



RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

WELSH LANGUAGE CABINET STEERING GROUP

14 MAY 2018

WELSH LANGUAGE PROMOTION STRATEGY PROGRESS REPORT

**REPORT OF THE DIRECTOR OF EDUCATION AND LIFELONG LEARNING IN
DISCUSSION WITH THE RELEVANT PORTFOLIO HOLDER COUNCILLOR G.
HOPKINS**

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1. PURPOSE OF THE REPORT

- 1.1 The purpose of the report is to provide the Welsh Language Steering Group with an update on the Welsh Language Promotion Strategy Action Plan, as approved on January 25th 2017.

2. RECOMMENDATIONS

It is recommended that the Welsh Language Cabinet Steering Group:

- 2.1 Note the content of the report;
- 2.2 Agree a reviewed target for growing the number of people able to speak Welsh in Rhondda Cynon Taf in light of the Welsh Government's Strategy Cymraeg 2050 – A million Welsh speakers published in July 2017.
- 2.3 Continue to progress with the actions as outlined in the current agreed Action Plan.

3. REASONS FOR RECOMMENDATIONS

- 3.1 The Council is required to produce a strategy to facilitate and promote the Welsh Language in the county under Standard 145 of the Compliance Notice issued under section 44 of the Welsh Language (Wales) Measure 2011, and to publish the strategy on the Council's website by 30th October 2016.

- 3.2 It was agreed that a report outlining progress on of Welsh Language Promotion Strategy Action Plan would be submitted to the Welsh Language Cabinet Steering Group so that the Committee could monitor progress.
- 3.3 After Rhondda Cynon Taf agreed its strategy to facilitate and promote the Welsh Language in the county in line with the timetable as set out under Standard 145 of the Compliance Notice, the Welsh Government published *Cymraeg 2050 – A million Welsh speakers*. The ambitious targets included in this latter document requires Rhondda Cynon Taf to review its original target for growing the number of people able to speak Welsh if the county is to contribute appropriately to the Welsh Government's vision of 1 million Welsh speakers by 2020.

4. BACKGROUND

- 4.1 A Welsh Language Promotion Strategy and Action Plan was developed under Standard 145 of the Compliance Notice issued under section 44 of the Welsh Language (Wales) Measure 2011 and published on the Council's website within the necessary timescale.
- 4.2 The Strategy and Action Plan (Appendix 1) was developed over the course of 2016 in collaboration with Sbectrwm, an organisation that has extensive experience of language planning; Menter Iaith and members of Fforwm Iaith, Council Services and Elected Members.
- 4.3 Residents were consulted in order to understand what would encourage them to use the Welsh language and which services they felt were most important as a means of promoting the language. They were also invited to highlight the activities they felt would support the use of the language. This consultation took place between April and July 2016.
- 4.4 The Welsh Language Promotion Strategy Action Plan focuses on:
- growing the number of people able to speak Welsh by 3% (833)
 - increasing the use of the Welsh language in all aspects of community and public life, and
 - raising awareness of the importance of the Welsh language as an essential part of the cultural identity and character of the South Wales valleys.

5. CURRENT POSITION AND PROGRESS

- 5.1 Following the approval of Welsh Language Promotion Strategy Action Plan in January 2017, a copy of the final Action Plan was sent to the Chief Executive.
- 5.2. The Council has overall responsibility for the Action Plan although it depends on its Fforwm Iaith partners for support in achieving aspects of the Plan. The actions and targets allocated to Council Services were discussed at a meeting

of the Welsh Language Chief Officer Group at the beginning of July 2016 where it was agreed that it lead officers should be identified for each action to ensure accountability.

