



Appendix 1:

Welsh Language Standards Annual Monitoring Report 2024-2025

This document is available in Welsh.
Mae'r ddogfen hon ar gael yn Gymraeg.

Welsh Language Standards Monitoring Report 2024-2025

Contents

| | |
|---|----|
| Welsh Language Standards Monitoring Report 2024-2025..... | 2 |
| Introduction..... | 3 |
| Background – regulatory framework and legal context..... | 4 |
| Complaints | 5 |
| Recruitment..... | 9 |
| Welsh Language Skills..... | 11 |
| Welsh Language Training | 21 |
| Compliance and Achievements | 26 |
| Website | 26 |
| Hyb Cymraeg | 26 |
| Internal communications | 27 |
| Social Media accounts | 27 |
| Contact Centre and Customer Service..... | 29 |
| Welsh Language Promotion Strategy Action Plan..... | 29 |
| Policy Making Standards..... | 30 |
| Welsh Translation | 31 |
| Cyfieithu Cyflym | 33 |
| Welsh speaking spellchecker and email footers..... | 34 |
| Mwy Na Geiriau/More than just words | 36 |
| Next steps..... | 50 |
| Contact Us | 50 |

Introduction

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

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

To achieve the 174 standards within the Notice, the Council developed an [Action Plan](#) which we have published on our website.

The standards are grouped into 5 categories:

- Service Delivery
- Policy Making
- Operational
- Promotion
- Record Keeping

The Welsh Language Standards require us to:

- Produce and publish on our website, a 5-year strategy that sets out how we propose to promote the Welsh language and to facilitate the use of the Welsh language more widely in our area. (Standards 145,146).
- Produce an annual report, in relation to each financial year, which deals with how we have complied with the Standards and publish on our website. (Standards 158, 164, 170).

We 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. In line with action 3.14, we have reviewed the action plan this year.

Background – regulatory framework and legal context

This annual monitoring report demonstrates the Council's ongoing commitment to providing bilingual services to the public and staff members.

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. This information is publicly available in the Council's Improvement Plan and Service Plans, which are published annually. We publish these documents on our website www.valeofglamorgan.gov.uk or www.bromorgannwg.gov.uk

In addition to this, we publish this report in the Equalities section of our website along with other data on language matters.

We report on indicators in the following four areas as requested by the Welsh Language Commissioner:

- Complaints
- Recruitment
- Welsh Language Skills
- Welsh Language Training

We report on other activity relating to compliance with the Welsh Language Standards as well as our achievements under our Welsh Language Promotion Strategy.

Complaints

Standard 158 (2) 164 (2) 170 (2d)

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

For the period April 2024 to March 2025, we received six complaints that relate to the Welsh language.

| | |
|---|---|
| Complaints from the Welsh Language Commissioner | 2 |
| Complaints made directly to the Welsh Language Officer | 3 |
| Complaints made directly to the Council's corporate complaints system | 1 |

Complaints made via the Welsh Language Commissioner's office

We have received two complaints via the Welsh Language Commissioner's office. They are taking no further action on one, and we are awaiting the final decision notice on the other.

| Date received | Nature of complaint | Actions taken |
|---------------|---|--|
| 06/07/2024 | <p>The complaint related to a range of issues for a Welsh speaking family using Children's Services and how this impacted on decisions.</p> <p>We received two separate emails from the customer about a variety of issues relating to the service received in Welsh. This included some smaller issues like misspelt name and as well as other</p> | <p>We confirmed with the WLC on 11/07/2024 that the customer had also submitted a complaint through them. We confirmed we would deal with it all as one complaint.</p> <p>The customer has also submitted complaint directly to Social Services about a range of other matters. In meetings with Social Services staff, we clarified</p> |

| | | |
|------------|---|---|
| | <p>broader allegations that their words were misrepresented and misunderstood due to their first language being Welsh. They also made a complaint to the WLC which raised other issues including the quality of staff Welsh language skills, lack of interpreters, not getting documents/letters in Welsh, and language choice.</p> | <p>that the Welsh language investigation would solely focus on the Welsh language elements raised by the WLC. We have had several meetings with Social Services. Some changes have already been implemented, including simultaneous translation at meetings. We received the draft report and decision in March 2025. We do not consider the summary of the complaint and findings is entirely consistent with Social Services records, but the recommended actions and decision are mostly fair, so our comments focused on what we have done so far and what we plan to do: guidance around meetings, translation, language choice, and raising awareness. We await the final report.</p> |
| 09/12/2024 | <p>The complaint related to the lack of Welsh language what3words on safety signs on the Vale coastal path which were installed in 2024.</p> | <p>We confirmed with the WLC that this was a separate complaint to a query they had about the signs in April 2024. Countryside, Regeneration and Planning</p> |

| | | |
|--|--|---|
| | | <p>have confirmed it was a joint project with the Police, Coastguard, Heritage Coast, NHS, and the Vale produced and installed the signs. The Police obtained the what3words. No-one involved was aware what3words was available in Welsh. The WLC officer advised us to confirm a timescale for potential action (to add stickers with Welsh what3words) and as such, will not follow through as a full investigation.</p> |
|--|--|---|

Complaints made directly to the Council

We have received four complaints from members of the public. One complaint was made via the Council's corporate complaint mechanism, and three complaints were emailed directly to the Welsh Language Officer.

| Date received | Nature of complaint | Actions taken |
|---------------|--|---|
| 08/04/2024 | The complaint related to an email from Legacy Leisure in English only. | Legacy Leisure / Parkwood confirmed that the email had come from a member of staff at Cardiff International Pool, so it is not a Vale of Glamorgan concern. |
| 12/04/2024 | The complaint related to the online booking form for Llandow | The Web Editor and Customer Services team |

| | | |
|------------|--|---|
| | Household Waste Recycling Centre as part of the form was in Welsh, and the user wanted to complete in English only. | spoke with Zipporah and checked the portal to ensure menus and content are in the correct language. |
| 01/05/2024 | The complaint related to email communications from the Adoption Service that were bilingual. The customer wishes to only receive English communications. | We clarified that both emails were newsletters so come under Standard 4, that is, they must be sent bilingually, and language choice does not apply in this situation. The customer also stated that he does not consent to receiving Welsh or bilingual communications and as such, believes the Council is contravening PECR. The WLC confirmed that the emails were correctly sent bilingually. The WLC had no guidance around PECR. |
| 05/03/2025 | This complaint was made via the corporate complaints system and relates to bilingual automated responses from the online portal after subscribing to the garden waste service. This is the same complainant as above – the customer only wishes to receive English communications. | We met with Customer Service and Digital colleagues who confirmed that separate English and Welsh automatic responses are potentially possible but beyond what current resources and systems allow, and contrary to Council policy. |

| | | |
|--|--|---|
| | | <p>We confirmed with WLC that bilingual responses are best practice, align with the standards, and ensure we avoid the risk of non-compliance. With regards to the Equality Act and PECR, the WLC is happy that we are not contravening either. We advised the customer that we have taken the opportunity to strengthen our policy position regarding bilingual responses by adding to the Welsh Language Promotion Strategy. We also confirmed that we are not contravening PECR or the Equality Act.</p> |
|--|--|---|

We continue to make progress on recommended actions from other investigations.

Recruitment

Standards 154,170 (ch)

We must report the number of new and vacant posts which were categorised as Welsh essential and desirable.

Our job application process is accessible in Welsh in accordance with the Welsh Language Standards and all job vacancies are advertised bilingually. We have looked to advertise for Welsh speakers on specific Welsh language websites as well

as working with our partners at Learn Welsh the Vale and Menter Bro Morgannwg to share our job vacancies.

As part of the recruitment process, and a requirement of Standard 136, every vacant post must be assessed for the need of Welsh language skills. We aim to classify each new vacant post as being Welsh language desirable as a minimum.

| | | |
|---|-----|-------|
| Total number of adverts logged | 670 | 100% |
| Welsh language skills essential | 14 | 2.1% |
| Welsh language skills desirable | 656 | 97.9% |
| Welsh language skills to be learnt when appointed to post | 0 | 0.0% |



The Welsh language essential roles were within Welsh language schools, the Welsh Language Immersion Centre, and Welsh Language adult tutors. We encourage all staff to learn Welsh once appointed.

We continue to work with Human Resources staff to ensure our recruitment processes align with the relevant standards.

Welsh Language Skills

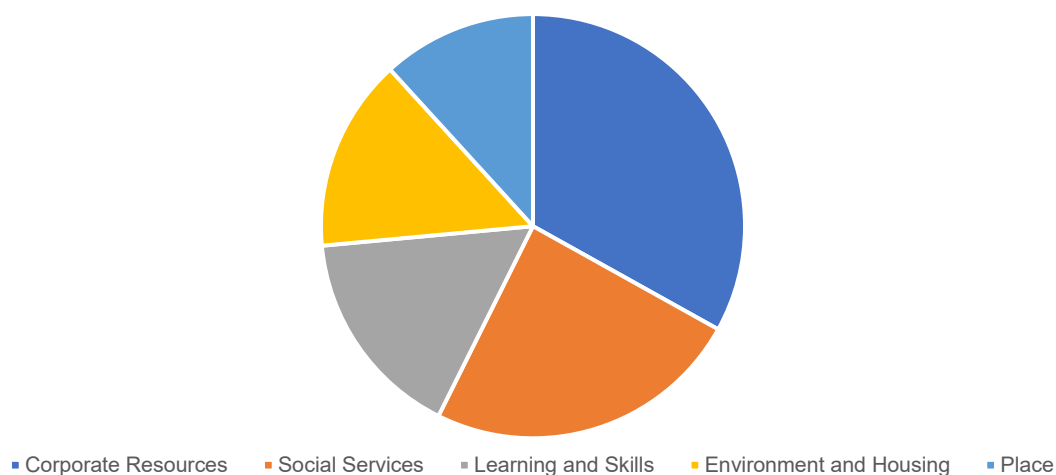
Standard 170 (2a)

We must monitor and report the number of staff with Welsh skills in the Council.

