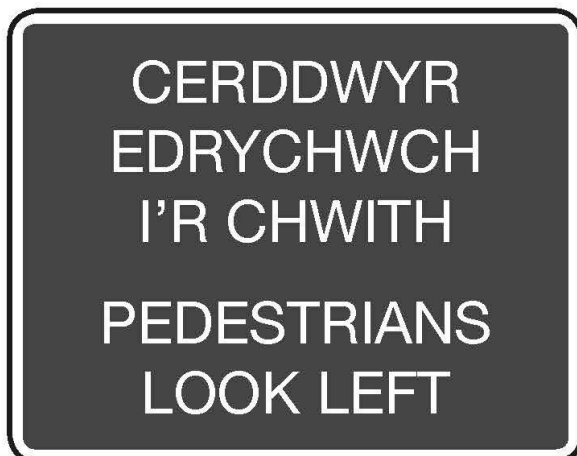
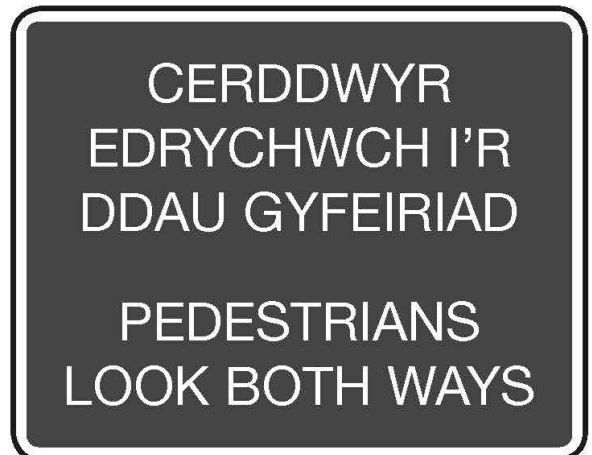
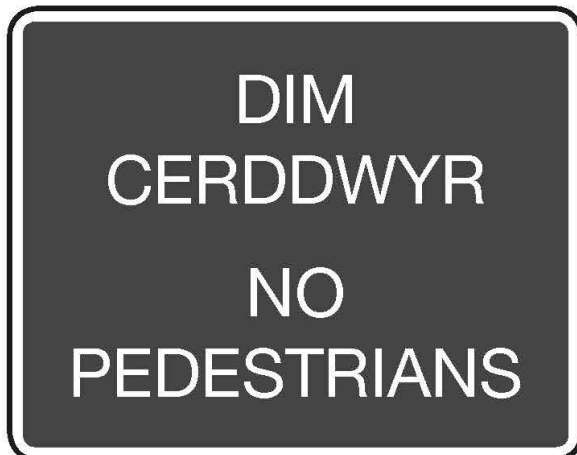
GOFAL  
MYNEDFA SAFLE  
  
