

THE VALE OF GLAMORGAN COUNCIL

CORPORATE PERFORMANCE AND RESOURCES SCRUTINY COMMITTEE: 12TH
OCTOBER, 2022

REFERENCE FROM CABINET: 21ST JULY, 2022

**“C53 WELSH LANGUAGE STANDARDS ANNUAL MONITORING
REPORT 2021-22 (EAWL) (SCRUTINY – LEARNING AND CULTURE AND
CORPORATE PERFORMANCE AND RESOURCES) –**

The report sought approval for the Council’s Annual Welsh Monitoring Report and update on 5-year Promotion Strategy.

During 2015 the Council was issued with a Compliance Notice by the Welsh Language Commissioner specifying which Standards applied to the Council. In order to achieve the 174 standards within the notice the Council developed a comprehensive Action Plan.

The Council were also required to produce a 5-year Promotion Strategy as part of that compliance process.

The report brought to the attention of the Cabinet the progress against the Welsh Language Standards (Appendix 1) and against the Council’s Promotional Strategy for the Vale of Glamorgan (Appendix 2) for 2021/22.

It summarised the main areas where progress had been made and provided an annual update required by the Welsh Language Commissioner.

The Cabinet Member said that a linguistic skills assessment was planned that would include staff and all elected Members. She also proposed that Cabinet should receive a progress report on the performance strategy and performance against the Welsh Language Standards, by exception, within six months in order to monitor ongoing matters, which was agreed.

This was a matter for Executive decision.

Cabinet, having considered the report and all the issues and implications contained therein

RESOLVED –

(1) T H A T the Annual Welsh Monitoring Report for 2021-22 (Appendix 1) and Update on the Welsh Language Promotional Strategy (Appendix 2) be approved in principle, subject to consideration by Learning & Culture and Corporate Performance & Resources Scrutiny Committees.

(2) T H A T the report (and appendices) be referred to Learning & Culture and Corporate Performance & Resources Scrutiny Committees for consideration and if endorsed by the Committees, that the report be published.

(3) T H A T Cabinet resolved to seek a progress report on the performance strategy and performance against the Welsh Language Standards, by exception, within six months in order to monitor ongoing matters.

Reasons for decisions

(1) To allow the Council to meet the reporting duty to the Welsh Commissioner as part of the Welsh Language Standards.

(2) To enable Learning & Culture and Corporate Performance & Resources Scrutiny Committees to consider the report (and appendices) prior to publication.

(3) To keep Cabinet up to date, by exception.”

Attached as Appendix – Report to Cabinet: 21st July, 2022

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| Meeting of: | Cabinet |
| Date of Meeting: | Thursday, 21 July 2022 |
| Relevant Scrutiny Committee: | Learning and Culture and Corporate Performance & Resources |
| Report Title: | Welsh Language Standards Annual Monitoring Report 2021-22 |
| Purpose of Report: | To seek approval for the Council's Annual Welsh Monitoring Report and update on 5-year Promotion Strategy |
| Report Owner: | Cabinet Member for Education, Arts and the Welsh Language |
| Responsible Officer: | Tom Bowring, Director of Corporate Resources |
| Elected Member and Officer Consultation: | Due to the strategic nature of this report, no elected member consultation has been undertaken, with this report recommended to be referred to Scrutiny Committee for consideration. The report summarises work undertaken by a range of Council departments and partners. |
| Policy Framework: | This is a matter for Executive decision. |
| Executive Summary: | <ul style="list-style-type: none"> • During 2015 the Council was issued with a Compliance Notice by the Welsh Language Commissioner specifying which Standards applied to the Council. In order to achieve the 174 standards within the notice the Council developed a comprehensive Action Plan. • We were also required to produce a 5-year Promotion Strategy as part of the compliance process. • This report brings to the attention of the Cabinet our progress against the Welsh Language Standards (Appendix 1) and against our Promotional Strategy for the Vale of Glamorgan (Appendix 2) for 2021/22. • It summarises the main areas where progress has been made and provides annual updates required by the Welsh Language Commissioner. |

Recommendations

1. It is recommended that Cabinet considers and approves the Annual Welsh Monitoring Report for 2021-22 (Appendix 1) and Update on the Welsh Language Promotional Strategy (Appendix 2) in principle, subject to consideration by Scrutiny Committee (Learning & Culture and Corporate Performance & Resources).
2. It is recommended that Cabinet refers this report (and appendices) to Scrutiny Committee (Learning & Culture and Corporate Performance & Resources) for Committees' consideration and if endorsed by the Committees, that the report be published.

Reasons for Recommendations

1. To allow the Council to meet its reporting duty to the Welsh Commissioner as part of the Welsh Language Standards.
2. To enable Scrutiny Committee (Learning & Culture and Corporate Performance & Resources) to consider the report (and appendices) prior to publication.

1. Background

- 1.1** The Welsh Language (Wales) Measure 2011 makes provision for specifying standards of conduct in relation to the Welsh language. The Measure enables Welsh Ministers to authorise the Welsh Language Commissioner to issue a "Compliance Notice" to those organisations to which the Measure applies. The Compliance Notice for the Vale of Glamorgan Council was issued in September 2015.
- 1.2** The Welsh Standards Compliance Notice for the Council is a list of standards relating to service delivery, policy making, operational matters, promotion and record keeping. One of the standards in the Compliance Notice states that:
 - a) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the standards with which you were under a duty to comply during that year.
 - b) You must publish the annual report no later than 30 June following the financial year to which the report relates.
 - c) You must publicise the fact that you have published an annual report.
 - d) You must ensure that a current copy of your annual report is available - (a) on your website, and (b) in each of your offices that are open to the public.
- 1.3** As part of the Compliance Notice the Council was also required to produce a 5-year Promotion Strategy and to review it regularly. Cabinet will note that a new

5-year Promotion Strategy was endorsed in 2022 and this report (Appendix 2) relates to the previous Promotion Strategy.