This indicator has been measured by filtering staff data from Fusion, the new human resources platform. Staff can self-assess their Welsh language skills and update this information in their personal details on Fusion. The Fusion employee portal captures and records the language skills of staff. Human Resources have communicated by email and Staffnet the need to update personal information.

We launched a Welsh Skills Assessment in January 2025. This was carried out through a Microsoft Form so has not impacted the Fusion reporting, unless staff members updated their Welsh skills on Fusion after completing the Welsh Skills Assessment. The Skills Assessment can be viewed [here](#). A total of 136 members of staff have completed the skills assessment as of 31 March 2025:

Staff who completed the Welsh Skills Assessment

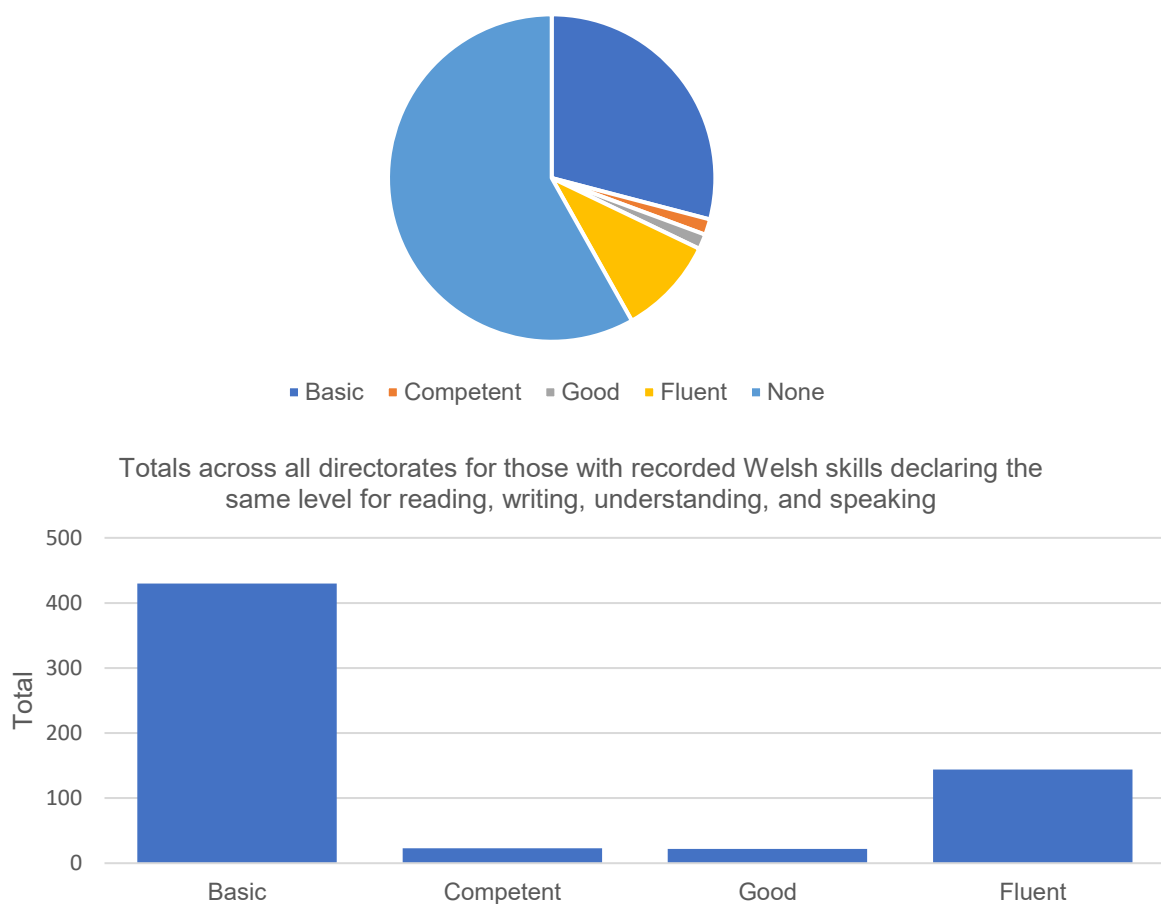


Along with the Skills Assessment, we also created a Welsh Skills Framework to make it easier for staff to more accurately self-assess their Welsh language abilities. The Skills Framework was created with reference to the National Centre for Learning Welsh, Welsh Language Commissioner guidance, and support from other authorities. The Skills Framework can be viewed [here](#).

We keep the records of staff with Welsh language skills under Standard 151.

Staff skills across all four categories (Reading, Writing, Understanding, Speaking) – Fusion data

This shows the total number of staff in the six directorates with Basic, Competent, Good, Fluent, None or Not Recorded in all four categories (such as ‘basic’ for reading, writing, understanding, and speaking).



Staff skills - Reading

| | Basic | Competent | Good | Fluent | None | Not recorded | Total |
|------------------------------|-------|-----------|------|--------|------|--------------|-------|
| Learning & Skills | 54 | 5 | 3 | 25 | 88 | 96 | 271 |

| | | | | | | | |
|--------------------------------|-----|----|----|-----|-----|-----|------|
| Social Services | 151 | 10 | 9 | 34 | 308 | 272 | 784 |
| Environment and Housing | 98 | 10 | 6 | 21 | 326 | 306 | 767 |
| Resources | 79 | 10 | 7 | 14 | 147 | 101 | 358 |
| Place | 20 | 2 | 3 | 7 | 45 | 34 | 111 |
| Total | 402 | 37 | 28 | 101 | 914 | 809 | 2291 |

Staff skills – Writing

| | Basic | Competent | Good | Fluent | None | Not recorded | Total |
|--------------------------------|--------------|------------------|-------------|---------------|-------------|---------------------|--------------|
| Learning & Skills | 49 | 4 | 2 | 24 | 95 | 97 | 271 |
| Social Services | 113 | 8 | 11 | 30 | 347 | 275 | 784 |
| Environment and Housing | 74 | 6 | 4 | 18 | 357 | 308 | 767 |
| Resources | 58 | 8 | 6 | 12 | 171 | 103 | 358 |
| Place | 17 | 2 | 2 | 7 | 49 | 34 | 111 |
| Total | 311 | 28 | 25 | 91 | 1019 | 817 | 2291 |

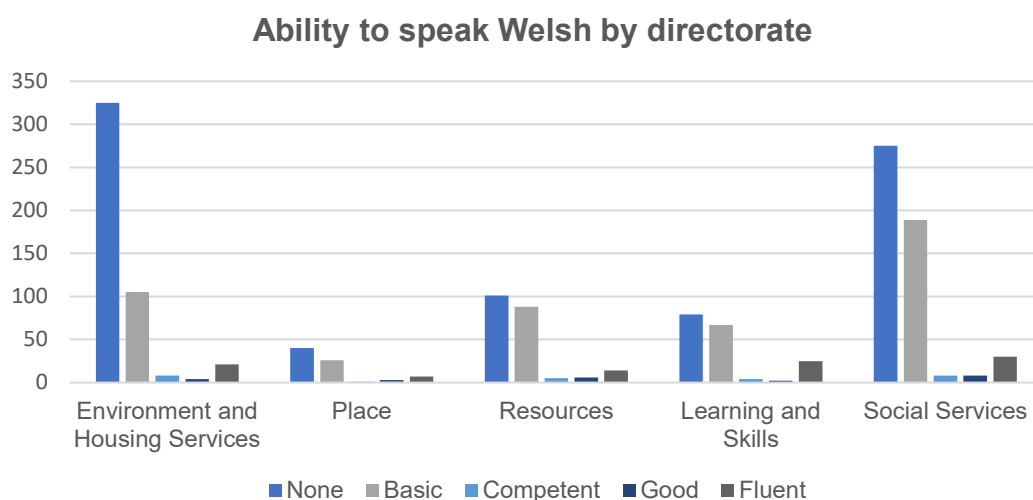
Staff skills – Speaking

| | Basic | Competent | Good | Fluent | None | Not recorded | Total |
|--------------------------------|-------|-----------|------|--------|------|--------------|-------|
| Learning & Skills | 67 | 4 | 2 | 25 | 79 | 94 | 271 |
| Social Services | 189 | 8 | 8 | 30 | 275 | 274 | 784 |
| Environment and Housing | 105 | 8 | 4 | 21 | 325 | 304 | 767 |
| Resources | 88 | 5 | 6 | 14 | 144 | 101 | 358 |
| Place | 26 | 1 | 3 | 7 | 40 | 34 | 111 |
| Total | 475 | 26 | 23 | 97 | 863 | 807 | 2291 |

