



# **Welsh Language Standards**

## **Annual Monitoring Report**

### **2022-2023**

**Statws Dim Drafft**  
**No Status Draft**

**This form is available in Welsh**  
**Mae'r ffurflen hon ar gael yn Gymraeg**

## Annual Welsh Language Report 2022 – 2023

### Introduction

The Council is committed to the provision of an excellent service to Welsh speakers in the area and strives year on year to improve on its provision.

During 2015 we were issued with a legal [Compliance Notice](#) by the Welsh Commissioner specifying which Standards apply to the Council.

To achieve the 174 standards within the notice, the Council developed an [Action Plan](#) which is published on our website. We monitor progress on a regular basis and have included a summary within this report.

We also published a 5-year Promotion Strategy for 2022-27 as part of the compliance process. This is available on our [website](#). Details of progress are included in Appendix 2.

### Main achievements 2022 – 2023

#### Website

The website editor prompts to a Welsh translation before English pages can be updated, ensuring the website is fully bilingual. A system has also been devised which generates reports and identifies pages where the English and Welsh content does not match.

A review of historic web pages is underway by the web editor team to ensure each page, menu and form is fully functional and accurately translated.

### **Internal communications**

As well as Staffnet on corporate computers, Staffnet+ is available to staff on personal devices allowing access to information on internal news items, payslips, internal job vacancies, and some policies. This is well used and is also available bilingually.

The Chief Executive sends all staff a weekly message and round-up of news at the end of every week. This is sent in both Welsh and English.

The Communications Team send regular emails to all Vale of Glamorgan staff with alerts and news. These are sent in both Welsh and English.

### **Social Media accounts**

The Council's main social media accounts, as well as other Twitter, Facebook and Instagram accounts, are operated separately in Welsh and English.

### **Contact Centre and Main Reception Areas**

The Council continues to offer all callers an option to undertake their enquiries through the medium of Welsh. The total number of callers to the contact centre who used this option during 2022/23 was 1749, which is an increase from 2021/22 (1074). Calls in Welsh during 2022/23 represent approximately 1% of the total calls made (171,986).

The number of bilingual staff at the contact centre has unfortunately decreased by 70% to a single member of staff by the end of 2022/23. Recruitment and retention of bilingual staff has been difficult, and we are exploring new recruitment routes and opportunities such as sharing staff with other authorities. The recruitment of bilingual staff is a priority for 2023/24.

Despite staffing issues, wait times for all calls decreased in this period. On average, callers using the Welsh language option in 2022/23 waited for 257 seconds, a decrease from 304 seconds in 2021/22. This is compared to the overall average of 327 seconds across the call centre, which has also gone down from 334 seconds in 2021/22.

Face to face services have fully resumed and the main reception is staffed daily by Welsh speaking customer service representatives.

## **Welsh Learners**

The new Work Welsh Coordinator began in September 2022. Welsh language courses at all levels are offered during work time and at no cost to staff. Classes are held remotely and include members of the community.

As of March 2023, there are 59 learners registered with the Work Welsh Coordinator, which is an increase of 9 from 2021/22.

For the academic year 2021/2022 which ended in August 2022, a total of 354 learners completed a main course with Learn Welsh the Vale at the Palmerston Centre. This figure includes Vale of Glamorgan staff, as some staff learnt alongside residents and community members until August 2022. In September 2022, 69% of learners returned at a higher level than in 2021/2022

The National Centre for Learning Welsh continues to offer free Work Welsh courses for all staff online via their website, including courses for specific sectors like health and social care, sport and leisure, and tourism.

## **Work Welsh**

The Work Welsh scheme started from September 2022 with our new Work Welsh Coordinator. A series of taster sessions were offered before formal courses began. Prior to September 2022, 41 learners from Vale of Glamorgan Council were learning Welsh in the community for the academic year 2021/22. Of these, 16 enrolled on Work Welsh courses and progressed to the next level: 8 to Sylfaen/Foundation, 6 to Uwch/Higher, and 2 to Gloywi/Proficient.

The other learners opted to remain with their classes in the community. Since September, one member of staff has left the authority and two have returned to slower-paced community classes. From September 2022, there have been three new entry classes for Mynediad/Entry level: 17 started in September, 8 started in November 8, and 27 started in January.