- 5.3 Progress against many of these targets is recorded during the Council's service self-evaluation process that ensures consistency across service area plans without adding to the workload for services. This information is then included in the Annual Monitoring Report to the Welsh Language Commissioner.
- 5.4 Progress against targets agreed with partner organisations is reported at Fforwm Iaith meetings or, if they are commissioned by Council services, they are captured through the service self-evaluation reports.
- 5.5 The main progress points are outlined in Appendix 1,
- 5.6 There is a close link between the Welsh Language Promotion Strategy and the Council's Welsh in Education Strategic Plan which was approved by the Welsh Government on 15 March 2018, one of only 15 plans to be approved.
- 5.7 The improvements made to our Welsh in Education Strategic Plan for its re-submission, integral to our Welsh Language Promotion Strategy Action Plan, has provided a firmer footing to progress and demonstrates a commitment to support growth in Welsh-medium education in line with *Cymraeg 2050*.
- 5.8 Nevertheless, the Welsh Government's strategy, *Cymraeg 2050 – A million Welsh speakers*, means that the Council needs to review its target for growing the number of people able to speak Welsh in the County, currently set at +3% in 2021, an additional 883 speakers.
- 5.9 *Cymraeg 2050 – A million Welsh speakers* is the Welsh Government's strategy for the promotion and facilitation of the use of the Welsh language. It has been prepared in accordance with Section 78 of the Government of Wales Act 2006. This strategy supersedes *A living language: a language for living – Welsh Language Strategy 2012–17*, and its associated policy statement, *A living language: a language for living – Moving forward*. The *Cymraeg 2050* Strategy sets out the Welsh Government's long-term approach to achieving the target of a million Welsh speakers by 2050.
<https://www.youtube.com/watch?v=QUzi8OiLMU0>

- 5.10 The Strategy's growth chart targets are as follows:

In numbers:

2011: 562,000	2017: 570,000	2021: 600,000	2026: 630,000
2031: 680,000	2036: 750,000	2041: 830,000	2046: 920,000
2050: 1,000,000			

In compound percentages:

2011: n/a	2017: +1.43%	2021: +5.3%	2026: +5%
2031: +7.9%	2036: +10.3%	2041: +10.7 %	2046: +10.8%
2050: +8.7%			

5.11 In essence, there needs to be a 78% increase in the number of Welsh speakers in Wales by 2050. The three themes that will underpin that growth are as follows:

- **Theme 1: Increasing the number of Welsh speakers** • Language transmission in the family • The early years • Statutory education • Post-compulsory education • The education workforce, resources and qualifications
- **Theme 2: Increasing the use of Welsh** • The workplace • Services • Social use of Welsh
- **Theme 3: Creating favourable conditions – infrastructure and context** • Community and economy • Culture and media • Wales and the wider world • Digital technology • Linguistic infrastructure • Language planning • Evaluation and research

5.12 Many of these themes sit within the functions of public bodies in Wales and some of these are reflected in Rhondda Cynon Taf's Welsh Language Promotion Strategy Action Plan.

5.13 In order to mirror the Welsh Government's vision and targets, the Council will need to increase the percentage of Welsh speakers by approximately 1.66% per annum until 2021. In numerical terms, the targets will be:

2018: 28,240 (+461)
2019: 28,709 (+469)
2020: 29,185 (+476)
2121: 29,670 (+485)

The total in numbers:1,891 (target:29,670), an increase of 6.8%.

5.14 In context, Merthyr Tudful County Borough Council have agreed to an additional 177 people in Merthyr Tydfil being able to speak Welsh per year based on current population of 59,000 and Cardiff Council have agreed a to increase the number of Welsh speakers in Cardiff (36,735 according to the 2011 Census) to 42,584, an additional 5,849 or 15%.

6. NEXT STEPS

- 6.1 If the Welsh Language Cabinet Steering Group decides to recommend the amended target in Welsh Language Promotion Strategy and Action Plan for approval, a revised version of the Action Plan will be immediately disseminated to members of the Chief Officer Group and Fforwm Iaith for consideration.
- 6.2. There are no current plans to review other aspects of the Welsh Language Promotion Strategy and Action Plan.