Staff skills – Understanding

| | Basic | Competent | Good | Fluent | None | Not recorded | Total |
|--------------------------------|-------|-----------|------|--------|------|--------------|-------|
| Learning & Skills | 76 | 3 | 5 | 25 | 69 | 93 | 271 |
| Social Services | 212 | 6 | 9 | 37 | 254 | 266 | 784 |
| Environment and Housing | 139 | 7 | 6 | 22 | 302 | 291 | 767 |

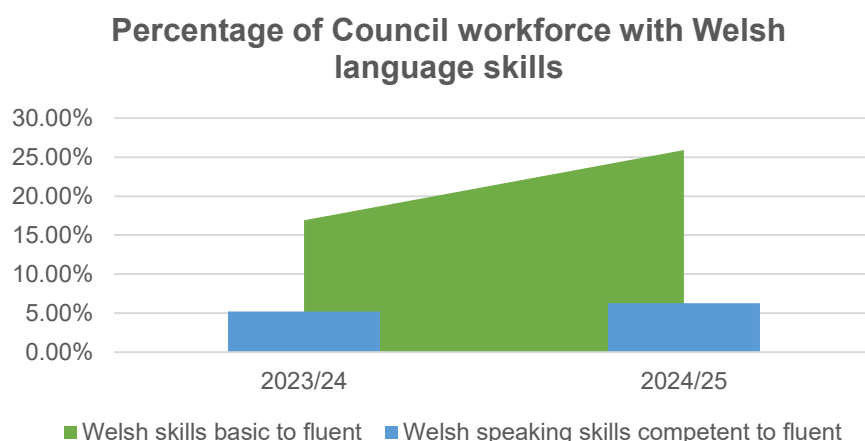
| | | | | | | | |
|------------------|-----|----|----|-----|-----|-----|------|
| Resources | 106 | 7 | 6 | 19 | 119 | 101 | 358 |
| Place | 30 | 2 | 2 | 8 | 35 | 34 | 111 |
| Total | 563 | 25 | 28 | 111 | 779 | 785 | 2291 |



Overall, 25.9% of the Council workforce has reported Welsh language skills ranging from basic to fluent and 6.3% reported competent, good or fluent Welsh language speaking skills. This is lower than the percentage reported in the Census 2021 of residents in the Vale of Glamorgan able to speak Welsh, which was 11.5%.

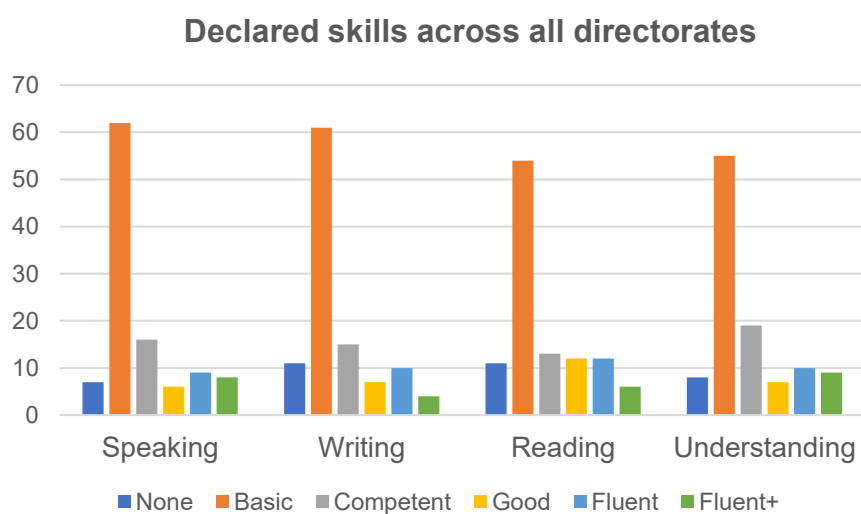
All these figures are reliant on staff members self-assessing their Welsh language skills within their Fusion account and therefore may not be complete.

This is an increase from last year, where 16.9% of the Council workforce reported Welsh language skills ranging from basic to fluent and 5.2% of the workforce declared competent, good, or fluent Welsh language speaking skills.

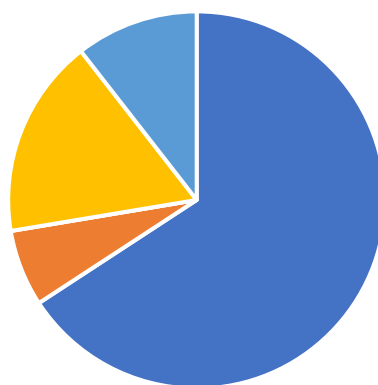


Data from the Welsh Skills Assessment

This chart shows the reported level of ability for each skill area across all five directorates. As shown, Basic is the most common skill level for each area.



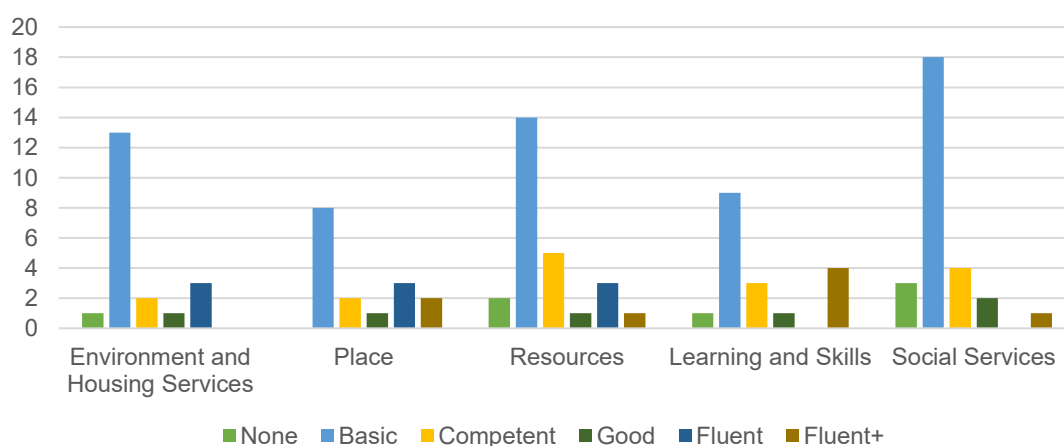
The following chart shows the total number of staff in each directorate who declared None, Basic, Competent, Good, or Fluent skills in all four categories (for example, 'basic' for reading, writing, understanding, and speaking). Please note – nobody selected Good in all four categories, so the chart shows those who selected Good in at least two categories.



■ Basic ■ Competent ■ Good ■ Fluent / Fluent+ ■ None

Of the workforce who completed the Skills Assessment, 85.6% of the Council workforce has reported Welsh language skills ranging from basic to fluent+ and 37.6% of the workforce reported competent, good or fluent Welsh language speaking skills. This is higher than the percentage reported in the Census 2021 of residents in the Vale of Glamorgan able to speak Welsh, which was 11.5%.

Ability to speak Welsh by directorate



Speaking

| | None | Basic | Competent | Good | Fluent | Fluent+ | Total |
|----------------------------|------|-------|-----------|------|--------|---------|-------|
| Corporate Resources | 6 | 21 | 6 | 3 | 6 | 3 | 45 |

| | | | | | | | |
|--------------------------------|----|----|----|---|----|----|-----|
| Environment and Housing | 1 | 13 | 2 | 1 | 3 | 0 | 20 |
| Learning and Skills | 2 | 10 | 3 | 1 | 0 | 6 | 22 |
| Place | 0 | 8 | 2 | 1 | 3 | 2 | 16 |
| Social Services | 4 | 21 | 4 | 2 | 1 | 1 | 33 |
| Total | 13 | 73 | 17 | 8 | 13 | 13 | 136 |

Writing

| | None | Basic | Competent | Good | Fluent | Fluent+ | Total |
|--------------------------------|-------------|--------------|------------------|-------------|---------------|----------------|--------------|
| Corporate Resources | 9 | 20 | 5 | 4 | 4 | 3 | 45 |
| Environment and Housing | 2 | 13 | 2 | 0 | 3 | 0 | 20 |
| Learning and Skills | 4 | 9 | 2 | 2 | 0 | 5 | 22 |
| Place | 1 | 7 | 2 | 2 | 4 | 0 | 16 |
| Social Services | 4 | 20 | 7 | 0 | 2 | 0 | 33 |
| Total | 20 | 69 | 18 | 8 | 13 | 8 | 136 |

Reading

| | None | Basic | Competent | Good | Fluent | Fluent+ | Total |
|--|-------------|--------------|------------------|-------------|---------------|----------------|--------------|
|--|-------------|--------------|------------------|-------------|---------------|----------------|--------------|

| | | | | | | | |
|--------------------------------|----|----|----|----|----|----|-----|
| Corporate Resources | 7 | 19 | 7 | 3 | 5 | 4 | 45 |
| Environment and Housing | 2 | 10 | 1 | 3 | 4 | 0 | 20 |
| Learning and Skills | 4 | 8 | 2 | 2 | 0 | 6 | 22 |
| Place | 0 | 6 | 3 | 3 | 3 | 1 | 16 |
| Social Services | 5 | 19 | 4 | 2 | 3 | 0 | 33 |
| Total | 18 | 62 | 17 | 13 | 15 | 11 | 136 |