CAUTION  
SITE ENTRANCE

GOFAL  
TRAFFIG Y SAFLE  
  
CAUTION  
SITE TRAFFIC

GWAITH AR  
GANOL Y FFORDD  
  
WORK IN CENTRE  
OF ROAD

GWEITHLU AR Y  
FFORDD  
**ARAF**  
WORKFORCE IN ROAD  
**SLOW**





CERDDWYR  
DEFNYDDIWCH Y  
DROEDFFORDD ARALL

PEDESTRIANS  
PLEASE USE OTHER  
FOOTWAY

CROESFAN I GERDDWYR -  
PAN FO'R GOLAU'N GOCH  
ARHOSWCH YMA

PEDESTRIAN CROSSING -  
WHEN RED LIGHT SHOWS  
WAIT HERE

CROESFAN  
SEGUR

CROSSING  
NOT IN USE

TROEDFFORDD  
AR GAU DROS DRO

TEMPORARY  
FOOTWAY CLOSURE

BEICWYR DEWCH  
ODDI AR EICH BEIC A  
DEFNYDDIO'R  
DROEDFFORDD

CYCLISTS DISMOUNT  
AND USE FOOTWAY

TROEDFFORDD  
AR GAU

FOOTWAY  
CLOSED

DIM MARCIAU  
ILDIO

NO GIVE WAY  
MARKINGS

DIM MARCIAU  
FFORDD WRTH Y  
GYFFORDD

NO ROAD MARKINGS  
AT JUNCTION

DIM MARCIAU FFORDD  
WRTH Y GROESFAN  
REILFFORDD

NO ROAD MARKINGS  
AT LEVEL CROSSING

DIM MARCIAU  
FFORDD  
AM 400 LLATH

NO ROAD MARKINGS  
FOR 400 YARDS

DIM MARCIAU  
FFORDD

NO ROAD  
MARKINGS

DIM STYDIAU  
FFORDD

NO ROAD  
STUDS

TELEDU CYLCH  
CYFYNG AR WAITH  
  
CCTV IN CONSTANT  
OPERATION

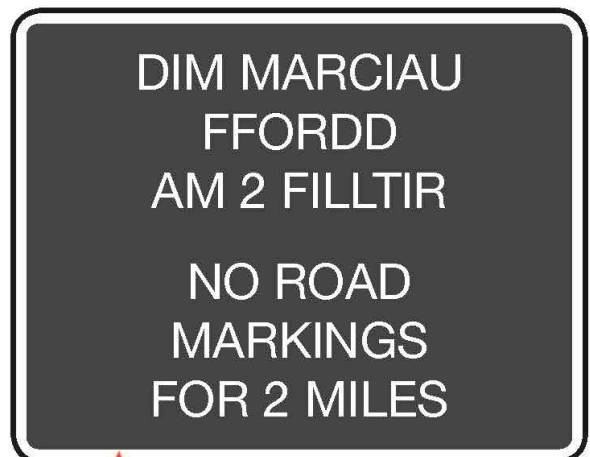
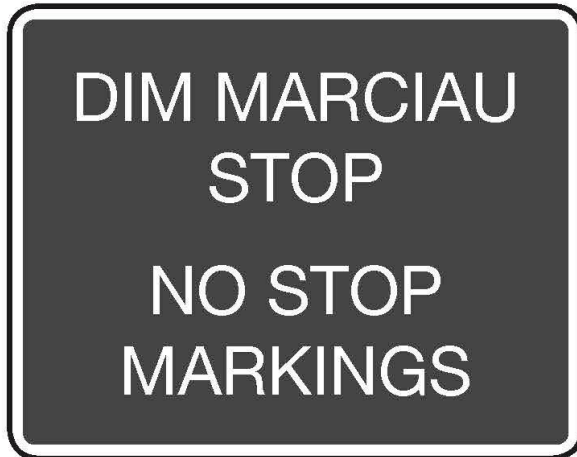
PERYGL  
SAFLE ADEILADU  
  
DANGER  
CONSTRUCTION SITE

GOFAL  
MYNEDFA SAFLE  
  
CAUTION  
SITE ENTRANCE

GOFAL  
LORïAU YN TROI  
  
CAUTION  
LORRIES TURNING

GOFAL  
DIBYN SERTH  
  
CAUTION  
SUDDEN DROP

PERYGL  
FOLTEDD UCHEL  
  
DANGER  
HIGH VOLTAGE



**Mutation**

Mutation only applies for the number 2.  
For all other numbers use DIWRNOD

**Mutation**

MILLTIR CHANGES TO FILLTIR -  
WHEN THE MILAGE CONTAINS A '1' OR A '2'

1 MILE = 1 FILLTIR  
1½ MILES = 1½ FILLTIR

FOR DISTANCES 3 MILES AND OVER OR  
UNDER 1 MILE THERE IS NO MUTATION

½ MILE = ½ MILLTIR  
3 MILES = 3 MILLTIR



**Platiau atodol i'w defnyddio ag arwyddion eraill**  
**Supplementary plates for use with other signs**

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**TORRI GWAIR**  
**GRASS CUTTING**

**TORRI COED**  
**TREE CUTTING**

**TORRI PERTHI**  
**HEDGE CUTTING**

**DIWEDD**  
**END**

**CYNNAL GOLEUADAU**  
**LIGHTING**  
**MAINTENANCE**

**GWAITH FFORDD**  
**SYMUDOL**  
**MOBILE ROAD WORKS**

**AR Y LLAIN GALED**  
**ON HARD SHOULDER**

**YSGUBO'R FFORDD**  
**ROAD SWEEPING**

**Platiau atodol i'w defnyddio ag arwyddion eraill**  
**Supplementary plates for use with other signs**

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**AR Y SLIPFFORDD**  
**ON SLIP ROAD**

**GWAITH UWCH**  
**EICH PEN**  
**OVERHEAD WORKS**

**CYNNAL ARWYDDION**  
**SIGN MAINTENANCE**

**CODI ARWYDDION**  
**SIGN ERECTION**

**GRAEANU**  
**GRITTING**

**IÂ**  
**ICE**

**TAENU HALEN**  
**SALTING**

**SWCH EIRA**  
**SNOW PLOUGHING**

**Platiau atodol i'w defnyddio ag arwyddion eraill**  
**Supplementary plates for use with other signs**

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**LLIF**  
**FLOOD**

**MESUR TIR**  
**SURVEYING**

**GWAITH FFOSYDD**  
**DITCHING**

**FFRWYDRO**  
**BLASTING**

**AR Y GROESFAN**  
**REILFFORDD**  
**AT LEVEL CROSSING**

**CHWISTRELLU**  
**CHWYN**  
**WEED SPRAYING**

**RAMP**

**ARAFWCH NAWR**  
**REDUCE SPEED NOW**





**RHAID GWISGO OFFER  
DIOGELU CLUSTIAU**  
**EAR PROTECTION  
MUST BE WORN**



**RHAID GWISGO OFFER  
DIOGELU'R LLYGAID**  
**EYE PROTECTION  
MUST BE WORN**



**RHAID GWISGO  
MENIG**  
**GLOVES  
MUST BE WORN**



**RHAID GWISGO  
SIACEDI LLACHAR**  
**HIGH VISIBILITY JACKETS  
MUST BE WORN**