The Work Welsh Coordinator and Welsh Language Officer have worked together to create a Staffnet page dedicated to Welsh learners and speakers, Yr Hwb. This provides information, links to courses, news from Learn Welsh the Vale, and details of social events. Events this year have included a Zoom quiz and curry nights. The Work Welsh Coordinator created a short film featuring learners talking about learning Welsh. The film was played in the Civic Offices' reception on Welsh Language Rights Day and was also shared on the Council's social media. This has supported lots of other promotional work to encourage staff to learn Welsh.

## **Welsh Language in the Workplace Policy**

In line with requirements of a Welsh Language Commissioner investigation, we revised and updated the Welsh Language in the Workplace Policy.

### **Welsh Language Officer**

The Equalities and Welsh Language Officer was recruited in May 2022. The Equalities and Welsh Language Officer has responsibilities for communication and co-ordination for the future development of the Welsh language within the authority.

### **Welsh language training**

We have provided Welsh awareness training for elected members. This gives an overview of the Welsh-related work we do and explains the Welsh Language Standards. The sessions were mandatory and delivered as part of equalities training.

In February 2023, we provided an overview and update of Welsh language work and activities for the Strategic Insight Group, and again in March 2023 for the Heads of Service group. There are plans to deliver the session for trade unions and the Change Forum.

The Council has restarted in-person induction sessions called 'Welcome to the Vale' in early 2023. The induction programme is also available on iDev so can be accessed at a later date or by existing staff. Part of the induction references Welsh language, as shown in this screenshot of the iDev course:

**Welsh Language**

[Work Welsh: Yr Hwb](#)

The Vale of Glamorgan Council strongly encourages staff to learn Welsh – there are so many benefits for you, for the organisation, for our customers, and for our community.

Work Welsh is not just for learners but also for Welsh speakers who want to improve their language skills and gain confidence to use their Welsh more in the workplace.

Courses are free of charge to staff and will take place in work time – you will not have to use your leave or own time to attend the courses. Please however check with your manager before signing up.

### **Welsh language awareness module**

The online Welsh Awareness training via iDev has been promoted during February and March 2023 as part of our St David's Day celebrations. The module was developed and successfully rolled out by Cardiff Council and has been adapted for the Vale.

The module will go live for all staff members in 2023.

### **Agreement with Menter Bro Morgannwg**

The Council provides funding for Menter Bro Morgannwg to offer opportunities for Welsh speakers and learners in the Vale of Glamorgan to enjoy social activities as well as supplementing pre-school and after-school activities for young people. This has involved liaison with youth, adult education, and schools' teams. Some activities and workshops are still held online. The agreement with Menter Bro Morgannwg was refreshed in 2022 and included extra funding to pilot new activities.

Menter Bro Morgannwg use various digital platforms to share, promote and encourage residents to take part in a range of Welsh language activities in the Vale. They provide daily/weekly information on the organisation's activities. Menter also

use their digital platform to advertise events and projects by partner organisations including the Urdd and Learn Welsh the Vale.

The highlight of the year for Menter Bro Morgannwg was the hugely successful Gwyl Fach y Fro, held in May 2022. The record attendance of over 8,000 people enjoyed performances from significant Welsh language music acts and schools in the Vale, as well as sports activities, children's activities, and craft traders. There were two popular Gigs Fach y Fro held in 2022 with over 300 people attending the Paget Rooms, Penarth for a gig including Dafydd Iwan, and over 200 people at the Memo Arts Centre in Barry. A comedy night with television star Tudur Owen held at the Memo in November 2022 was also well attended.

Other events and activities for adults include monthly online talks, walks, wellbeing activities, and adult education classes. Over 1850 adults attended events and activities, including the gigs and comedy night.

Menter provide a host of activities for teenagers and young people, including staffing and helping to fund a Welsh language youth club in Barry. Extra funding through the Summer of Fun and a one-off payment from the parent organisation, Mentrau Iaith, were focussed on activities for this age group including radio workshops, music sessions, and paddle boarding. Other activities throughout the year include graffiti workshops, craft sessions, trips, gigs, and sports classes. Menter also helped deliver a careers fayre in January 2023 at Ysgol Bro Morgannwg, as well as providing information about volunteering opportunities.