Understanding

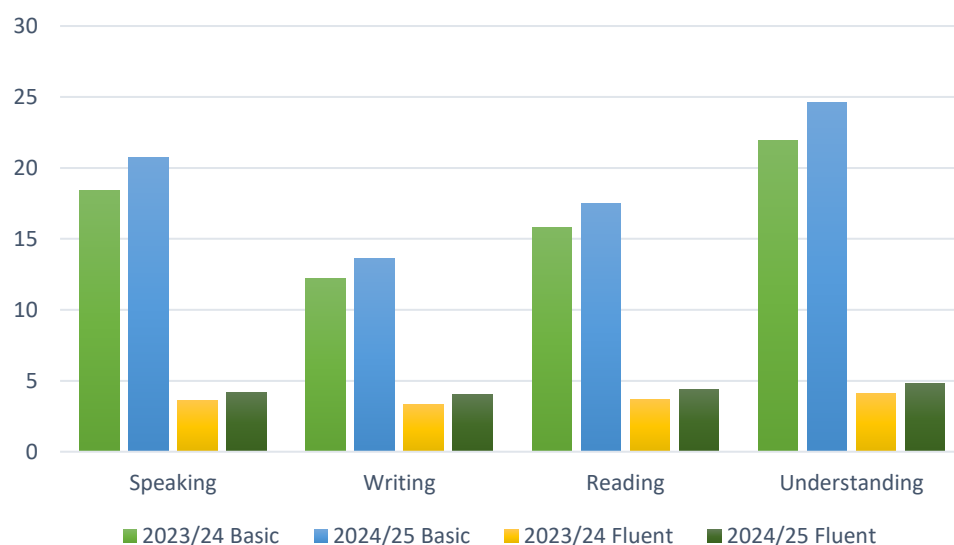
| | None | Basic | Competent | Good | Fluent | Fluent+ | Total |
|--------------------------------|-------------|--------------|------------------|-------------|---------------|----------------|--------------|
| Corporate Resources | 6 | 19 | 7 | 2 | 7 | 4 | 45 |
| Environment and Housing | 0 | 12 | 3 | 1 | 3 | 1 | 20 |
| Learning and Skills | 4 | 7 | 4 | 1 | 0 | 6 | 22 |
| Place | 0 | 6 | 3 | 2 | 3 | 2 | 16 |
| Social Services | 5 | 18 | 6 | 2 | 1 | 1 | 33 |
| Total | 15 | 62 | 23 | 8 | 14 | 14 | 136 |

We have compared the data from Fusion for 2023/24 and 2024/25.

- 39.0% of staff in 2024/25 declared they had no Welsh skills, compared to 43.5% in 2023/24.
- 35.1% of staff did not record any Welsh skills in 2024/25, compared to 40.8% in 2023/24.

These changes also reflect the work carried out by HR to encourage staff to update their personal details on Fusion as well as promotion work on the separate Welsh Skills Assessment.

The percentages for Basic, Competent, Good, and Fluent Welsh language skills across the four competencies have slightly increased, reflecting the reduction in 'None' and Not recorded, as staff more accurately record their Welsh language skills. Here are the breakdowns for Basic skills and Fluent skills for each competency, to show the increase from 2023/24 figures to 2024/25 figures:



We continue to promote and monitor the Skills Assessment. We aim to periodically send targeted messaging about Welsh language courses to staff who have reported no Welsh language ability, or basic Welsh language skills.

Welsh Language Training

Standard 170 (2b)

We must report on the number of staff undertaking training and to what level or degree of proficiency.

Under Standard 128, the authority is mandated to offer training programmes through the medium of Welsh on the following courses if they are also offered in English:

- Health and safety for managers
- Corporate induction
- Performance management
- Corporate management induction

Of the courses offered in Welsh, none were requested in Welsh by members of staff across the Organisation Development and Learning; Manual Handling' or Social Service departments. As such, attendance was 0% for staff completing these courses through the medium of Welsh.

We introduced a new Welsh Awareness course onto iDev that could be accessed by all staff. It was previously only available to Social Services staff. A total of 8 people completed the course in 2024/25.

Work Welsh

The Work Welsh Coordinator provides Work Welsh classes at all levels throughout the week, as well as short taster sessions, social events, and weekly coffee mornings on Zoom.

The Work Welsh Coordinator shares news from the Learn Welsh the Vale centre in every class as well as on the Yr Hwb page. There have been a number of social events this year, including curry nights and quizzes, attended by learners across the Council at all levels.

We struggled with low numbers for our Work Welsh courses in 2024/25. The National Centre for Learning Welsh advised us in August 2024 that there was a risk of losing our Work Welsh funding. Subsequently we produced a report for Strategic Leadership Team in September 2024 to highlight the situation and make some recommendations of actions to try and address the issues. We also talked at management meetings to encourage managers to support staff undertaking Welsh courses. We will find out in Quarter 1 on 2025/26 if Work Welsh funding will continue. However, current figures do not look promising. We will continue to promote Welsh courses and encourage as many staff as possible to undertake Welsh courses.

Our Work Welsh courses mainly start in September, in line with the academic year. However, some courses have started at other points during the year. There are also multiple courses at the same level which run at different times during the week to maximise attendance.

We offered new courses at Entry / Mynediad and Foundation / Sylfaen levels in January 2025. We postponed the courses until March due to low interest. By April 2025, neither class has started as there was not enough interest: only one person registered for each class. We continue to plan and promote courses to ensure Council staff are learning Welsh in September 2025.

Figures as of April 2024

| Level | Number registered | Start date |
|----------------------|-------------------|------------|
| Entry / Mynediad | 7 | 12/09/2023 |
| Foundation / Sylfaen | 7 | 22/09/2023 |

| | | |
|--------------------------|---|------------|
| Intermediate / Canolradd | 4 | 21/09/2023 |
| Advanced / Uwch 1 | 4 | 20/09/2023 |
| Proficiency / Gloywi | 3 | 21/09/2023 |
| Entry / Mynediad | 3 | 03/01/2024 |
| Foundation / Sylfaen | 7 | 02/01/2024 |
| Proficiency / Gloywi | 1 | 11/01/2024 |
| Entry / Mynediad | 4 | 12/02/2024 |
| Proficiency / Gloywi | 1 | 11/04/2024 |

We offered the Proficiency / Gloywi as short 10-week courses in 2024 to see if this would encourage a better response. There were no more people signing up to the course than previously.

Class data for 2024 / 2025

Completed courses by March 2025

- ➔ Entry / Mynediad – one staff member finished the Entry / Mynediad course at Christmas 2024 and moved to the Foundation / Sylfaen class in January 2025.
- ➔ Foundation / Sylfaen – of the class that started in January 2024, all seven members moved on to an Intermediate / Canolradd class in January 2025.
- ➔ Intermediate / Canolradd – one employee completed the course in Summer 2024 and moved to the Advanced / Uwch course in September 2025.

| Class / level | Number of Council staff attending | Number of Council staff who started | Other information |
|---------------|-----------------------------------|-------------------------------------|-------------------|
|---------------|-----------------------------------|-------------------------------------|-------------------|

| | | | |
|---------------------------------|-------------------------------|-------------------------------|--|
| Entry / Mynediad CM1 | 7 | 13 | |
| Entry / Mynediad CM2 | 4 | 6 | Class closed as not viable – learners transferred to CM1 |
| Foundation / Sylfaen CS1 | 4 | 8 | Class closed – not viable |
| Intermediate / Canolradd CC1 | 11 | 12 | Started January 2025 |
| Advanced / Uwch UW1A | 2 (+ 4 from the community) | 2 (+ 7 from the community) | Course ends June 2025 |
| Proficiency / Gloywi | 1 (+ 6 from the community) | 6 (+6 from the community) | Course ends June 2025 |

Overview

| Year | Number of Council staff who completed a course / on register (2024 / 2025 only) | Target |
|-------------|---|--------|
| 2022 / 2023 | 58 | 58 |
| 2023 / 2024 | 38 | 64 |
| 2024 / 2025 | 29 | 64 |

Some members of staff continued to learn Welsh in the community with Learn Welsh the Vale. These courses are still fully funded, and staff can still attend during work time. Some staff chose to stay in community classes due to a slower pace of study,

for the familiarity of their existing class and classmates, or due to work commitments. Due to budget constraints, no new classes were offered in January 2024, Easter 2024 or January 2025.

There are currently 7 members of staff learning Welsh in the community with Learn Welsh the Vale:

| Level | Number of staff |
|------------------------|-----------------|
| Mynediad/Entry | 2 |
| Sylfaen/Foundation | 1 |
| Canolradd/Intermediate | 1 |
| Uwch/Higher | 2 |
| Glowyi/Proficiency | 1 |

Some staff have also attended the Sadwrn Siarad sessions at Palmerston Learning Centre to practice their conversational Welsh, meet other Welsh learners and speakers, and attend revision sessions for exams.

Two members of staff currently on the Advanced / Uwch attended the Use Welsh course at Nant Gwrtheyrn in North Wales. This five-day residential course is fully funded by Work Welsh and provides an immersive Welsh experience which both staff members found invaluable to their Welsh learning and ability to use Welsh in the workplace.

