

Welsh Language Standards Annual Report 2022-2023

Prepared in accordance with the requirements of the



Comisiynydd y
Gymraeg
Welsh Language
Commissioner

14 June 2023

A greener place
Man gwyrddach



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

Mae'r adroddiad hwn ar gael yn Gymraeg, ac mewn ieithoedd 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.

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

Appendix A

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

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

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

1. Welsh Language Standards: Action Plan

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

The Compliance Work Programme is summarised below:

Correspondence - Standards 4, 5 & 7

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

Action taken:

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

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

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

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

Action taken:

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

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

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

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

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

Action taken:

- FACTSHEET for staff– Meetings with individuals.
- When inviting individuals to a meeting, services are required to include a standard sentence asking their language choice and if they wish to use or conduct the meeting through the medium of Welsh.
- 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.

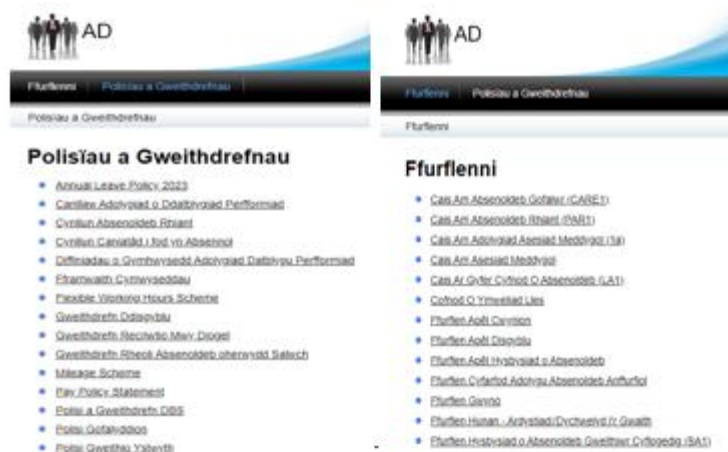
HR Processes – Standards 99, 100, 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 112A, 114, 115, 116, 116A, 118, 119

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 30th June every year. See **Section 4 – Complaints from the Public.**
- Equalities and Welsh language categories added to complaints system so that we can monitor if any complaints have an equalities or Welsh language element. This will help with annual reporting and to identify trends.

Publicising Compliance – Standards 161, 167, & 163

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

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

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

Action taken:

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

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

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

Action taken:

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

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

We must keep a record of the number of staff that attend training courses through the medium of Welsh and the percentage of the total number of staff who attended a course in Welsh. Please see **Section 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.

Appendix A

St David's Day

On 1st 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: cyraddaldeb@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

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. [Dysgwch fwy: https://bit.ly/3y0o0J0](https://bit.ly/3y0o0J0)

Dydd Gŵyl Dewi Hapus!
Newddeant Cymru, Dewi Sant oedd y ffigur 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/3z231xa](https://bit.ly/3z231xa)

Timeline photos · 1 Mar · 🇬🇧



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 · 🇬🇧



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 · 🇬🇧

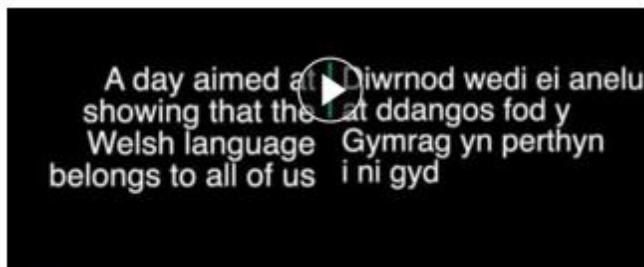


Caerphilly County Borough Council
1 March at 17:17 · 🇬🇧

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://comisiynyddygyrraeg.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:

No.	Detail(s) of Service Request(s)	Resolution
SR1	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.
SR2	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

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

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	%
8348	1968	23.57	8535	2100	24.60

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	220	34	15.45	813*	148	18.20
Property Services	62	19	30.64	974*	123	12.62
Public Protection	155	41	26.45	68*	22	32.35
Community & Leisure Services	1349	226	16.75			
Regeneration & Planning	319	63	19.74	323	68	21.05
Total	2075	376	18.12	2149	355	16.51

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

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

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

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

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

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

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

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

iii) Social Services and Housing

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

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

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

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

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

iv) Education and Corporate Services

Corporate Finance	5	4	3	2	1	0	Undisclosed
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
Total staff	28						

Customer & Digital Services	5	4	3	2	1	0	Undisclosed
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
Total staff	41						

Learning Education & Inclusion	5	4	3	2	1	0	Undisclosed
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
Total staff	101						

Legal & Governance	5	4	3	2	1	0	Undisclosed
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
Total staff	16						

People Services	5	4	3	2	1	0	Undisclosed
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
Total staff	30						

Schools	5	4	3	2	1	0	Undisclosed
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
Total staff	1131						

Transformation Services	5	4	3	2	1	0	Undisclosed
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
Total staff	171						

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:

COURSE OFFERED	NUMBER OF STAFF ATTENDING
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

Academic Year	Year courses	Taster and Supplementary Courses	Total Number of Learners	(Numbers withdrawn)
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>
TOTALS	322	581	879	<i>(21)</i>

*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 31st 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

ACTIONS	DATE	PROGRESS
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](#)