There are lots of activities and services provided for the children of the Vale, including weekly football, netball, karate, dance, and drama clubs as well as cookery and craft sessions. Summer of Fun provision included graffiti and radio workshops, as well as horse riding sessions. The Bwrlwm open access play scheme is provided during all school holiday periods in four locations across the Vale: Barry, Cowbridge, Llantwit Major, and Penarth. During the 2022/23 period, over 2,100 children attended.



Menter also provide a range of activities and classes for babies, pre-school children, and their families. These include baby sensory classes, baby massage classes, and Buggy Fitness sessions for parents. The most popular activity is the weekly storytelling sessions held in libraries across the Vale. There are four Story Time sessions each week attended by over 2680 babies, parents and guardians. Family fun days were held at Easter, during the summer holidays, and at Christmas.

### **Learn Welsh the Vale**

Learn Welsh the Vale works in partnership with Menter Bro Morgannwg and supports the Adult Community Learning team to provide Welsh-medium adult education. Learn Welsh the Vale support Welsh speakers and learners who come together in informal coffee mornings through a number of Caffi Cymraeg across the Vale at different locations on different days.

Learn Welsh the Vale advertise and promote various events on its calendar which is issued as a hard copy at the start of the academic year and updated on a weekly basis as a digital edition on its website. Events are also shared with learners in their weekly lessons.

From September 2022, Welsh courses were free to learners aged under 25. Some separate courses were specifically advertised for that age group. Unfortunately it was difficult to recruit learners over the summer and many fail to attend the lessons in September. This can be due to starting new courses or jobs after the summer holidays. Going forward, it has been decided to continue to offer free courses but to integrate with learners of all ages.

Learn Welsh the Vale is not able to accept children under 16 in the main teaching programme. However, there are a range of events throughout the year to welcome the family to learn together such as Dathliad Nadolig – Christmas Celebration.

## **Translation agreement with Cardiff Council**

The Council signed a contract in 2017 with Cardiff Council for all Welsh translation work following a successful period with a Service Level Agreement. The contract was renewed in September 2021 for a further three years.

During 2022/23, 3721 documents were translated for the Vale of Glamorgan Council. A total of 2,939,599 words were translated between 1 April 2022 and 31 March 2023, which is an increase of 8% on the previous year and indicates the volume of work that is produced bilingually.

The total cost of Welsh translation for 2022/23 was £288,197.23.

## **Linguistic Skills Assessment**

The first planning steps of a Council-wide linguistic skills assessment took place in early 2023. The introduction of the new Oracle Fusion has meant the skills survey will be delayed until later in 2023.

This will update the picture of the numbers of Welsh speakers and level of Welsh language proficiency amongst staff in all areas of the Council, including school staff. The Work Welsh coordinator will assist with this.

## **Welsh speaking spellchecker and email footers**

All Council staff have received a copy of 'Cysgair' on their computers. The latest version of this software has been installed on all council computers enabling staff to communicate more easily in Welsh and to feel confident about their grammar. This was promoted again during St David's Day and Welsh Language Rights Day.

We have arranged for all council staff to have bilingual footers with their job titles and to have bilingual out-of-office messages. A prominent logo has also been added to the names of those who speak Welsh fluently and a separate logo to indicate members of staff who are learning Welsh. In addition, Welsh speaking staff and learners can wear lanyards or pin badges to indicate their skills when in the office.

## Page on Staffnet for Welsh speakers

There is a dedicated page on our Staffnet that provides useful information for Welsh speakers and learners as well as setting out their rights regarding internal documentation and standards. Staff are also directed to suitable Welsh courses.

A new page was set up on Staffnet in 2022 for Welsh speakers and learners, called Yr Hwb (The Hub). This page includes a promotional film created by the Work Welsh Coordinator and Welsh learners for Welsh Language Rights Day in December 2022 as well as testimonials from senior management who are learning Welsh. The page has links to courses, events and useful resources. There is also a section for news from Work Welsh and Learn Welsh the Vale, which is updated on a weekly basis. The page was created by the Work Welsh Coordinator and Welsh Language Officer to provide a dedicate hub for Welsh speaking staff and learners.