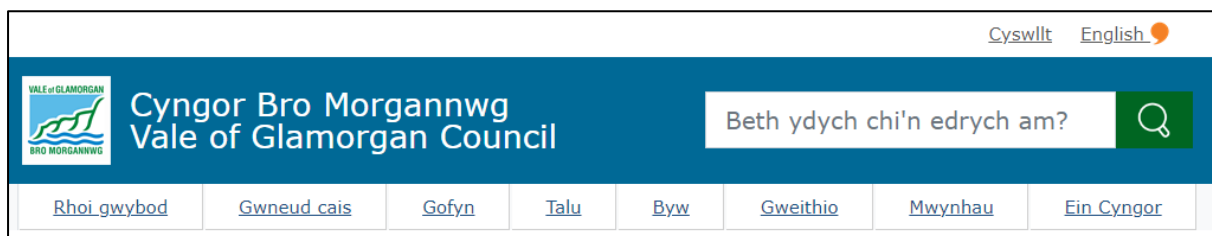


Compliance and Achievements

Website

The website editor prompts to a Welsh translation before English pages can be updated, ensuring the website is fully bilingual.

The web editor continues to carry out checks to ensure each page, menu and form is fully functional and accurately translated.



Hyb Cymraeg

In September 2024, we launched a new hub-style page on Staffnet+ devoted to everything Welsh. The Hyb can be accessed by all corporate and school staff from Council computers and personal devices.

Hyb Cymraeg pulls together all the information about the Council's Welsh translation service, Welsh Language Standards, and opportunities to learn and use Welsh in the workplace, into an online hub. We included much more guidance, explanation, and information than previously. This makes it easier for staff to find the right information and helps to ensure that we better comply with the Welsh Language Standards.

The Hyb can be accessed here:

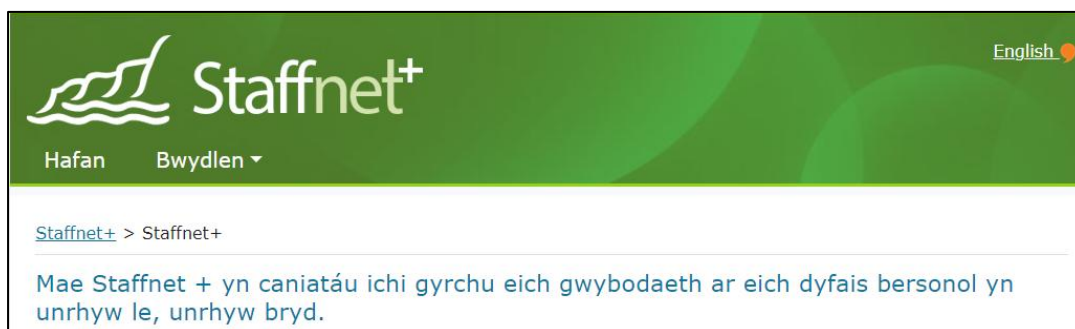


Internal communications

Staffnet+ is bilingual and is available to all staff on personal devices as well as corporate devices. It allows access to information on internal news items, payslips, internal job vacancies, and some policies.

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 sends regular emails to all Vale of Glamorgan staff with alerts and news. These are sent in both Welsh and English. All news articles posted on Staffnet are available in both Welsh and English on Staffnet+.



Social Media accounts

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

The [Cyngor Bro Morgannwg](#) account on Facebook has 153 followers.

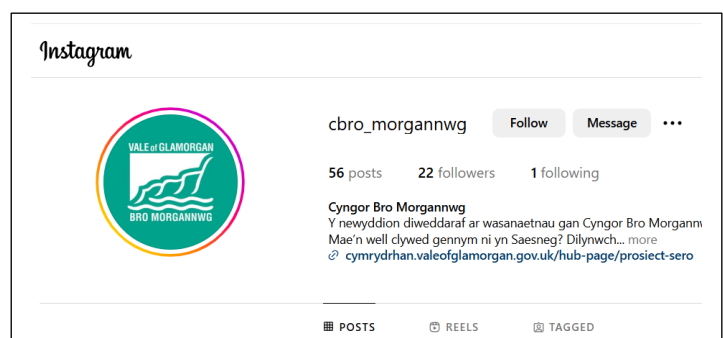
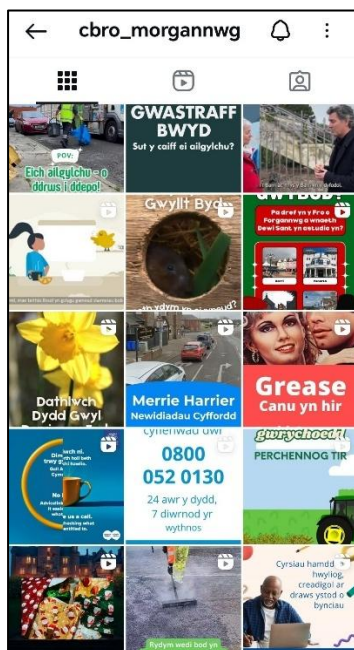




The [Cyngor Bro Morgannwg](#) account on X (Formerly Twitter) has 626 followers.

The number of Facebook followers has increased since last year and the number of followers on X / Twitter has decreased. This is reflective of a general decline in the use of X / Twitter. The Council announced in April 2025 that they would no longer use X / Twitter.

The Council's corporate Instagram accounts were launched in November 2024. There are separate English and Welsh accounts which share the same posts, in the respective language. The [@cbro_morgannwg](#) Instagram account has 22 followers.



The Vale of Glamorgan Council also has a corporate LinkedIn account, with over 11,000 followers. All posts are bilingual, with English and Welsh text in the same post.



Contact Centre and Customer Service

The Council continues to offer all callers an option to undertake their enquiries through the medium of Welsh.

The main reception is staffed daily by Welsh speaking customer service representatives.

Welsh Language Promotion Strategy Action Plan

As per action 3.14, the Welsh Language Promotion Strategy Action Plan 2022-2027 was reviewed at the end of Year 2 in 2024.

We spoke with interested parties through the Fforwm y Fro meetings held in 2024. We also spoke with departments, teams, and organisations with a specific interest or named as responsible parties. We invited interested parties and responsible bodies to complete a survey about the Welsh Language Promotion Strategy Action Plan to provide feedback on their actions: are they happy with their actions; would they change anything; what they would change; and evidence to support a change.

We have taken the new Corporate Plan wellbeing objectives into account in reviewing the Welsh Language Promotion Strategy Action Plan.

Policy Making Standards

The Welsh Language Commissioner provided further guidance and resources about the Policy Making Standards, following a seminar delivered in January 2023. We subsequently produced our own guidance notes on the Policy Making Standards which is available to all staff, managers, and leaders on the Hyb on Staffnet+.

The main principle of the Policy Making Standards is to show conscientious effort has been made to assess the impact of policy decisions on the Welsh language. To support our compliance, we added a new section to our consultation and engagement proforma as well as Welsh language impact assessment questions to our Equality Impact Assessment form.

Recruitment Standards

The Welsh Language Commissioner delivered another advice seminar in July 2023 on the Recruitment Standards. We produced our own guidance notes on the Recruitment Standards and have shared these with colleagues in Human Resources to ensure Vale of Glamorgan recruitment practices align with the relevant standards. The guidance explains the relevant standards, lists practices that lead to successful recruitment, and makes suggestions for where we could improve our recruitment mechanisms.

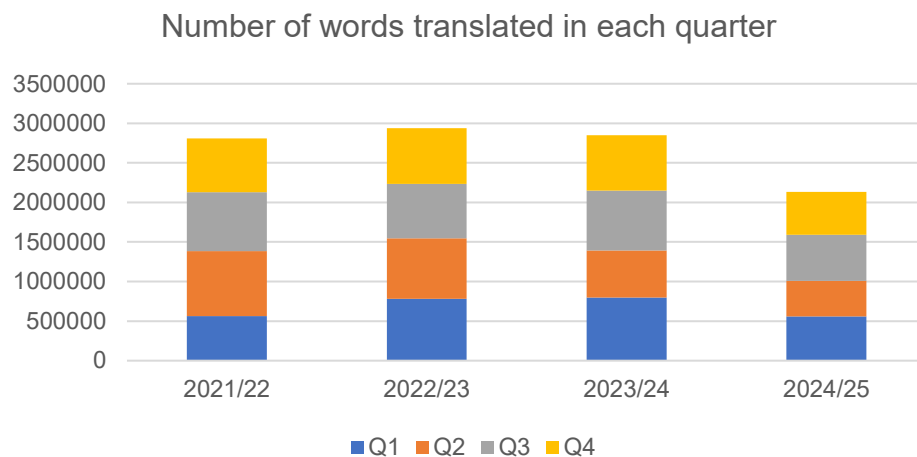
We further developed our guidance in 2024 to include a Welsh skills framework and guidance around assessing the Welsh language requirements of vacant jobs.

We provided feedback on the revised People Strategy and Recruitment and Retention Strategy to reflect the recruitment standards.