7. EQUALITY AND DIVERSITY IMPLICATIONS

- 7.1 An Equalities Impact Assessment is not required.

8. CONSULTATION

- 8.1 A consultation process was undertaken before the Welsh Language Promotion Strategy and Action Plan was agreed. Further consultation is not required for this amendment.

9. FINANCIAL IMPLICATION(S)

- 9.1 There are no financial implications aligned to this report. However, there will be costs and resources as yet not fully ascertained in respect of implementation of the Strategy and Action Plan. Non-compliance with a standard could incur financial penalties of up to £5,000.

10. LEGISLATION CONSIDERED

Welsh Language (Wales) Measure 2011 and Welsh Language Statutory Standards 2015 regulate this area of work.

11. LINKS TO THE CORPORATE AND NATIONAL PRIORITIES AND THE WELL-BEING OF FUTURE GENERATIONS ACT

- 11.1 The Welsh language is a cross-cutting theme in the Corporate Plan and underpins all corporate priorities as the Council is required to comply with the amended Compliance Notice issued by the Welsh Language Commissioner in September 2016.
- 11.2 This report highlights the need to increase the target for Welsh speakers in Rhondda Cynon Taf for the next 5 years in order to be better able to contribute to the Welsh Government's longer-term goal of 1 million Welsh speakers by 2050. It highlights how the Council works collaboratively with its partners to achieve the required targets and to reduce the likelihood of complaints from residents who wish to access their services in the medium of Welsh. The Action Plan related to the Strategy has been developed after consultation with residents and their involvement has shaped the content.

11.3 The content of this report is directly linked to Goal 6 of the Well-being of Future Generations Act - a Wales of vibrant culture and thriving Welsh language. Implementation of the Strategy will support the normalisation of the Welsh language, ensure that the Welsh language is treated no less favourably than the English language and, over time, increase the number of people who can speak Welsh in the county. It also contributes to the creation of a more equal Wales by providing opportunities for Welsh speakers to access Council services in the medium of Welsh if they so wish.

12. **CONCLUSION**

In order to maintain and increase the number of Welsh speakers over the next five years as required by the Welsh Government, the Council and its partners will need to continue to prioritise some key policy areas for action, and work together towards common goals as outlined in the Welsh Language Strategy and Action Plan.

Although the target for growing the number of people able to speak Welsh has increased significantly due to the Welsh Government's strategy *Cymraeg 2050 – A million Welsh speakers*, the Council is in a good position to meet those targets.

Cymraeg 2050 – A million Welsh speakers is a 32-yr Strategy, with a stepped approach to growing the number of people able to speak Welsh. Consequently, Rhondda Cynon Taf's Strategy and Action Plan will need to be reviewed regularly in order to react to fluctuations in progress.

Appendix 1

Progress against Council-led actions:

SERVICE	ACTION	PROGRESS
Education	<ul style="list-style-type: none"> - Relocate Ysgol Gymraeg Tonyrefail to the current Tonyrefail Primary School site 	Works to refurbish the building will be undertaken during the summer holidays of 2018, to allow the school to relocate for September 2018 as planned.
	<ul style="list-style-type: none"> - Extend Ysgol Gymraeg Llwyncelyn to the adjacent Llwyncelyn Infants site 	Works to facilitate this will be undertaken during the summer holidays 2018, with the extension to the adjacent Infants building being completed by September 2018 as planned.
	<ul style="list-style-type: none"> - Consider the effects of new housing developments on the growth of Welsh-medium education 	Education will continue to work closely with colleagues from Development Control to ensure we are involved in the planning stages for new housing development at the earliest possible opportunity. Once it is known that a development is definitely going to proceed, and the number of dwellings to be built is agreed, an assessment of the impact on existing schools in the area is undertaken, to determine whether there is a potential shortfall of school places and in which education sector they will be. The