- 1.4 This report provides Cabinet with the Annual Report for 2021/22.

2. Key Issues for Consideration

- 2.1 Appendix 1 sets out the Welsh Language Annual Monitoring Report for 2021/22. The report outlines the main achievements for 2021/22, including progress with the website and increases in provision available to support Welsh learners and speakers.
- 2.2 The Annual Report contains a summary of the progress achieved in the year for each of the 33 actions contained in the Council's plan associated with the introduction of the standards.
- 2.3 The Report also sets out details of performance against this area of work, including details regarding the number of Welsh Language complaints, a skills profile for the Council and the number of staff learning Welsh at different levels. A key priority for 2022/23 is to recruit more Welsh speakers into the workforce and to encourage more members of staff to update their Welsh language skills.
- 2.4 Appendix 2 provides Cabinet with an update on the Council's Welsh Promotional Strategy as required by the standards. The promotional strategy seeks to address a variety of policy areas, including Welsh for Adults, for Children, Young People and Families, the Community and the Workplace.
- 2.5 The promotional strategy is delivered by a variety of council departments working to deliver actions designed to promote the use of Welsh and address various aspects of the standards. The Council also works with partners, notably Menter Bro Morgannwg, to further enhance its work. The work with Menter Bro Morgannwg has been refreshed in 2022, with a revised agreement based on providing a variety of different opportunities to promote Welsh and to trial new and innovative approaches. For each area of the promotional strategy, an update is provided to demonstrate progress and identify areas for future focus.
- 2.6 Cabinet is recommended to consider and approve the report (and appendices) and to refer the same to Scrutiny Committee (Learning & Culture and Corporate Performance & Resources) for their consideration, prior to the report being published.

3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?

- 3.1 The Promotional Strategy outlines the Council's plans for future years and helps contribute to the Welsh Government's target for one million speakers by 2050. The accompanying action plans ensure that staff are aware of their responsibilities under the Standards, thereby avoiding complaints. The

achievement of the action plan and the promotional strategy are inter-related with the delivery of the Council's Corporate Plan and reflects the priorities of partner organisations. Delivery of the Plan and Promotional Strategy involves other key partners in the achievement of shared goals for the Welsh language. A key characteristic of the work with Menter Bro Morgannwg is to involve people in the design and delivery of services that meet a range of needs in the medium of Welsh.

4. Climate Change and Nature Implications

- 4.1 There are no direct climate change or nature implications associated with this report.

5. Resources and Legal Considerations

Financial

- 5.1 There are no direct financial implications associated with this report. Officer time is needed to collect, analyse, and report on Welsh language information. The main costs are translation costs throughout the year, Menter y Fro funding, and meeting 50% of the cost of staff learning Welsh.
- 5.2 The actions ensure that the Council complies with legislation (avoiding a potential adverse cost implication for non-compliance).

Employment

- 5.3 There are no direct employment implications associated with this report.
- 5.4 Officer time is needed to collect, analyse, and report on Welsh language information.

Legal (Including Equalities)

- 5.5 The Council is bound by the Welsh Language (Wales) Measure 2011 and acting in accordance with the Commissioner's Compliance Notice is a statutory duty for the Council.

6. Background Papers

[Compliance Notice from the Welsh Commissioner](#)

Appendix 1

Welsh Language Standards

Annual Monitoring Report

2021-22

No Draft Status

Annual Welsh Language Report 2021 – 2022

1. 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.

2. Main achievements 2021 – 2022

- **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. This enables an audit to be carried out annually to ensure content is fully bilingual. Progress continues to be made with the Digital Strategy

- **Social Media accounts**

The Council's main social media accounts as well as all other Twitter, Facebook and Instagram accounts are fully bilingual.

- **Internal communications**

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

We also send all staff a weekly message and round-up of news from the Managing Director at the end of every week, which is sent in both 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 2021/22 was 1074, which is a slight increase from 2020/21 (1013). Calls in Welsh during 2021/22 represent approximately 8% of the total calls made (134,373).

The number of bilingual staff at the contact centre has varied throughout 2021/22, but on average there have been 5 bilingual members of staff, representing 13% of the contact centre workforce. Recruitment of bilingual staff has been difficult. As a result of these resource issues, Chatbot and Webchat services were suspended during this period.

Wait times for all calls, including Welsh language calls, increased in this period. This is partly due to resource and staff issues. On average callers using the Welsh language option in 2021/22 waited for 304 seconds, compared to an overall average of 334 seconds across the call centre. This has increased from the average wait time in 2020/21 (169 seconds).

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

- **Welsh Language training**

The Council has continued to support Welsh language training for staff. All Council staff are entitled to access courses provided by Learn Welsh the Vale free of charge and during working hours.

There are currently 44 members of staff enrolled in courses with Learn Welsh the Vale. This is made up of 12 Entry level/Mynediad, 7 Foundation level/Sylfaen, 15 Intermediate/Canolradd, 5 Higher/Uwch, and 4 Proficiency/Gloywi. Courses are provided in person, on Zoom, and blended.

Learn Welsh the Vale runs a full programme of events and additional learning opportunities including Saturday schools, Christmas and Easter family events, St David's Day lunch, online social groups, and in-person coffee groups.

- **Welsh language awareness module**

Online Welsh awareness training via iDev is due to be rolled out in Summer 2022 for all staff. We will be using a module developed and successfully rolled out by Cardiff Council, which has been adapted for the Vale.

- **Work Welsh and Welsh learners**

The National Centre for Learning Welsh continue 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.

140 learners from the Vale of Glamorgan Council are currently enrolled in Welcome and Welcome Back courses with the National Centre for Learning Welsh.