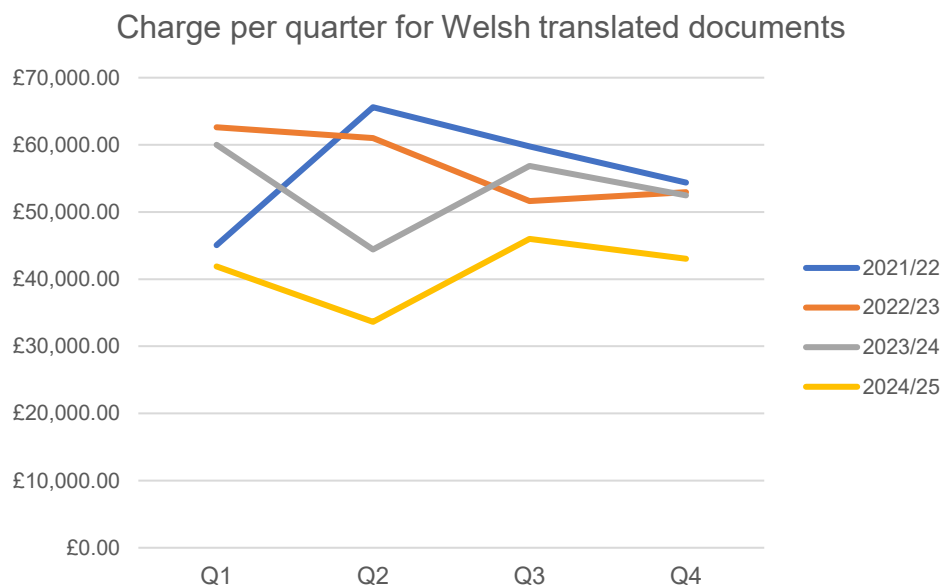
Welsh Translation

The Council has a contract with Cardiff Council for all Welsh translation work through their Bilingual Cardiff team. Vale staff utilise a portal on Staffnet to send documents for translation and request simultaneous translation.

From April 2024 to March 2025, 2840 documents were translated for the Vale of Glamorgan Council which is 792 fewer than the previous year. A total of **2,133,052** were translated during this period which is a percentage decrease of 25% on the previous year.



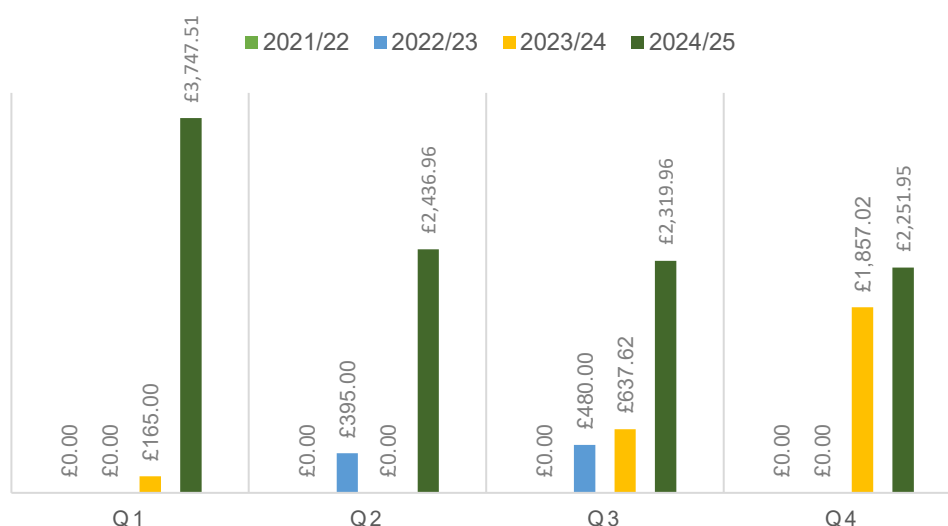
The cost of Welsh translated documents for 2024/25 was £159,978.90. This is £53,779.36 less than 2023/24.



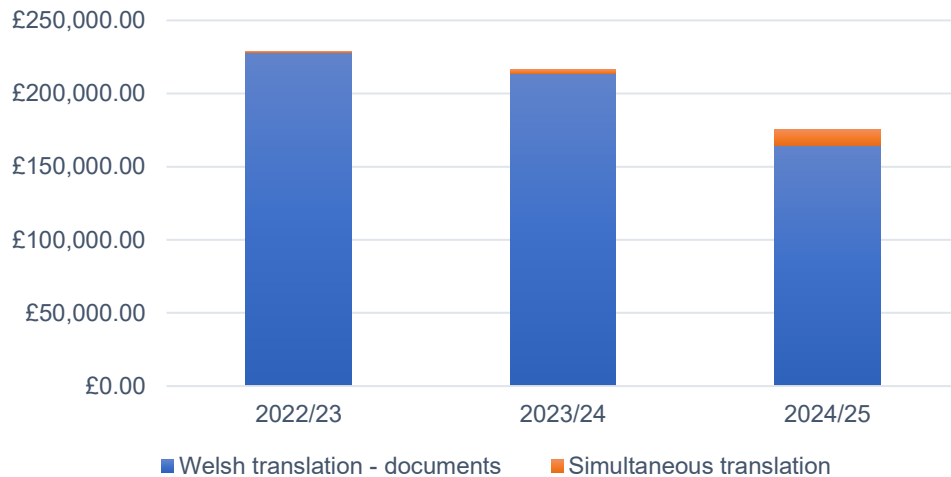
We have a duty across the Council to reduce costs, and unfortunately, the Welsh translation budget is a significant cost. There has been a further reduction this year which suggests that staff are being more conscientious when sending items for translation or even utilising their own Welsh skills. We are confident that we are still meeting the relevant Welsh Language Standards in terms of translation.

The cost for simultaneous translation in 2024/25 has increased to £10,756.38 from £875 in 2022/23 and £2659.64 in 2023/24. This is a percentage increase of 75% from last year. Simultaneous translation now represents over 6.5% of translation costs. Whilst it is positive to see more Welsh being used at meetings, this is an area we will continue to monitor to ensure savings in the translation budget are not lost. We need to ensure staff and members of the public can access meetings in Welsh if they desire to ensure we continue to meet the Welsh Language Standards, whilst considering financial savings.

This chart shows how simultaneous translation costs have increased from zero in all quarters since 2021/22:



The total charge for Welsh translation including documents and simultaneous translation has further decreased from 2023/24 to 2024/25, but the proportion of simultaneous translation has increased:



Cyfieithu Cyflym

During 2024/25, we worked on a project to look at using digital machine translation through Amazon Web Services. We met with the Welsh Language Commissioner to clarify what documents could go through a digital translation portal and what documents would continue to be sent to Bilingual Cardiff. We checked with the Welsh Language Commissioner that we are complying with Welsh Language Standards at each stage. We met with other local authorities to find out about how they are using machine translation.

We have called our digital translation tool Cyfieithu Cyflym.



Cyfieithu Cyflym is a digital translation tool. It is able to return longer translations within fifteen minutes and some items instantly, meaning no long waits for translations. This can help to ensure projects are completed more quickly and communication with customers is easier.

The tool is available to all Council staff with good to fluent Welsh language skills. Users must proofread any translations returned through Cyfieithu Cyflym so they need to have good enough Welsh language understanding and reading skills.

To identify fluent speakers, we asked all staff to complete the **Welsh Skills Assessment**. We then invite staff with the appropriate Welsh language skills to complete a short training session on iDev before granting access to Cyfieithu Cyflym.

Staff can choose whether they use Cyfieithu Cyflym for their own work or on behalf of their team. We are proud that we will be able to launch the tool in April 2025.

We will monitor Cyfieithu Cyflym billing on a quarterly basis alongside Bilingual Cardiff charges to assess savings. We aim to identify target teams within the Council to utilise Cyfieithu Cyflym, such as teams with high translation costs.

Welsh speaking spellchecker and email footers

All Council staff have 'Cysgair' on their computers. This software helps staff to communicate more easily in Welsh and to feel confident about their grammar.

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.

Procurement Policy and Strategy review

The Vale of Glamorgan Council Procurement Policy and Strategy was revised in 2025. The Council spends a large proportion of its resources on procurement. The way in which we procure our goods and services plays a key role in the delivery of the Corporate Plan and as such, the Procurement Policy and Strategy focuses on

social value, ethical practices, supporting local employment and the local economy, and climate action.

The policy now includes a section entitled Vibrant Welsh Culture and Heritage. This section explains how the Welsh Language Promotion Strategy sets out the Council's commitment to promoting the use of the Welsh language, heritage and culture.

The policy lists expectations of suppliers in this context, including:

- Supplier complies with any applicable obligations under the Council's Welsh Language [Compliance Notice](#) – Section 44 Welsh Language (Wales) Measure 2011, particularly those elements of the scheme which relate directly to the provision of services to the public. Please see [Bidding for Contracts and Grants: Welsh language considerations](#).
- Promote the use of the Welsh language and support opportunities for their staff and/or the wider community to develop and/or improve their Welsh language skills.

Facilities

The Facilities team continue to check and review signage across Council buildings and car parks to ensure all bilingual signage is accurate.

Cultural awareness

We marked St David's Day in 2025 by suggesting different actions we could take to promote the Welsh language. The article can be viewed [here](#). We also shared details of events held by Barry Town Council.

We shared the Welsh Language Commissioner's 'Defnyddia dy Gymraeg' scheme in December 2024, which encourages people to use their Welsh. We took advantage of the opportunity to promote the Hyb Cymraeg and Work Welsh courses, asking staff to think about the services residents can access in Welsh.