		required business cases for finance for additional school provision, which could be an extension of existing schools or provision of new ones, will then be made.
	<ul style="list-style-type: none"> - Draw up plans to increase WM secondary provision as a result of projected growth in the primary sector 	This work will be undertaken as part of our statutory school planning duties and in conjunction with the work involving new housing development, outlined above.
Services for Young People	<ul style="list-style-type: none"> - Create an app/video/leaflet and use social media to encourage parents to use Welsh with their children 	A leaflet has been created and distributed through the relevant bodies
	<ul style="list-style-type: none"> - Develop a joint strategy that enables Welsh to become the language of social and leisure activities 	A joint strategy has been developed by the YEP Service, Menter Iaitth and The Urdd stating key actions and timeframes and will be reviewed quarterly
	<ul style="list-style-type: none"> - Every school to agree a Mission Statement and code of conduct and establish Language Use Forums 	Completed in Garth Olwg, Llanhari and Rhydywaun
	<ul style="list-style-type: none"> - Continue with Young People's Forums in all WM secondary schools and support them to arrange a series of social activities 	Programme has been running successfully , there has been a total of 26 activities delivered to date
	<ul style="list-style-type: none"> - Support current 	Evening youth provision

	<p>WM youth clubs in Rhydywaun, Llanhari, Pontypridd and Aberdare</p>	<p>sessions have been set up in Penderyn, Garth Olwg and Aberdare and are attended well by young people aged 11-25 years. Evening sessions have also been delivered in the Adran in Pontyclun, in Aelwyd in Pontypridd and Rhondda and a Drama club has been set up in Garth Olwg</p>
<p>Communities and Prosperity</p>	<ul style="list-style-type: none"> - Set up a network of Community Hubs to promote social activities in Welsh 	<p>Work on-going to establish Hubs</p>
<p>Culture</p>	<ul style="list-style-type: none"> - Arrange a series of workshops to cater for a variety of different interests, e.g. sport, drama, dance, arts and crafts, computer games, outdoor pursuits 	<p>Drama workshops for children and young people established as part of the legacy of Eisteddfod yr Urdd Penybont ar Ogwr, Taf and Elai 2017 at Garth Olwg Lifelong Learning Centre, in partnership with Menter Iaith RhCT. The Centre also facilitates the programming of Welsh-medium theatre productions.</p> <p>A successful application was made to the Welsh Arts Council to establish a Cwm Cynon Cultural Network as part of the celebration of 80 years since the establishment of the Coliseum Theatre.</p> <p>Opportunities created for children, young people and their families to take part in creative and cultural workshops</p>

		<p>through our partnership with 'It's My Shout' and their project to create short films for the BBC and S4C to support GwylGrai 2017, an arts festival for young people by young people; supporting young artists to develop their talent.</p> <p>Develop a co-production with Gareth John Bale's company of 'Miss Julie' to be performed in the Coliseum Theatre April 2018.</p>
Adult Ed	<ul style="list-style-type: none"> - Work with partners to develop a programme of adult learning courses for Welsh speakers and learners across the county 	<p>20 courses by the end of the 2017/18 academic year.</p> <p>Also 9 one day courses in the medium of Welsh are planned.</p>
Library Service	<ul style="list-style-type: none"> - Ensure that a suitable range of activities are available for children and young people at libraries. 	<p>7 holiday sessions held attended by 52 children and 13 adults.</p> <p>Weekly Cymraeg i Blant sessions facilitated in libraries across the county.</p>
Leisure Services	<ul style="list-style-type: none"> - Ensure that swimming lessons are available in after-school provision through the medium of Welsh up to at least Level 1 	<p>Swimming Lessons will be transferring from school settings to Main Council Centres. Lessons offered via a joint agreement with RCT Council and Urdd.</p>