A new grant has been awarded to Learning and Skills but the National Centre for Learning Welsh to employ a full-time Work Welsh co-ordinator for the Council. This post is due to be appointed by the end of June 2022 for an initial twelve months.

- **Agreement with Menter Bro Morgannwg**

The Council provides funding for Menter Bro Morgannwg to offer opportunities for Welsh speakers 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 held online whilst others have moved back to in-person as covid restrictions are lifted. The agreement with Menter Bro Morgannwg has been refreshed in 2022.

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 also provide daily/weekly information on the organisation's Bwrlwm holiday playscheme in Penarth, Barry and Llantwit Major; after-school activities; Welsh learner events; and adult activities. They also use their digital platform to advertise events and projects by partner organisations including the Urdd and Learn Welsh the Vale.

Menter Bro Morgannwg staff worked with Menter Caerdydd to produce a digital / limited crowd Tafwyl in June 2021. This was very well received and was viewed by over 45,000 viewers on various digital platforms and social media.

Menter Bro Morgannwg has a good relationship with the Urdd to deliver a range of sporting activities on a weekly basis throughout the year, including swimming in Penarth Leisure Centre, and football and rugby sessions throughout the Vale.

Amser Stori sessions take place regularly in Penarth, Barry and Llantwit Major libraries throughout the year, attracting children and parents wanting to hear and improve their Welsh language skills, and a chance to meet other parents.

- **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. Vale of Glamorgan Adult Community Learning runs Coffi Cymraeg at Barry Library on Saturday mornings and a Welsh-medium Digital Workshop at Palmerston Centre on Wednesdays during termtime.

Learn Welsh the Vale supports the Cynllun Siarad scheme, coffee groups in towns across the Vale as well as partnership events including Gwyl Fach y Fro and Welsh-medium adult learning such as cookery and pilates.

The grant which supported the Welsh homework club for families with children in Welsh-medium schools, Clwb Ni, ended after the pandemic and the club no longer runs. Learn Welsh the Vale are investigating other sources of funding to restart and promote this facility.

- **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 2021/22, 3,765 documents were translated for the Vale of Glamorgan Council. A total of 2,719,763 words were translated, which is an increase of 44% on the previous year and indicates the volume of work that is produced bilingually.

- **Linguistic Skills Assessment**

A Council-wide linguistic skills assessment is planned for 2022 to update the picture of the numbers and level of proficiency in Welsh of staff in all areas of the Council,

including school staff. It is anticipated the new Welsh Language Co-ordinator will assist with this and following actions.

- **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.

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. This has proved particularly helpful during the current period of working from home. In addition, Welsh speaking staff and learners can wear lanyards 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.

- **Mwy Na Geiriau**

This regional group which was originally set up to implement the Welsh Government action plan has started to meet again. Those involved include representatives from Cardiff Council Social Services and the Vale Social Services as well as a representative of the Health Board. The purpose is to share good practice and to jointly develop ideas for increasing the use of the language. Several initiatives have been progressed including a pilot project for recruitment of Welsh speakers. Future plans include raising awareness via attendance at joint jobs fairs and promoting the Welsh language offer on a new staff social media channel (YAMA).

3. Summary of the Council's Action Plan with progress

| | Action | Areas covered | Standard Ref. No. | Comment/ update |
|---|--|---|---|---|
| 1 | 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. 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 | <p>Correspondence Telephone calls Meetings/appointments</p> | <p>1-5 19/20/21 24-26b, 27a-d,30-34,65-66</p> | <p>Cabinet members were briefed in February 16. Fresh sessions were held for newly elected members in 2017 and 2019.</p> |

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| | | Public Events | 35-38 | Further sessions will be held for new elected members in 2022. |
| | | Publishing docs for the public | 43-50 | |
| | | Social Media responses | 58-59 | |
| | | Policies/strategies available to the public | 44 | |
| | | Licences/certificates | 42 | |
| | | Official notices | 69-70 | |
| | | Promotion of the Welsh language | 81-82 | |
| | | Public address systems | 87 | |
| 3 | Compile a page on the Council's Staffnet to inform staff of their responsibilities. | As above. | As above. | A list of FAQ's is on Staffnet. A page for Welsh speakers is available. |
| 4 | 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. |
| 5 | 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. |

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| 6 | 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. A Welsh language co-ordinator is due to start in Summer 2022 to assess Welsh skills. |
| 7 | 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. Also an indicator of Welsh speakers and learners. |
| 8 | Ensure that all statements to the press are bilingual where possible. | Publishing Docs and forms | 46 | This has taken place from 1 st April 2016. |
| 9 | 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 st April 2016. |
| 10 | Arrange for support to begin process of making the whole website bilingual. | Website and on-line services | 52-56 | The website is fully bilingual. |
| 11 | 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. |

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| 12 | 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. |
| 13 | 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 now bilingual. |
| 14 | 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 for contracts must be bilingual and must state that Welsh tenders are welcome. There must be no delay if Welsh is used. | Grants/Tenders | 72-75,76-77a | This information has been cascaded within the Finance department. A new Grants policy is in progress. |
| 15 | 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. |
| 16 | Translate agendas of all Council, Cabinet and Committee meetings. | Democratic | 41 | This has taken place from 1 st April 16. |
| 17 | Translate minutes of Council, Cabinet and Committee meetings | Democratic | 41 | Agendas are bilingual, decision notices and minutes are published bilingually. |
| 18 | Impact assessment, including consideration for Welsh language, to | Policies & research | 88-97 | To be achieved by reference in relevant cabinet/ committee reports |