The page can be found here: [Work Welsh: Yr Hwb \(valeofglamorgan.gov.uk\)](http://valeofglamorgan.gov.uk)

The screenshot shows the Staffnet website interface. At the top, there is a search bar and navigation links for MEMBERNET, RESHAPING SERVICES, SCHOOLS, STAFF CENTRAL, TRAINING, TOP TASKS, STAFFNET+, and VALE WEBSITE. The main content area is titled 'Work Welsh: Yr Hwb' and includes a sub-header 'This is the page for Welsh learners - current and prospective'. The text on the page describes the council's encouragement for staff to learn Welsh and provides information about courses and resources. On the right side, there are three cards for 'Welsh Courses', 'Upcoming Events', and 'Useful Resources'. Below these is a 'Newyddion' section with a 'Newyddion Wythnos 19' link, and a 'Her Dydd Gwyl Dewi: Welsh in the Workplace' section with a 'Did you know that using Welsh every day makes you a Welsh speaker?' headline.

## **Mwy Na Geiriau/More than just words**

Welsh Government produced a five-year Mwy na Geiriau action plan in 2022. We have used this as a basis for our own action plan. This has been considered and discussed by colleagues from Equalities and Social Services.

As part of the wider Mwy na Geiriau program, Social Services have taken steps to make all new posts 'Welsh essential'. They have not seen a negative impact on the number and range of applicants to posts and are able to recruit from a wider pool. They ask for entry level Welsh, which allows for new recruits to undertake Welsh language training to improve their skills.

## **Welsh Language Promotion Strategy**

Under Standard 145 of the Welsh Language Standards, we are required to develop a 5-year strategy to promote the Welsh language. This includes details on the statutory and legal duties with which the Vale of Glamorgan Council must comply as well as an action plan to show the actions that have been developed and agreed upon. The actions were developed in consultation with various local and regional partners, as partnership working is essential for the strategy's success.

The Welsh Language Promotion Strategy was renewed for the period 2022 to 2027 and can be viewed [here](#).

The strategy has been restructured to align with the three themes within Welsh Government's Cymraeg 2050 strategy. We have also ensured that each target sits with the Council's four well-being objectives as shown in the Corporate Plan.

## **Welsh in Education Strategic Plan (WESP)**

The WESP has been renewed for the ten-year period 2022-2032, building on the work and achievements of the previous WESP. Our ten-year vision for increasing and improving the planning of the provision of Welsh-medium education in the Vale of Glamorgan will be to increase the number of Year 1 children taught through the medium of Welsh to 24% by 2031/32. This target is based on our contribution to Welsh Government's overall long-term target of one million people in Wales being Welsh speakers by 2050. The challenging 24% target is the midpoint of the range set by Welsh Government and recognises the need for a careful balance between being ambitious and being realistic.

Another key focus is increasing capacity of Welsh medium education. Work has been carried out in 2022/23 to build a new 2-form entry primary school building in the new Barry Waterfront development. Ysgol Sant Baruc will transfer to the new building in Spring 2023, providing an additional 210 primary places.

The WESP is closely aligned to the updated Welsh Language Promotion Strategy so we have worked to avoid duplication of actions relating to Welsh-medium education and instead collaborated to synergise similar actions.

The WESP can be viewed [here](#).

### **Grwp Deddf and Welsh Education Regional Champion**

We are a member of Grwp Deddf. This is a national group of Welsh language officers from all Welsh local authorities. It provides the opportunity to share experiences and good practice, and also forge links across the councils.

The south-east members of the group have developed the role of 'Regional Welsh Language Education Champion'. The Champion is funded by Welsh Government and hosted by Menter Iaith Caerffili, and started in April 2023. The Champion will be able to apply for different funding streams than local authorities currently can.

Councils including the Vale of Glamorgan will be able to apply for help from the Champion as well as mutually benefit from regional-wide resources. These include

promotional videos for Welsh medium education and data on current Welsh medium provision.

The group has a website [www.grwpdeddf.cymru](http://www.grwpdeddf.cymru) which provides details of the projects, the Champion's role, and available resources.