<p>Welsh Services</p>	<ul style="list-style-type: none"> - Distribute the 'Being Bilingual' leaflet and create other marketing tools to increase numbers in Welsh-medium primary schools - Increase number of bilingual staff in order to provide services in accordance with requirements of the Welsh Language Standards - Undertake a language skills audit of staff and Elected Members - Provide opportunities for staff to improve their language skills - Arrange a programme of Welsh Language Awareness and Compliance training and include in induction for new staff 	<ul style="list-style-type: none"> - Distributed Being Bilingual Booklets with every issue of the Starting Schools booklet. Also uploaded the document to the corporate website. - Supported a change to RCT Council Recruitment and Selection Policy to introduce a Welsh Language Assessment in the recruitment process to consider Welsh Language needs of posts/Service Areas. - Skills Audit in progress. 900 staff still remaining. Process in place to capture these. - Welsh Language Tutor provides courses at all levels for staff to improve their skills. - Welsh Language Awareness inductions held for all new Graduates and Apprentices along with a number of inductions sessions with new employees. Inform pages updated to highlight available support.
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	<ul style="list-style-type: none"> - Produce resources, promotional material and visual impacts that promote language use and fosters respect for bilingualism - Use intranet to sign-post staff to useful language resources e.g. e-learning, on-line grammar and spell checkers, on-line dictionaries and translation tools - Develop intranet to sign-post staff to Welsh language courses and activities in the community - Continue to develop initiatives that create an environment which fosters the use of Welsh by staff, e.g. badges, 	<ul style="list-style-type: none"> - Bilingual Meetings, Commissioned Services and Reception Posters produced for use across the local authority to further increase the welcome of using Welsh with the Council and further enhance the Council's 'Welsh brand'. - Inform pages updated to a new user friendly design which includes refreshed and new frequently used templates and help sheets. - Inform pages updated to include a unique page on learning Welsh within the Council and community. - Reception Posters produced due for implementation in 18-19. Logos for emails developed to create a brand for 'Language Levels' due to implementation in
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	<p>posters, lanyards, use of <i>Cymraeg</i> logo on e-mail and intranet, e-mail signatures and out-of-office messages</p> <ul style="list-style-type: none"> • How to get a translation • Staff guidelines booklet - <i>Welsh What's Changed?</i> • Badges, lanyards, posters • ICT booklet: <i>Welsh @your fingers</i> • Welsh for Adults Prospectus • Mouse mats • <i>Being Bilingual</i> booklet • Corporate messages summary leaflet <p>- Provide training on presentational skills in Welsh and explore the practicalities of providing translation facilities at internal meetings</p>	<p>18-19. Lanyards and Badges continue to be sent out to staff with Welsh Language Skills. Help sheets updated on Inform for staff to use for 'Bilingual Emails, Meetings and Out of Offices'. Continue to disseminate booklets on 'What's Changed' and 'Extended Guidelines for Staff and Managers'. Produced more mouse mats that include 'Telephone Greetings' for all staff to comply with the relevant standards when answering calls for the Council.</p> <p>- <i>Being Bilingual</i> Booklet covers the basics of conducting a meeting through the medium of Welsh. Training has been offered to Elected Members and Senior Officers on the use of simultaneous translation equipment in</p>
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		meetings. Being Bilingual booklet offers officers to contact Welsh Language Services for any training requirements.
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Welsh Language Standards: Action Plan

The Welsh Language (Wales) Measure 2011 established a legal framework in order to place a duty on certain organisations to comply with the Welsh Language Standards through secondary legislation (Welsh Language Standards Regulations). The 171 standards relevant to Rhondda Cynon Taf County Borough Council are listed in the 'Compliance Notice - Section 44 of the Welsh Language (Wales) Measure 2011'.

This document was produced in order to comply with the following standards which Rhondda Cynon Taf County Borough Council has a duty to comply with - 157, 159, 163, 165, 171.