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| | be completed on all new or amended policies. | | | |
| 19 | 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 2022/2023. |
| 20 | Translate all HR policies | All HR policies | 105 – 111 | All policies have been translated. |
| 21 | Raise awareness of staff in relation to offering Welsh language provision in relation to new contracts, complaints and disciplinary situations. | Briefing | 99, 114, 118 | A list has been compiled of those users requesting Welsh. A page on Staffnet lists the specific items that we are obliged to provide in Welsh. |
| 22 | 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. |
| 23 | Provide Welsh speaking staff with software for spelling & grammar checks & Welsh language interfaces where available. | ICT software | 120 | 'Cysgeir' has been installed on the computers of all staff. |
| 24 | Provide opportunities for basic Welsh language training for all staff and also for managers if required in | Training | 130 -131 | Taster courses take place on a regular basis and this has helped to increase the number of learners on full-time courses. All Welsh language courses |

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| | their role. Further training should be free of charge to the employee. | | | are free of charge and in work time. A reminder will be sent prior to the new term. |
| 25 | Provide Welsh language awareness training | Training | 132 | An online Welsh Awareness module will be available on iDev in 2022. |
| 26 | Include Welsh language information in Corporate Induction | Training | 133 | Welsh information is included and presented at induction. |
| 27 | 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 | All managers have been informed. All posts are now categorised as Welsh either 'Essential' or 'Desirable' |
| 28 | 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. |
| 29 | Prepare a policy on the use of Welsh internally. | Awareness | 98 | A copy is available. |
| 30 | Intranet should be available in Welsh – homepage, new/amended pages and menus. | ICT/Communications team | 122-126 | Bilingual pages are available on Staffnet. |
| 31 | Specific HR courses to be provided in Welsh- | HR training | 128 | Courses include – Violence Against Women online training |

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| | <ul style="list-style-type: none"> - Recruitment and Interviewing - Performance Management - Complaints and Disciplinary procedures - Induction - Dealing with the public - Health and Safety | | | |
| 32 | Provide training on effective use of Welsh in HR meetings. | Training | 129 | Further training to be considered. |
| 33 | Identify a member of staff in each department to act as a champion. | | | This has been done and a list is available. |

4. 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 or 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.

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| <p>Standard 158 (2) 164 (2) 170 (2d)</p> <p>Number of complaints about implementation of the Welsh Language Scheme.</p> <p>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.</p> | <p>We have received a number of informal comments from members of the public and have also received one complaint via the Welsh Commissioner which relates to third-party applications on the website. The investigation has been completed and we are awaiting the Commissioner's comments.</p> |
| <p>Standard 170 (2a)</p> <p>Number of staff with Welsh skills in the Council.</p> | <p>A linguistic skills survey took place at the end of 2018 of all computer users. This indicated that</p> |

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| <p>This indicator has been measured as part of the Linguistic Skills Survey in September 2018.</p> | <p>122 members of staff consider themselves 'good' or 'fluent' of 1572 responses. This represents a percentage of 6%.</p> <p>A further skills audit is planned for 2022/2023 and will also include school staff.</p> | | | | | | | | | | | | |
| <p>Standard 170 (2b)</p> <p>Number of staff undertaking training and to what level/degree of proficiency.</p> <p>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.</p> | <p><u>2021-2022</u></p> <table border="0"> <tr> <td>Entry Level</td> <td>12</td> </tr> <tr> <td>Foundation</td> <td>8</td> </tr> <tr> <td>Intermediate</td> <td>15</td> </tr> <tr> <td>Higher</td> <td>5</td> </tr> <tr> <td>Proficiency</td> <td>4</td> </tr> <tr> <td>Total</td> <td>44</td> </tr> </table> | Entry Level | 12 | Foundation | 8 | Intermediate | 15 | Higher | 5 | Proficiency | 4 | Total | 44 |
| Entry Level | 12 | | | | | | | | | | | | |
| Foundation | 8 | | | | | | | | | | | | |
| Intermediate | 15 | | | | | | | | | | | | |
| Higher | 5 | | | | | | | | | | | | |
| Proficiency | 4 | | | | | | | | | | | | |
| Total | 44 | | | | | | | | | | | | |
| <p>Standards 154,170 ch)</p> <p>The number of new and vacant posts which were categorised as Welsh essential and desirable.</p> | <p>April 2021 – March 2022 - 944 adverts were logged:</p> <ul style="list-style-type: none"> • Welsh language skills essential = 3 • Welsh language skills desirable = 920 • Welsh language skills to be learnt when appointed to post = 21 <p>All advertisements are either Welsh essential or Welsh desirable.</p> | | | | | | | | | | | | |

The Council's continued priority for 2021/22 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.

Update on the Council's Welsh Language Promotion Strategy – Year 5 (2021-2022)

| Action | Policy Area | Aims | Activity | Target by 2021 | Responsibility | Update |
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| 1.1 | Welsh for Adults | Increase the number of adults learning Welsh | Increase marketing activity and extend number of courses available at all levels | Increase number of enrolments by 20% | Learn Welsh the Vale; Canolfan Dysgu Cymraeg Genedlaethol (National Centre for Learning Welsh) | <p>There are 44 VOG Council employees enrolled with LWtV: Entry level 12 Foundation level 8 Intermediate level 15 Higher level 5 Proficiency 4</p> <p>There are 140 learners across the Council currently enrolled on courses with National Centre for Learning Welsh. 10 learners enrolled during 2021/22. 3 learners enrolled on Part 2 of courses in 2021/22.</p> |
| 1.2 | | Increase the number of learners progressing from Entry and Foundation levels to Higher level courses | Provide targeted support and guidance to encourage learners to progress to higher levels of fluency | Increase progression rates to higher levels by 20% | Learn Welsh the Vale; Canolfan Dysgu Cymraeg Genedlaethol (National Centre for Learning Welsh) | <p>There are 44 VOG Council employees enrolled with LWtV: Entry level 12 Foundation level 8 Intermediate level 15 Higher level 5 Proficiency 4</p> <p>There are 140 learners across the Council currently enrolled on courses with National Centre for Learning Welsh. 10 learners enrolled during 2021/22. 3 learners enrolled on Part 2 of courses in 2021/22.</p> |