## **St David's Day**

We celebrated St David's Day in person in the Civic Offices for the first time since 2020. Children from Cadoxton Primary School sang a number of Welsh songs in Reception and the Cosmeston Room. Coffee and Welsh cakes were provided for staff to enjoy whilst listening to the choir. Welsh recipes and suggestions of easy daily Welsh phrases were available for staff to take away. These have also been made available on the Yr Hwb Staffnet page.

The morning event was attended by staff from across the Council, including one councillor and one member of Senior Leadership Team. In the afternoon, the Work Welsh Coordinator and Welsh Language Officer provided information to staff about Welsh courses.

Throughout the day, we also introduced the idea of starting and ending every meeting in Welsh, as well as using simple Welsh words and phrases every day. The impact of this will be reviewed in December 2023 for Welsh Language Rights Day / Mae Gen i Hawl.

## **Schools**

The Welsh Government has developed various projects and frameworks to promote the Welsh language in schools, which include objectives, outcomes, and opportunities to use the Welsh language in and out of school. In Welsh medium schools, the Siarter Iaith framework has been implemented. Two schools have

achieved Gold standard: Ysgol Gwaun y Nant and Ysgol Iolo Morgannwg. Four schools have reached Silver standard, one has Bronze standard, and Ysgol Gyfun Bro Morgannwg has started the process.

For English medium schools, the framework is slightly different. Called Cymraeg Campus, all schools in the Vale have either started the process or achieved Bronze and/or Silver standard. Two schools, Cadoxton Primary School and Oakfield Primary School have been awarded Gold standard. An awards evening was held in March 2023 to recognise schools who have achieved awards since 2020.

This national recognition of the promotion of Welsh language, providing opportunities to use the Welsh language, and supporting the new curriculum for Wales, is a positive step in our efforts to promote the Welsh language in the Vale.

Welsh-medium schools from the Vale of Glamorgan participated and triumphed in the 2022 Urdd Eisteddfod. Pupils from Ysgol Sant Baruc, Ysgol Pen-y-Garth, Ysgol Dewi Sant, and Ysgol Bro Morgannwg participated and placed highly in a range of categories. Some of the Vale's English-medium schools took part in preliminary rounds in March 2023 of the 2023 Urdd Eisteddfod, with Cadoxton Primary School going through to the finals in May 2023.

A Welsh-medium school in the Vale of Glamorgan, Ysgol Gwaun y Nant, celebrated its 25<sup>th</sup> anniversary in June 2022. The school officially opened at its current site in Gibbonsdown in 2001 and has grown from 26 to 250 pupils.

### **Welsh Language Immersion Centre**

The Welsh Language Immersion Centre opened in February 2022. The centre provides support for 65 children currently attending Welsh-medium education. These are children who have been identified by teachers as pupils who could benefit from additional support to increase understanding and vocabulary, practice common sentence structures, and grow in confidence. Between September 2022 and May 2023, three more Year 2 learners were welcomed at the Welsh Language Centre to receive late immersion education.

The Centre has also contributed towards Cymraeg 2050's goals by encouraging the learners' families to take part in events that promote and celebrate the Welsh language and culture and use Welsh socially.

We have worked with Welsh medium headteachers to develop immersion services for older pupils which we hope will start in September 2023.

## **Summer of Fun**

Summer of Fun was a programme of free play, sports and cultural activities delivered between July and September 2022. Funded by Welsh Government, the programme aimed to support the mental, social and physical wellbeing of children and young people, recognising the difficulties of the previous two years. Nearly 150 different activities were offered in partnership with a range of organisations.

A number of Welsh language activities were provided by Menter Bro Morgannwg, the Urdd, Clwb Carco, the library service, and the Memo Arts Centre. Whilst uptake was generally positive for the Welsh language provision events, some of the Urdd sports activities targeted at females were cancelled due to low uptake.

The Summer of Fun report includes a comment from a participant who "really appreciated the fact that there were Welsh language opportunities".