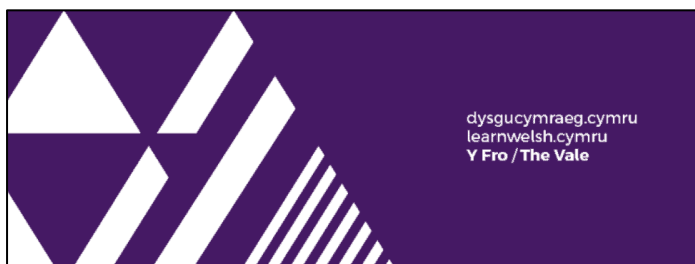


Mwy Na Geiriau/More than just words

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 during 2024/25.

We worked on a number of actions from the Mwy na Geiriau action plan by launching the Hyb Cymraeg. Social Services staff promoted the Welsh Awareness training module on iDev as well as sharing other Welsh information and courses via a sector newsletter.

Learn Welsh the Vale

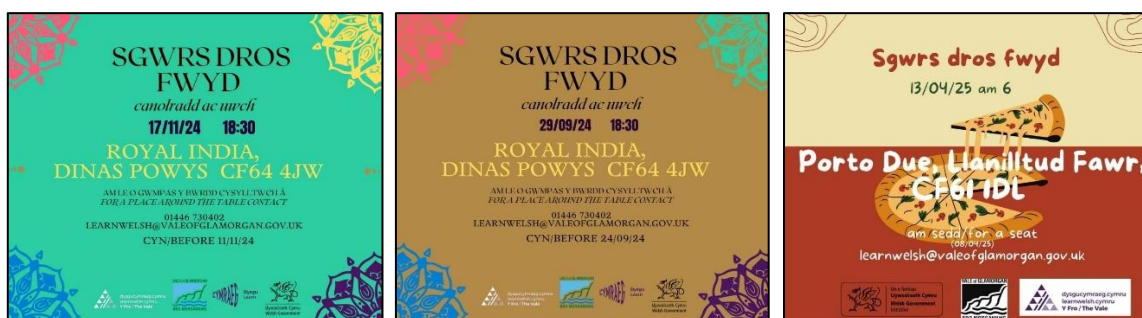


Learn Welsh the Vale deliver activities on behalf of the Vale of Glamorgan Council and are listed prominently in the Welsh Language Promotion Strategy action plan.

Learn Welsh the Vale held a variety of events and activities for Welsh speakers, families, and learners in the Vale of Glamorgan in 2024/25. These took place throughout the year to mark St David's Day, St Dwynwen's Day, Easter, Christmas,

and summer. Some events are held online via Zoom, and some are in-person at the Palmerston Centre in Barry or other venues in the Vale.

Friday activity sessions are held at venues across the Vale every other month and aim to get learners using their Welsh. Learners and speakers are also welcome to attend Caffi Cymraeg, regular coffee mornings held across the Vale, as well as termly Sgwrs Dros Fwyd where more advanced learners meet over an evening meal to socialise and use Welsh in a different context.



Events and activities are advertised on social media and promoted by the Work Welsh Coordinator for Council staff on the Hyb Cymraeg.





Learn Welsh the Vale deliver Welsh language learning courses in the community. There are fewer people aged between 18 and 25 years old currently learning Welsh in the community with Learn Welsh the Vale than last year, which reflects fewer learners across all adult education classes.

Learn Welsh in the Vale constructed the 2024/25 prospectus to more closely meet the needs of Welsh learners, based on lessons learnt from the previous year and the data collected regarding the performance of the previous year's courses. There was an almost 20% increase in registrations from last year, indicating that more residents are able to find courses and want to learn Welsh.

Learn Welsh the Vale also provide support and assistance to staff undertaking Work Welsh courses. This includes administrative support for self-study, revision classes, and practice exams. Work Welsh learners have access to the same facilities and provision as learners in the community and the opportunities to meet other Welsh speakers and learners is invaluable including through the Sadwrn Siarad sessions.





Ambitions

Learn Welsh the Vale successfully bid to be included in the National Centre for Learning Welsh's Framework for Welsh for the Education Workforce.

Learn Welsh the Vale bid to the National Centre's Health and Care fund to improve the Welsh language skills of Cardiff and Vale Health Board staff in hospitals, health centres, and GP surgery reception areas. This bid was won by Learn Welsh Cardiff.

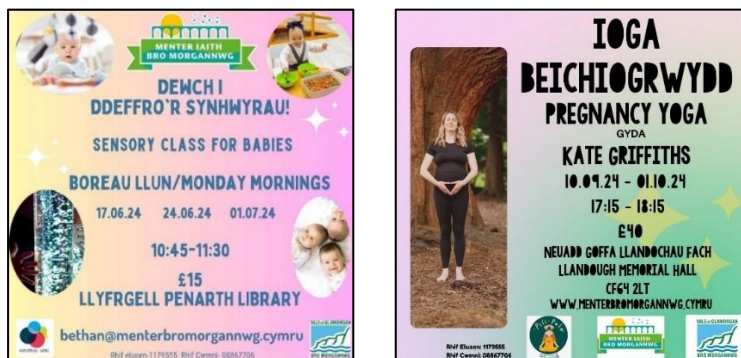
The Learn Welsh the Vale team piloted a project with Ysgol y Ddraig in Llantwit Major to improve the Welsh language skills of the parents of pupils. This project will run under the National Centre's Welsh at Home scheme and the team intend for it to become a year-long project involving all Llantwit Major schools and elsewhere in the Vale throughout 2025/26.

Menter Bro Morgannwg

Menter Bro Morgannwg are a valued partner of the Vale of Glamorgan Council in delivering Welsh language activities and services for Welsh speakers and learners across the county. They are responsible for a number of actions in our Welsh Language Promotion Strategy action plan and we are grateful for all they do to meet these targets under tight financial restraints. More details can be found in the 2024/25 update of the Welsh Language Promotion Strategy action plan.

Families and children

Activities through the medium of Welsh begin as early as possible with pregnancy yoga, baby sensory classes, and messy play sessions.



A key element of the engagement program with pre-school families is the Amser Stori / Story Time sessions in libraries in four towns across the county. Over 3,000 children and adults attended over the year, with over 1,048 children and 760 parents/adults attending Story Time sessions alone.

The sessions offer an opportunity to introduce many non-Welsh-speaking parents to a Welsh environment and to hear the Welsh language regularly for the first time. Menter arranged for headteachers of local Welsh medium primary schools to come to sessions to start introducing the idea of Welsh education and build links between the community and schools. The nursery class from Ysgol Dewi Sant in Llantwit Major also attended an Amser Stori session in May 2024. Special Amser Stori sessions were held at Christmas.



Menter Bro Morgannwg carried out a small survey in October 2024 to provide a snapshot of parents' and guardians' thoughts on Welsh medium education.

The survey results reveal interesting insights into the preferences and experiences of parents. The majority of respondents (17) are thinking about Welsh-medium primary schools. Home language distribution shows that 17 families speak only English, 11 are bilingual, and 3 speak only Welsh. One-fifth of respondents said the Story Time sessions influenced their choice of Welsh-medium education.

Family events were held throughout the year. Over 200 children and adults attended the St David's Day party and Easter party. The Christmas jambouree party was in collaboration with Learn Welsh the Vale.



Menter run Bwrlwm, which are free Welsh language play sessions during school holidays at venues across the Vale of Glamorgan. Menter advise that the demand for Bwrlwm exceeds the provision, but available funds limit the number of sessions they can run. The sessions are well attended and involve arts and crafts, and sports sessions in connection with the Urdd. A total of 480 children attended the October and February half term sessions, providing an invaluable opportunity for children to use their Welsh in a social context outside of school time.





An arts and crafts club ran in term-time at Ysgol Dewi Sant in Llantwit Major in connection with the Vale Play Development Team.

A range of creative kite making workshops were held in Welsh schools across the county leading up to Gwyl Fach y Fro.

Primary school pupils at all Welsh medium primary schools were involved in dance and movement sessions with a local choreographer to perform a new song written for the occasion by Caryl Parry Jones. The song, Plant y Fro, was performed at Gwyl Fach y Fro.

All Welsh-medium schools in the Vale of Glamorgan competed in the “Dim Clem” quiz for the first time, following Menter’s decision to visit each school to administer the quiz. Over 210 Year 5 pupils from the county competed, with 2 teams progressing to the regional round.

Young People

Menter’s development officer, who worked with secondary-school age group, left during 2024/25 which made it challenging to deliver a full range of activities.

Menter Bro Morgannwg worked with other partners to hold a careers fayre at Ysgol Bro Morgannwg in 2024. Over ten young people had the chance to work at Bwrlwm holiday schemes.

Gwyl Fach y Fro provided volunteering and employment opportunities for Year 12/13 pupils from Ysgol Bro Morgannwg, as well as a platform for youth performers. Music workshops with Year 8/9 pupils from Ysgol Bro Morgannwg helped prepare two bands to perform at Gwyl Fach y Fo.