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| 1.3 | | Provide more language courses in the workplace at various levels of proficiency to enable more employees to work bilingually | Increase workplace provision in the public and voluntary sectors for beginners and tentative Welsh speakers | Increase workplace provision by 100% | Learn Welsh the Vale; Canolfan Dysgu Cymraeg Genedlaethol (National Centre for Learning Welsh) | LWtV have 44 VOG council employees enrolled in Welsh courses. These are delivered through a mix of digital and in-person sessions. Work Welsh courses through National Centre for Learning Welsh are delivered remotely. |
| 1.4 | | Provide informal opportunities for Welsh learners to meet and practise their language skills | Organise social activities and 'sesiynau sgwrs' (conversation sessions) to increase confidence and fluency levels | Establish 4 locations in the area to hold weekly opportunities for informal use of Welsh | Learn Welsh the Vale; Menter Bro Morgannwg | LWtV and Adult Community Learning hold regular Amser Coffi sessions at Palmerston and Barry Library, as well as supporting the Cynllun Siarad scheme with coffee groups in each town. |
| 1.5 | | Provide opportunities for Welsh learners to integrate into Welsh speaking networks and organisations | Plan a varied programme of social activities to bring Welsh speakers and learners together | Draw up an annual calendar of events and provide marketing support | Learn Welsh the Vale; Menter Bro Morgannwg | LWtV organise regular events for learners and fluent Welsh speakers together including seasonal celebrations (St David's Day, Diwrnod Santes Dwynwen, Christmas) and coffee mornings. Events have been held remotely, but more are in-person again as restrictions were lifted. Menter Bro Morgannwg advertises and promotes many events, clubs and sessions for adults, including cookery, dance, exercise, buggyfit, music, lectures and trips. |
| 1.6 | | Provide opportunities for parents and children to learn Welsh together | Arrange courses for families whereby adults and children can enjoy activities | Organise family language courses during school holidays | Learn Welsh the Vale | The grant which supported the Welsh homework Club for families with children in Welsh schools, Clwb Ni, ended after |

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| | | | that support their language learning | | | the pandemic and it no longer runs from 2022. New funding streams are being investigated to reintroduce the homework club. Resources for parents available on the LWtV and VOG websites. |
| 1.7 | | Provide on-line opportunities for Welsh learners to practise their Welsh | Set up a designated on-line chat room/forum for Welsh learners in the area | To be established by September 2017 | Learn Welsh the Vale; National Centre for Learning Welsh | LWtV Facebook and Twitter streams are in increasing use by learners and the organisation to share information about courses and events, opportunities to converse etc. LWtV shares information from partner organisations and other Welsh providers including Menter Bro Morgannwg and VOG Council. The number of followers on Menter Bro Morgannwg's social media platforms have increased. There continued to be online meetings for Siarad Scheme partners, courses and social events. |
| 2.1 | Children, Young People and Families | Provide opportunities for children and parents to learn Welsh together | Arrange story time sessions in Welsh in various locations across the Vale, particularly in libraries | Establish story time sessions in all the major towns and establish as part of mainstream provision | Vale of Glamorgan Council; Menter Bro Morgannwg | Amser Stori sessions have been delivered weekly in Barry and Llantwit since June 2021, and restarted in Penarth in February 2022 |

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| 2.2 | | Work with key partners to create opportunities for children and young people to use Welsh outside school to strengthen the link between the language of education and the community. | Develop a joint strategy that enables Welsh to become the language of social and leisure activities | Publish joint strategy by October 2017 | Vale Youth Service; Children and Young People's Programme Board; Menter Bro Morgannwg; Urdd Gobaith Cymru; | The Urdd in conjunction with Menter Bro Morgannwg continues to provide weekly clubs for primary-aged children including swimming, dance, drama, craft and cookery. The Urdd runs weekly youth club in YMCA Barry for years 7 to 9. |
| 2.3 | | Increase the number of social activities through the medium of Welsh for primary age children | Arrange a series of recreational activities to cater for a variety of different interests, e.g. sport, drama, dance, arts and crafts, computer games, outdoor pursuits etc | Programme to be agreed and implemented by September 2017 | Menter Bro Morgannwg; Urdd Gobaith Cymru; Vale of Glamorgan Leisure Services | A variety of clubs and classes have been delivered in Welsh for primary age children – karate, dance, drama, baking, yoga, drawing, horseriding – as well as netball and football, and science classes. The Urdd's Sports Department in conjunction with Menter Bro Morgannwg provide weekly clubs including swimming lessons and half-term activities. |
| 2.4 | | Provide support for parents with children in WM schools to alleviate concerns about helping with homework | Establish Homework Clubs in WM schools or Community Centres to support parents who are non-Welsh speaking | Discussions to be held during current academic year with a view of establishing Homework Clubs by September 2018. | WM Primary Schools; Ysgol Gymraeg Bro Morgannwg; Learn Welsh the Vale | The grant which supported the Welsh homework Club for families with children in Welsh schools, Clwb Ni, ended after the pandemic and it no longer runs from 2022. New funding streams are being investigated to reintroduce the homework club. |
| 2.5 | | Encourage greater | The school to agree | Language Use | Ysgol Gymraeg Bro | This is being coordinated as |