The report can be viewed on the Vale of Glamorgan Council's website [here](#)



## Summary of the Council's Welsh Language Standards action plan with progress

	<b>Action</b>	<b>Areas covered</b>	<b>Standard Ref. No.</b>	<b>Comment/ update</b>
<b>1</b>	Provide a briefing note for senior managers/elected members to be cascaded via CMT/DMT/team meetings	<p>Correspondence Telephone calls Meetings/appointments</p> <p>Public Events</p> <p>Publishing docs for the public</p> <p>Social Media responses</p> <p>Policies/strategies available to the public</p> <p>Licences/certificates</p> <p>Official notices</p> <p>Promotion of the Welsh language</p> <p>Public address systems</p>	<p>1-5 19/20/21 24-26b, 27a-d,30- 34,65-66</p> <p>35-38</p> <p>43-50</p> <p>58-59</p> <p>44 42</p> <p>69-70</p> <p>81-82</p> <p>87</p>	<p>A briefing note was issued via Staffnet and via core brief.</p> <p>An FAQ page is available on Staffnet.</p> <p>Departmental team meetings were addressed during May/June 16. Advice continues to be sought from the corporate lead officers.</p>

2	Provide a briefing for Business Cabinet/senior managers/other elected members	Correspondence Telephone calls Meetings/appointments  Public Events  Publishing docs for the public  Social Media responses  Policies/strategies available to the public  Licences/certificates  Official notices  Promotion of the Welsh language  Public address systems	1-5 19/20/21 24-26b, 27a-d,30- 34,65-66  35-38  43-50  58-59  44  42  69-70  81-82  87	Cabinet members were briefed in February 16.  Fresh sessions were held for newly elected members in 2017 and 2019.  Further sessions were held for new elected members in 2022.
3	Compile a page on the Council's Staffnet to inform staff of their responsibilities.	As above.	As above.	A list of FAQs is on Staffnet. A page for Welsh speakers is available.

<b>4</b>	Inform staff via core brief and other methods.	As above.	As above.	Staff were informed in February 16 via core brief and updates have continued.
<b>5</b>	Ensure that all letter templates and emails as well as responses to the press indicate the availability of a Welsh language service and ensure that all staff use them.	Correspondence (refers also to some Operational Standards)	7 Also relates to Operational Standards 134/135	Templates have been issued to all staff. Translated job titles appear on all emails as well as a prominent logo for Welsh speakers and learners.
<b>6</b>	Provide 'Meet and Greet' training to frontline staff	Tel calls/meetings	19,20,21,24-27	Training for staff took place in 2016/17 and awareness training took place in early 2018. A Welsh Welcome module is available on Staffnet as part of the WorkWelsh Welcome initiative, as well as a number of other short online industry-specific courses. A Welsh language co-ordinator started in September 2022 to deliver Welsh courses and provide bespoke training for teams as well as basic 'meet and greet' training for frontline staff.
<b>7</b>	Ensure that all staff use bilingual out-of-office messages. Provide footers to indicate if members of staff speak Welsh.	Correspondence (refers also to operational standards)	7, Also relates to Operational Standards 134/138	Part of Staffnet and on core brief. Out-of-office messages have been provided to all staff. There is also a visual indicator for Welsh speakers and learners to use in email signatures.

<b>8</b>	Ensure that all statements to the press are bilingual where possible.	Publishing Docs and forms	46	This has taken place from 1 <sup>st</sup> April 2016.
<b>9</b>	Ensure that all leaflets, documents, statements and press releases, where issued in English include reference to the fact that a Welsh language version is available on request.	Publishing Docs and forms	46	This has taken place from 1 <sup>st</sup> April 2016.
<b>10</b>	Arrange for support to begin process of making the whole website bilingual.	Website and on-line services	52-56	The website is fully bilingual. Checks are made on historic pages, forms, and menus.
<b>11</b>	Arrange for pre-entry of forms to be bilingual	Website and online services	51	Internal applications are all translated - external applications are in the process of getting organised as part of the Digital Strategy.
<b>12</b>	Ensure that all new or replacement signs and/or notices are bilingual with Welsh first.	Signs/notices	61-63	All staff have been reminded of this.  Facilities started to review and update all Civic Offices signage in 2022.
<b>13</b>	Ensure that main reception areas provide a Welsh service with signage advising of the availability of that service.	Reception areas	64,67,68	Main reception areas are bilingual.
<b>14</b>	Invitations for grants must state that submissions can be made in Welsh and interviews must be offered if requested. There must be no delay if Welsh is used. Invitations to tender	Grants/Tenders	72-75,76-77a	This information has been cascaded within the Finance department.  A new Grants policy is in progress.