We worked closely with sixth form pupils to organize a celebration of the Mari Lwyd in Cowbridge. For the first time this year, the responsibility of leading the Mari and performing the traditional verses was handed over to these pupils. This involved learning a series of new songs, ensuring that the old tradition is passed on to a new

generation. There are plans to develop this group further in 2026 to hold Mari sessions in even more locations across the Vale.

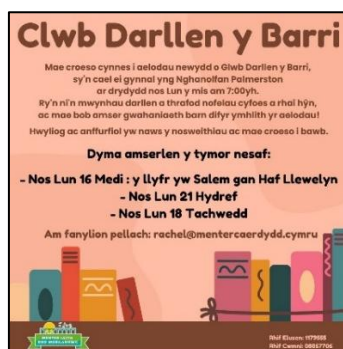


Regional Mentraau Iaith collaborated to promote a series of youth gigs at Clwb Ifor Bach in Cardiff as part of the Tafwyl Welsh language music festival.

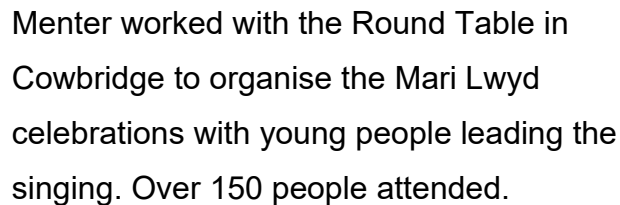
We extended our 'Ewch i Weld' (Go and See) scheme to sixth form pupils in the second half of the year. Following a successful pilot among learners, we used grant funding from Barry Town Council to enable sixth form pupils to attend a gig with Gwilym Bowen Rhys at no cost.

Activities for adults

Due to collaboration with Menter Caerdydd and Learn Welsh the Vale, Menter has been able to continue to provide a range of classes and activities for adults in the Vale of Glamorgan. These include visits and excursions, Cerdded a Chlonec walk and talks, online classes, coffee mornings, wellbeing sessions, and monthly talks (Sgwrs y Mis). A book club started in Barry in the Autumn term.



Events



Two community music events were held in Barry, one as part of the Glastonbarry Fringe festival. The gig at the Park pub in Barry provided an opportunity to run the 'Ewch I Weld' scheme so over 20 learners attended the sold-out event for free.



The jewel in Menter Bro Morgannwg's crown is Gwyl Fach y Fro. Over 7,500 people attended in May 2024. A number of projects and workshops ran in the lead-up to the festival including over 450 children learning a specially written song and dance. Three English medium schools took part in Gwyl Fach y Fro as well as three community groups.



Community, collaboration and businesses

Menter worked closely with the Cardiff and Vale Adult Education partnership over the past year to develop a small provision in the Vale of Glamorgan, which focused on the following:

- Training teachers in the second-language sector
- Working with parents in the primary sector using cooking lessons as a way to introduce the language
- A programme of professional training including safeguarding, first aid, and food hygiene

As part of leading the local Diwrnod Shwmae Su'mae campaign, we successfully persuaded eight Vale of Glamorgan businesses to join the “Happy to Speak” scheme. In addition, they visited dozens of businesses across the Vale’s towns to share the ‘Cymraeg’ badge.

Youth Service

The Youth Service work closely with the Urdd to offer young people the opportunity to engage in Welsh in various social settings. The Youth Service also offers sporting activities in the medium of Welsh in schools and the community, in collaboration with the Urdd.

As part of the contract with the Urdd, we run a weekly Welsh language youth club Barry for young people aged 11-17. We incorporate Urdd staff at English-medium provisions, such as youth clubs and school holiday schemes and events run the youth service. These opportunities allow young people to engage in sessions on a bilingual basis as well as play games and take part in Welsh cultural activities.

Estyn undertook an inspection of the Youth Service in 2023/24, publishing their report in April 2024. The report was extremely positive, with a single recommendation to 'develop opportunities for Welsh medium and bilingual youth work provision'. Following the report, the Youth Service has carried out a Welsh language skills analysis of the workforce and made plans to upskill the current workforce through Work Welsh courses. The Estyn report has also given focus to providing bilingual opportunities rather than separate Welsh and English provision. This change of approach also echoes a change in grants from Welsh Government, whereby specific Welsh funding is no longer ringfenced.

The Youth Service connected with Menter Bro Morgannwg in late 2024/25 to discuss future collaborations for bilingual youth club provision and activities around Welsh culture, music and arts.

Schools

English medium schools in the Vale of Glamorgan continue to contribute to the promotion and use of Welsh amongst children and young people. There is a strong level of engagement with the Siarter Iaith scheme, which is very positive considering it is not mandatory. All schools in the Vale are engaged with either Siarter Iaith or Cymraeg Campus schemes.

- 100% of English medium schools engaged in the Siarter Iaith Framework.
- 10 English medium schools achieved Siarter Iaith awards this year: 2 gold, 6 silver and 2 bronze
- 6 English medium schools are booked to be validated before the end of the summer term
- Welsh medium schools: 1 bronze, 5 silver, 1 gold



Four Welsh medium schools (Ysgol Bro Morgannwg, Ysgol Sant Baruc, Ysgol Pen-y-Garth, and Ysgol Sant Curig) and one of our English medium schools, Llantwit Major Secondary School, competed in the 2024 Urdd Eisteddfod in Meifod, Powys.

Welsh in Education Strategic Plan (WESP) Update

The Welsh Language Officer leads on the WESP and coordinates the relationship between the Council and the Welsh medium schools.

You can view the WESP on the Vale of Glamorgan website here:

[Welsh in Education Strategic Plan \(valeofglamorgan.gov.uk\)](https://www.valeofglamorgan.gov.uk/welsh-in-education-strategic-plan)

The WESP is closely aligned to the updated Welsh Language Promotion Strategy. We have worked to synergise similar actions relating to Welsh-medium education.

The Welsh Education Officer and the Council's Welsh Education Forum (WEF) obtained grant funding to produce resources including a standalone website devoted to promoting Welsh medium education and bilingualism in the Vale of Glamorgan. They worked with a local filmmaker to create short films about each Welsh medium school. Other films will be created in the near future about learning Welsh in the

community, the Welsh immersion centre, and early years provision. The website will also host a Welsh 'what's on' directory for residents.

Regional Welsh Language Champion

The Champion role came to an end in March 2025 but the role continues as a Partnership. We continue to be part of the Regional Welsh Language Education Partnership group. In addition, the Vale's Welsh Education Officer sits on the governance board. We attend quarterly meetings, conferences, and participate in the partnership's action plan. We have contributed information for the Vale of Glamorgan section on the Champion's website, [Cymraeg i Bawb](#).



Fforwm y Fro

We held two Fforwm y Fro meetings in April 2024 and December 2024. Some members attended in person. We discussed the Welsh Language Promotion Strategy and consulted on reviewing and updating the action plan. Members shared updates from their own schools and organisations.

The Fforwm replaced Fforwm Iaith which had ceased to meet. Membership comprises Council staff including the Welsh Language Officer, Welsh Education Officer, and Work Welsh Coordinator; schools including all Welsh medium schools, Cardiff and Vale College, and the Welsh immersion centre; as well as representatives from other relevant organisations with an interest in promoting the Welsh language including Menter Bro Morgannwg, Learn Welsh the Vale, Urdd, Merched y Wawr, and the Cymraeg i Bawb regional champion.

Other groups



We are a member of Grwp Deddf. This is a regional group of Welsh language officers from the south-eastern Welsh local authorities along with representatives from Welsh Government and other public bodies.

The group provides the opportunity to share experiences and good practice, and forge links across the councils. The group has held seminars and conferences with presentations from Welsh Government and Welsh Language Commissioner.

We are also a member of Rhwydiaith. This is a national group of Welsh language officers from all Welsh local authorities, representatives from Welsh Government, and other public organisations.

Welsh Language Commissioner Review

The Welsh Language Commissioner carries out an informal review of our compliance with Welsh Language Standards every year. This takes the form of a 'mystery shopper' approach whereby an officer from the Commissioner's office tests our Welsh language services in a variety of ways: sending Welsh language emails, making Welsh language phone calls, accessing Welsh language forms online, recruitment pages, and checking a range of Welsh language webpages. They also check our social media output, advertising and marketing, and corporate identity.

Overall, we did very well. There were two minor issues with links on webpages and a more significant issue with Welsh language phone lines.

We have a positive relationship with our client manager at the Welsh Language Commissioner's office, and in line with the Welsh Language Commissioner's new co-regulatory approach, we fully participate in these reviews and value the findings.

Next steps

Going forward for 2025/26, we will focus on some key areas:

- Increasing the number of staff learning Welsh and participating in Work Welsh classes, to improve the Welsh language skills of staff.
- Promoting the use of Welsh language across the Council through a thorough and dynamic campaign.
- Continue to work closely with Learning and Skills colleagues in terms of the Welsh Education Strategic Plan and the Welsh Language Promotion Strategy.
- Engaging with the Welsh Language Commissioner as they revise their regulatory approach.
- Further developing Fforwm y Fro, forging network and links across all parties and organisations with an interest in promoting the Welsh language.
- Considering bilingual social media posts and/or accounts rather than separate English and Welsh accounts, to ensure that Welsh content reaches as many residents as possible.

Contact Us

Visit our website www.valeofglamorgan.gov.uk

Email c1v@valeofglamorgan.gov.uk

Call 01446 700111