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| | | social use of Welsh by pupils attending Ysgol Gymraeg Bro Morgannwg | a Mission Statement and code of conduct and establish a Language Use Forum | Forum to include representatives of every school year and to be established by September 2017 | Morgannwg; | part of the WESP. |
| 2.6 | | Provide opportunities for young people in Ysgol Gymraeg Bro Morgannwg to use Welsh in the community | Establish a Young People's Forum in Ysgol Gymraeg Bro Morgannwg and support it to arrange a series of social activities | Arrange at least 3 significant Welsh language activities during each school year | Ysgol Gymraeg Bro Morgannwg; Urdd Gobaith Cymru | This is being coordinated as part of the WESP. |
| 2.7 | | Provide opportunities for young people in Ysgol Gymraeg Bro Morgannwg to use Welsh outside the classroom | Support current Welsh-medium youth club at the Palmerston Centre, Barry and consider possibility of setting up similar provision elsewhere | Extend current provision to include Penarth and Cowbridge | Vale of Glamorgan Council; Urdd Gobaith Cymru; | There are numerous extra-curricular activities and clubs for pupils of all ages at Ysgol Gymraeg Bro Morgannwg, as well as youth clubs provided by Urdd and Menter Bro Morgannwg. |
| 2.8 | | Share information with young people about job opportunities and apprenticeships that require bilingual skills | Ensure that Careers Wales and careers officers in schools have the most up-to-date information about jobs requiring Welsh-language ability and proactively share this information with young people | Careers Wales, Ysgol Gymraeg Bro Morgannwg and Cardiff and Vale College to agree a plan of action by September 2017 and devise innovative ways of providing | Careers Wales; Ysgol Gymraeg Bro Morgannwg; Cardiff and Vale College; | All job vacancies are advertised bilingually on the CW website. There is also a section for people to look at jobs where specific subjects are useful and Welsh is included. In addition, CW promotes the use of Welsh in the workplace via an LMI group session aimed at year 10 and have a YouTube video promoting the |

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| | | | | information via apps and social media | | <p>Welsh language in work https://youtu.be/oatiMdHKhU0</p> <p>Advisers will notify young people of specific vacancies if they have identified an occupational interest.</p> <p>Careers Wales' business engagement offer to schools includes a Welsh in the Workplace event and all schools are invited to the All Wales Welsh in the Workplace event held annually They have a Welsh speaking adviser in Bro Morgannwg and Working Wales advisers who can provide guidance interviews in Welsh (one of whom sits on the Welsh medium stakeholder group)..</p> |
| 2.9 | | Use communication technology to advertise employment opportunities requiring bilingual skills | Develop a designated website, app and directory to advertise jobs and apprenticeships that require Welsh language skills | Set up an information sharing Hub for major employers in the area which can be used to recruit bilingual staff and apprentices | Careers Wales; LEA; Ysgol Gymraeg Bro Morgannwg; Cardiff and Vale College; | There are a number of Welsh language job and career recruitment sites, advertised and shared by Careers Wales and University of South Wales. CAVC offer a number of courses in Welsh (childcare, sport, or bilingually, health & social care) helping to support students into bilingual careers. Urdd has information and advice about Welsh language apprenticeships. |

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| | | | | | | Careers Wales advertise vacancies that require Welsh language skills via our own website. They also advertise a large range of job search sites including specific sites that advertise Welsh speaking vacancies and host the Apprenticeship Search for WG apprenticeship matching service. |
| 2.10 | | Support the development of childcare through the medium of Welsh | Carry out a review of the childcare needs of parents with children in WM education | Support the development of after-school or wrap-around childcare where needs are identified. | Menter Bro Morgannwg; CYPP; Vale of Glamorgan Council | This aim and area of discussion is a key subject of the WESP. Cylch Meithrin Llanillyd Fawr is due to move to larger premises in 2022 to enable wrap-around Welsh-medium childcare. |
| 2.11 | | Support the development of Welsh Medium childcare opportunities during school holidays | Continue with Welsh-medium play schemes during school holidays | Increase numbers attending holiday play schemes by 100% | Menter Bro Morgannwg; CYPP; Vale of Glamorgan Council | Menter Bro Morgannwg delivered open access BWRLWM play schemes during the summer, Christmas and Easter holidays as well as half term breaks in Barry, Penarth, and Llantwit Major. |
| 2.12 | | Provide day care provision through the medium of Welsh | Carry out feasibility study to investigate viability of establishing WM day care provision in the Vale | Complete feasibility study by March 2017 | Menter Bro Morgannwg; Vale of Glamorgan Council | This aim and area of activity is currently being discussed as part of the WESP. Welsh medium day care is available through playgroups and nursery education. |

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| 2.13 | | Increase number of Welsh language activities that cater for the interest of families | Build on the success of Gŵyl Fach y Fro and arrange similar events to coincide with Christmas, Santes Dwynwen and St David's Day celebrations | Arrange 3 family fun days during the year in different parts of the county and increase attendance at Gŵyl Fach y Fro to 3,000 | Menter Bro Morgannwg; Urdd Gobaith Cymru; Learn Welsh the Vale; Vale of Glamorgan Council; | Menter Bro Morgannwg staff worked with Menter Caerdydd to produce a digital / limited crowd Tafwyl in June 2021 – which was very well received and was viewed by over 45,000 viewers on various digital platforms and social media. Gwyl Fach y Fro was held digitally in April 2021 on the AM app, an online platform that shares and celebrates Welsh creativity. The Urdd Eisteddfod was a digital event in 2021, but returns in-person in 2022 with many young people from the Vale taking part in qualifying competitions in March 2022 |
| 2.14 | | Develop the Welsh music scene and the arts through the Gigs Bach y Fro scheme | Continue with the Welsh language music and arts provision in different locations across the Vale and build on the success of Gigs Bach y Fro | Hold 6 events a year for adults around the Vale and ensure that at least 60 people attend each event | Menter Bro Morgannwg; Vale of Glamorgan Council | Menter Bro Morgannwg staff worked with Menter Caerdydd to produce a digital / limited crowd Tafwyl in June 2021 – which was very well received and was viewed by over 45,000 viewers on various digital platforms and social media. Gwyl Fach y Fro was held digitally in April 2021 on the AM app, an online platform that shares and celebrates Welsh creativity. |
| 2.15 | | Increase leisure opportunities through the medium of Welsh | Ensure that swimming lessons are available in | All WM schools to be offered swimming lessons | Leisure Services; Legacy Leisure (the Council's Leisure | Welsh medium schools have the opportunity to have swimming lessons delivered |