	for contracts must be bilingual and must state that Welsh tenders are welcome. There must be no delay if Welsh is used.			
<b>15</b>	Assess every new education course offered to the public to evaluate the need to provide it in Welsh <u>and keep a record of the assessment.</u>	Education	84-86	Adult Education and Youth Service have been informed about this. Learn Welsh the Vale also monitor courses.
<b>16</b>	Translate agendas of all Council, Cabinet and Committee meetings.	Democratic	41	This has taken place from 1 April 16.
<b>17</b>	Translate minutes of Council, Cabinet and Committee meetings	Democratic	41	Agendas are bilingual, decision notices and minutes are published bilingually.
<b>18</b>	Impact assessment, including consideration for Welsh language, to be completed on all new or amended policies.	Policies & research	88-97	To be achieved by reference in relevant cabinet/committee reports. Consideration of the impact of policies on the Welsh Language is included in the Council's equality impact assessment process.
<b>19</b>	Establish project group to organise questionnaire for all staff	Linguistic skills and language preferences for forms and procedures	104, 127,100,101-103	A second audit took place in 2018 of all computer-based staff. Further skills audit planned for 2023/2024.
<b>20</b>	Translate all HR policies	All HR policies	105 – 111	All policies have been translated.
<b>21</b>	Raise awareness of staff in relation to offering Welsh language provision in relation to new contracts, complaints and disciplinary	Briefing	99,114,118	A list has been compiled of those users requesting Welsh.

	situations.			
<b>22</b>	Prepare page on Staffnet & core brief article informing Welsh speaking staff of their rights & providing support for learners.	HR procedures	112 – 125,141-143	This is available on Staffnet: <a href="http://valeofglamorgan.gov.uk/WorkWelsh/YrHwb">Work Welsh: Yr Hwb (valeofglamorgan.gov.uk)</a>  <a href="http://valeofglamorgan.gov.uk/OurWorkinWelsh">Our Work in Welsh (valeofglamorgan.gov.uk)</a>
<b>23</b>	Provide Welsh speaking staff with software for spelling & grammar checks & Welsh language interfaces where available.	ICT software	120	'Cysgeir', 'Cysill' and 'Gwirio' have been installed on the computers of all staff.
<b>24</b>	Provide opportunities for basic Welsh language training for all staff and also for managers if required in their role. Further training should be free of charge to the employee.	Training	130 -131	Taster courses take place on a regular basis which has helped to increase the number of learners on full-time courses. Work Welsh courses began September 2022 with the new Work Welsh Coordinator. All Welsh language courses are free of charge and in work time. Reminders are sent prior to the new term.
<b>25</b>	Provide Welsh language awareness training	Training	132	An online Welsh Awareness module has been developed and will be available for all staff on iDev in 2023/24.
<b>26</b>	Include Welsh language information in Corporate Induction	Training	133	Welsh information is included and presented at induction. A screenshot of the section can be viewed <a href="#">here</a>

<b>27</b>	Assess all new and vacant posts for required level of Welsh and record as appropriate.- Essential/Needs to be learnt/Desirable/Not necessary.	Review of procedures	136	Managers must confirm whether posts are Welsh essential or desirable as part of the online recruitment process.
<b>28</b>	All relevant material relating to recruitment is available in Welsh and English.	Recruitment/selection procedures	137	All relevant material has been translated and is sent out as required.
<b>29</b>	Prepare a policy on the use of Welsh internally.	Awareness	98	A copy is available on Staffnet
<b>30</b>	Intranet should be available in Welsh – homepage, new/amended pages and menus.	ICT/Communications team	122-126	Bilingual pages are available on Staffnet.
<b>31</b>	Specific HR courses to be provided in Welsh- <ul style="list-style-type: none"> <li>- Recruitment and Interviewing</li> <li>- Performance Management</li> <li>- Complaints and Disciplinary procedures</li> <li>- Induction</li> <li>- Dealing with the public</li> <li>- Health and Safety</li> </ul>	HR training	128	Courses are available in Welsh on request.
<b>32</b>	Provide training on effective use of Welsh in HR meetings.	Training	129	This will be considered for 2023/24 to increase the daily use of Welsh in the Council.
<b>33</b>	Identify a member of staff in each department to act as a champion.			This has been done. A refreshed list will be compiled in 2023/24.