A copy of the standards presented to RCT County Borough Council, and referenced in this document, are available at www.rctcbc.gov.uk/WelshServices

STANDARDS FOR PROVIDING SERVICES

These Standards are in relation to promoting and facilitating the use of the Welsh language, or ensuring that the Welsh language is not treated less favourably than the English language as services are provided to the public.

HOW WE INTEND TO COMPLY

RECORDING LANGUAGE CHOICES

Individual services are responsible for recording their users' language choice. Some services (e.g. Social Care) record language choices on their own databases. If the service has not recorded a language choice, the service user will receive bilingual correspondence.

CORRESPONDENCE

All emails sent by the Council will include the following statement:

Croesawn ohebu yn Gymraeg a fydd gohebu yn y Gymraeg ddim yn arwain at oedi. Rhowch wybod inni beth yw'ch dewis iaith h.y. Cymraeg neu'n ddwyieithog.

We welcome correspondence in Welsh and corresponding with us in Welsh will not lead to a delay. Let us know your language choice if Welsh or bilingual.

New corporate letters will include the following statement in their footnote:

Croesawn ohebu yn Gymraeg a fydd gohebu yn y Gymraeg ddim yn arwain at oedi. Rhowch wybod inni beth yw'ch dewis iaith h.y. Cymraeg neu'n ddwyieithog.

We welcome correspondence in Welsh and corresponding with us in Welsh will not lead to a delay. Let us know your language choice if Welsh or bilingual.

We have published guidance on the RCTCBC Welsh Language Services intranet pages in order to help staff comply with these requirements.

TELEPHONE CALLS

New guidance on Welsh language telephone calls has been published in order to help staff comply with these requirements.

The vast majority of telephone calls are received by the Council's contact centre, which has a dedicated Welsh language team.

Staff can use a filter on the internal intranet to find every Welsh speaker within their service.

MEETINGS

New guidance on holding bilingual meetings has been published in order to help staff comply with these requirements.

RCTCBC's Welsh Language Services Unit will facilitate internal simultaneous translation services for all service areas.

DOCUMENTS AND FORMS

Meetings (41)

Agendas and minutes are updated on the RCTCBC website.

Documents and forms that are not bilingual (i.e. separate Welsh and English forms) will include the following statement in accordance with standards 49 and 50A:

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

SIGNS AND NOTICES

The Council's Design service, which is responsible for publishing all official signs and notices, will check that the Welsh language comes first on all new signage. Those designing highway signs will follow the same procedure.

Any tenders where Council services require a company to undertake work on their behalf will state the relevant standards that the company must comply with. The service in question will be responsible for monitoring this.

WEBSITES AND ONLINE SERVICES

ICT and the Welsh Language Services Unit continue to inform services that they have a duty to provide Welsh language materials for projects that interact with our customers. After being advised of this, the service is responsible for deciding which elements of any new system should be bilingual and, as a result, holds responsibility for meeting any standards.

The Internet Team and the Welsh Language Services Unit will conduct an audit of every section of www.rctcbc.gov.uk in order to ensure that all pages are available in Welsh. This will include checking pages, forms, documents and links etc. A 'Cymraeg/English' link will be created for web pages in order to provide a direct link between the English content and the corresponding Welsh content.

RECEPTION SERVICES

New guidance on providing reception services has been published in order to help staff comply with these requirements.

We will continue to implement the Council's Welsh Language Promotion Strategy, which aims to increase the number of staff with Welsh Language Skills.

There will also be changes to the Council's recruitment/appointment policy in order to ensure that all advertisements for new posts note Welsh Language Skills Level 1 as an essential requirement. The assessment will also ask managers to consider higher levels.

We have appointed a Welsh Language Tutor to be responsible for improving the language skills of our staff, especially those working on the front line. The Tutor provides lessons at convenient times and locations. Additionally, we are also continuing to promote a flexible programme of Welsh language courses through the Welsh for Adults service.