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| | | for children and young people | Welsh for all WM schools | through the medium of Welsh by September 2017 | Management Contractor); Urdd Gobaith Cymru; Cardiff and Vale College | through the medium of Welsh by prior arrangement. |
| 2.16 | | Increase leisure opportunities through the medium of Welsh | Ensure that swimming lessons are available in after-school provision through the medium of Welsh up to at least Level 1 | Swimming lessons up to Level 1 to be available through the medium of Welsh in all main leisure centres by September 2017 | Leisure Services; Legacy Leisure (the Council's Leisure Management Contractor); Urdd Gobaith Cymru; Cardiff and Vale College | Efforts have been made to explore both demand and opportunities for after school provision to be delivered through the medium of Welsh and level 1 classes are now available at Barry Leisure Centre at certain times. |
| 2.17 | | Increase leisure opportunities through the medium of Welsh | Ensure that fitness classes are available through the medium of Welsh | Establish at least 2 WM fitness classes by September 2018 and increase number over the next four years | Leisure Services; Legacy Leisure (the Council's Leisure Management Contractor); Menter Bro Morgannwg; Urdd Gobaith Cymru | Menter Bro Morgannwg have offered classes and clubs for children, young people and adults in keep fit, bootcamp, buggyfit, karate, dance, netball and football. The Urdd also provide many Welsh-medium sports clubs and opportunities including Starting Blocs in Colcot Sports Centre Funding provided via Sports Wales/VOGC partnership has developed additional activities |
| 2.18 | | Increase leisure opportunities through the medium of Welsh | Collaborate with sports associations to ensure that coaching is available through the medium of Welsh in activities like gymnastics, | Agree a plan of action by September 2018 with main sports associations to train Welsh speaking coaches | Sports Associations; Leisure Services; Urdd Gobaith Cymru | Sessions for pupils in Ysgol Bro Morgannwg delivered in partnership with Urdd Gobaith Cymru with regards to delivering activities in school and community settings. Welsh language leisure activities including football, netball and karate provided by |

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| | | | netball, hockey, tennis, rugby, football etc | and establish Welsh-medium leisure clubs and activities | | Menter Bro Morgannwg, and sports activities like football and athletics provided by Urdd. |
| 2.19 | | Ensure that Leisure Centres proactively promote the use of Welsh | Appoint a Language Champion in every leisure centre with responsibility for actively promoting Welsh both visually and in its leisure provision | Training for Language Champions to be completed by September 2017 with monitoring processes established to evaluate progress on language use | Leisure Services; Legacy Leisure (the Council's Leisure Management Contractor); Urdd Gobaith Cymru; Menter Bro Morgannwg | Welsh Language is a permanent item on the Client/Contractor management meeting |
| 3.1 | Community Activities | Use communication technology as an information and networking platform for Welsh speakers and learners | Further develop 'Echlysur' in the Vale as a communication network which provides information to Welsh speakers and learners about activities, events, job opportunities etc | Expand marketing of the networking platform and set a five year target of 3,000 subscribers | Menter Bro Morgannwg; Youth Service; Ysgol Gymraeg Bro Morgannwg; Urdd Gobaith Cymru | Menter Bro Morgannwg use various digital platforms to share, promote and encourages residents to take part in a range of Welsh language activities in the Vale and includes Twitter (1,555) Instagram (435) Facebook (928) More than 1,685 residents subscribe to Menter Bro Morgannwg's e-newsletter – sharing information about Welsh-medium evnts and activities in the Vale. This is an effective way to promote Menter's activities, as well as sharing information / adverts |

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| | | | | | | from other Welsh partners in the area like Urdd and Menter Cardiff. |
| 3.2 | | Use communication technology to keep in touch with pupils after they leave Ysgol Gymraeg Bro Morgannwg | Ensure that contact details of as many school leavers as possible are added to the networking platform | Collect contact details on an annual basis | Ysgol Gymraeg Bro Morgannwg; Menter Bro Morgannwg; Youth Service | There are informal groups in place, but discussions will take place on how these can be developed and expanded. |
| 3.3 | | Ensure community and volunteer involvement in planning and organising Welsh language activities | Set up a Community Hub to promote social activities in Welsh | Establish a Community Hub in the Vale by September 2018 and support them to arrange an annual programme of popular activities/ events | Menter Bro Morgannwg; Urdd Gobaith Cymru; Vale of Glamorgan Council | Menter Bro Morgannwg use a range of social media platforms to promote their services including: Twitter (1,555) Instagram (988) Facebook (1,060) The number of followers on all platforms have increased from last year – Twitter +283, Instagram +659, Facebook +209 |
| 3.4 | | Raise awareness of Welsh language in digital and print networks | Continue to ensure that Welsh language content is included in the Glamorgan Gem which is a printed and on-line community newspaper | Develop provision to include articles in the Glamorgan Gem both in the printed and on-line versions | Menter Bro Morgannwg; Glamorgan Gem | The Glamorgan Gem ceased to be printed in 2019. Furthermore, due to a lack of funding, Menter Bro Morgannwg does not currently produce regular bilingual content. The VOG Council continues to share content and advertise when possible in relevant printed media |
| 3.5 | | Consider the possibility of establishing a Welsh Language Centre in | Undertake a feasibility study to explore the potential of establishing a | Seek funding and carry out a feasibility study by September 2018 | Vale of Glamorgan Council; Welsh Government; Menter Bro Morgannwg; | This aim and area of activity remains subject to discussion. |