## Information on performance

The Council collects and reports information on all measures that are national statutory measures and sets targets for them. We have adopted a limited number of local indicators which assist in measuring progress against this scheme. This information is publicly available via the Council's Improvement Plan and service plans, which are published annually and is available on the Council's website [www.valeofglamorgan.gov.uk](http://www.valeofglamorgan.gov.uk) or [www.bromorgannwg.gov.uk](http://www.bromorgannwg.gov.uk)

In addition to this, the Council published this report on the Equalities section of the Council website along with other data on language matters.

Information below relates to indicators requested by the Welsh Commissioner.

Standard	Update
<p><b>Standard 158 (2) 164 (2) 170 (2d)</b></p> <p><b>Number of complaints about implementation of the Welsh Language Scheme.</b></p> <p><b>This performance indicator will be measured on the basis of the number of those complaints about the content or implementation of the Welsh language Standards.</b></p>	<p>We have received five complaints via the Welsh Language Commissioner. Two of these relate to third-party applications on the website, one relates to Welsh language registration service, and the other two were from the same customer regarding Welsh language correspondence preferences. The Commissioner has decided to take no further action with one of these complaints, three are completed, and we are awaiting the final determination on the fifth. The</p>



	<p>complaints all raise valid points of consideration for the Council as a whole in terms of website and service improvement.</p> <p>We have received three informal complaints from members of the public. Two raised issue with the Welsh language in general, and the third was connected to a school sign.</p> <p>A further two complaints were received through the corporate complaints system.</p> <p>We have also received two informal complaints from members of staff. One complaint concerns Welsh language references for a Welsh-speaking new starter and the other relates to Welsh language Human Resources forms.</p>
<p><b>Standard 170 (2a)</b></p> <p><b>Number of staff with Welsh skills in the Council.</b></p> <p><b>This indicator has been measured as part of the Linguistic Skills Survey in September 2018.</b></p>	<p>A linguistic skills audit will take place in 2023. Human Resources have started the process and Strategic Leadership Team have been informed.</p> <p>As well as providing an up-to-date account of Welsh language skills in the Council, this will also create a record of Welsh speakers.</p>
<p><b>Standard 170 (2b)</b></p> <p><b>Number of staff undertaking training and to what level/degree of proficiency.</b></p>	<p>April 2022 – March 2023</p> <p><b>Work Welsh scheme – workplace based learning</b></p> <p>Entry 35</p> <p>Foundation 8</p>

<p><b>This will be based on the number of staff undertaking Welsh language training provided by the Council. This measure will be reported as a number under each of the categories: Entry and Foundation; Intermediate; Advanced; Advanced/Mastering.</b></p>	<p>Intermediate 0 Advanced 6 Proficiency 2 <b>Total 54</b></p>
<p><b>Standards 154,170 ch)</b></p> <p><b>The number of new and vacant posts which were categorised as Welsh essential and desirable.</b></p>	<p>April 2022– March 2023</p> <p>Total number of adverts logged: 1953</p> <ul style="list-style-type: none"> <li>• Welsh language skills essential = 17</li> <li>• Welsh language skills desirable = 1432</li> <li>• Welsh language skills to be learnt when appointed to post = 24</li> </ul> <p>Adverts for ad hoc/training posts and school posts do not include Welsh language skills essential / Welsh language skills desirable / Welsh language skills to be learnt when appointed to post.</p> <ul style="list-style-type: none"> <li>• Number of ad hoc/training/schools posts = 480</li> </ul>

The Council’s continued priority for 2022/23 is to increase the number of Welsh speakers in the workforce, to encourage and support more members of staff to learn or update their Welsh language skills, and to promote the use of the Welsh language in the Vale. During the St David’s Day events, we encouraged staff to use more incidental Welsh in their day-to-day work. We provided lists of simple Welsh words and phrases, and also introduced the concept of starting and ending every meeting in Welsh. We will review progress with this work.