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| | | the Vale | Welsh Language Centre in Barry | | Barry Town Council. | |
| 4.1 | Welsh in the Workplace | The Council to comply fully with the Welsh Language Standards | Continue to implement the Welsh Standards Action Plan | The Insight group receive regular updates on compliance developments and issues | Vale of Glamorgan Council | A Welsh Language Standards action plan was developed and the majority of actions have now been completed or are continuous. |
| 4.2 | | Assess linguistic skills of staff | Carry out a comprehensive analysis of the linguistic skills of staff and identify gaps in service areas that require bilingual skills and identify training needs | Complete language skills audit and analysis by December 2017 | Vale of Glamorgan Council | A second linguistic skills audit took place in September 2018. Information was collected from all computer users. A further audit will take place in 2022/2023, including a survey of school staff Welsh language skills. |
| 4.3 | | Increase number of bilingual staff in order to provide services in accordance with requirements of the Welsh Language Standards | The Council to recruit sufficient Welsh speakers, invest in current Welsh speaking staff and support staff to increase their Welsh language skills across all levels of language learning | The Language Skills Strategy to be reviewed by September 2017 with the aim of ensuring by 2021 that the proportion of bilingual staff broadly reflects that of the County Council. | Vale of Glamorgan Council | The Council is taking positive action to train more staff and recruit more Welsh speaking staff. |
| 4.4 | | Adopt a proactive recruitment policy | All posts to be designated as either Welsh 'essential' or | A revised Language Skills | Vale of Glamorgan Council | All posts are designated as Welsh 'desirable' as a |

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| | | which will enable the Council to provide more bilingual services in line with the requirements of the Welsh Language Standards | 'desirable'. Posts to be deemed 'essential' if no Welsh-speaker is currently employed in a service team or if the need for more bilingual capacity has been identified by managers. | Strategy outlining recruitment policy to be produced by March 2018 | | minimum |
| 4.5 | | Provide opportunities for staff to improve their language skills | Draw up a programme of language courses to develop skills and confidence of Welsh speakers and learners | Agree a training programme by June 2017 | Vale of Glamorgan Council | Staff can attend any Learn Welsh course free of charge during their work time. This is funded jointly by LWTV and VOG council. There are currently 44 staff members enrolled on courses. |
| 4.6 | | Enable staff and elected members to be aware of history and culture of Welsh language including compliance with Welsh language legislation | Arrange a programme of Welsh Language Awareness and Compliance training and include in induction for new staff | Agree a training programme by June 2017 | Vale of Glamorgan Council | A new Welsh Awareness module is to be rolled out Summer 2022. |
| 4.7 | | Create an environment that encourages greater use of Welsh | Produce resources, promotional material and visual impacts that promote language use and fosters respect and support for bilingualism | On-going | Vale of Glamorgan Council | Welsh badges on emails have been developed for speakers and learners. Welsh speakers wear lanyards. Signs throughout the building indicate the use of Welsh is welcome. |
| 4.8 | | Provide intranet support for Welsh | Use intranet to sign-post staff to useful | Complete list of on-line resources | Vale of Glamorgan Council | A page is available on the staff intranet for learners with |

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| | | speakers and learners | language resources e.g. e-learning, on-line grammar and spell checkers, on-line dictionaries and translation tools | by January 2017 | | links to resources and a page for speakers with details about their rights |
| 4.9 | | Provide intranet support for Welsh speakers and learners | Develop intranet to sign-post staff to Welsh language courses and Welsh language activities in the community | Complete by October 2016 and continuously update | Vale of Glamorgan Council; Learn Welsh the Vale; | As above. There are also informal chat groups for learners. |
| 4.10 | | Normalise the use of Welsh in the workplace | Assess language preferences of staff in relation to internal operations:- correspondence; forms; complaints; performance reviews; training needs; staff policies, internal meetings etc | Assessment to be completed by March 2017 | Vale of Glamorgan Council | Carried out as part of the 2018 linguistic skills audit, will be updated in the 2022/23 survey. Where possible, all internal communication is bilingual. |
| 4.11 | | Promote schemes that visually illustrate that Welsh is welcomed in the workplace | Continue to develop initiatives that create an environment which fosters the use of Welsh by staff, e.g. badges, posters, lanyards, use of <i>Cymraeg</i> logo on e-mail and intranet, e-mail signatures and out-of-office messages | On-going | Vale of Glamorgan Council | Email footers and lanyards indicate prominently if members of staff are Welsh speakers or learners. |

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| 4.12 | | Distribute Welsh language promotional material to staff on intranet | Distribute badges, lanyards, posters, create bilingual screen savers and promote Welsh language courses | On-going | Vale of Glamorgan Council | This takes place regularly. |
| 4.13 | | Develop confidence in the use of written Welsh | Install Cysill and Cysgair (Welsh language grammar and spell checkers) on all staff and elected members' computers and iPads | All computer packages installed and operational by December 2016 | Vale of Glamorgan Council | Installed on all computers. A grant obtained by the Adult Community Learning service has paid for a licence for all staff to be able to use the updated versions of this software. |
| 4.14 | | Encourage staff and elected members to use Welsh in internal and external meetings and in presentations | Provide training on presentational skills in Welsh and explore the practicalities of providing translation facilities at internal meetings | Draw up a training programme by September 2017 | Vale of Glamorgan Council | All-staff communications sent from the Managing Director are bilingual. Some internal staff training sessions have been provided in Welsh. |