AWARDING GRANTS

The expression of interest forms for Council Grants have been updated to include the following statement -

Mae modd i chi gyflwyno ffurflen mynegi diddordeb yn Gymraeg a fyddwn ni ddim yn trin unrhyw gais a gaiff ei gyflwyno yn Gymraeg yn llai ffafriol na chais a gaiff ei gyflwyno yn Saesneg

An Expression of Interest form may be submitted in Welsh, and will not be treated any less favourable than an Expression of Interest form submitted in English.

and letters inviting individuals to interviews include the following -

Mae modd i chi gael y cyfweiliad drwy gyfrwng y Gymraeg. Pe hoffech chi wneud hyn, rhowch wybod erbyn xx/xx/xxxx.

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

Should you wish for the interview to be conducted in Welsh please inform me by xx/xx/xxxx.

All services administered by the Council include individual criteria, terms and conditions. Where the Council is responsible for these, the appropriate services will update them in order to reflect the requirements of the standards.

AWARDING CONTRACTS

The Council's Procurement Unit specifications have been updated in order to reflect the new requirements. The Invitation to Tender document is published bilingually on the Etender Wales website (which is also bilingual) and includes the following statement -

Rhaid cwblhau'r tendrau yn Gymraeg a/neu'n Saesneg. Fydd tendrau a gaiff eu cyflwyno yn Gymraeg ddim yn cael eu trin yn llai ffafriol na thendrau a gaiff eu cyflwyno yn Saesneg.

Tenders must be completed in Welsh and/or English. Tenders submitted in Welsh will be treated no less favourably than a tender submitted in English.

The website also sends out a message to inform individuals that a new document has been uploaded. This message is bilingual, as is the letter inviting people to interviews. The letter includes the following statement -

Mae modd i chi gael y cyfweiliad drwy gyfrwng y Gymraeg. Pe hoffech chi wneud hyn, rhowch wybod erbyn xx/xx/xxxx.

Should you wish for the interview to be conducted in Welsh please inform me by xx/xx/xxxx.

The RCTCBC Welsh Language Services Unit will provide/facilitate a simultaneous translation service and any contract specifications will adhere to the following advice, which has been produced internally -

Rhaid i fanyleb y contract nodi holl ofynion y contract, gan gynnwys manylion unrhyw Safonau'r Gymraeg sy'n berthnasol i'r contract, a'i weithredu ar gyfer cyfnod y cytundeb.

The contract specification must set out the entire requirements of the contract, including details of the Welsh Language Standards applicable to the delivery of the contract throughout the contract term.

The Council has also produced a guide for commissioned partners, in order to help them comply with relevant standards when operating on behalf of the Council.

COURSES PROVIDED BY A BODY

The Community Learning Service will implement a proactive offer as people register and use the data to assess whether or not the course needs to be provided in Welsh.

STANDARDS FOR PROVIDING SERVICES

SUPERVISING, PROMOTING AND FACILITATING

The Welsh Language Cabinet Steering Group on Welsh Language Affairs supervise strategic developments, consider reports from relevant sections relating to the Welsh language, present recommendations to the Council's Cabinet and monitor developments across the Council. The Steering Group is responsible for assessing the Welsh Language Promotion Strategy Action Plan, by monitoring the Council's progress as it attempts to meet the Welsh Language Standards.

Additionally, we have established a Working Group, which includes Chief Officers, in order to ensure that the operational changes required are implemented, along with a co-operative method of working to help services deal with any areas for improvement.

The Council invests in a robust Welsh Language Services Unit which includes 14 (2017/2018) employees. This includes a Welsh Language Compliance Officer who thoroughly audits the work of Council service areas. The Unit strives to support all of the Council's services by doing the following:

- providing advice and support to all services in relation to their duties under the Standards.
- translating documents for the public
- identifying potential areas of non-compliance
- referring formal complaints regarding non-compliance to the Council's Complaints Officer
- recording informal complaints from customers and producing six-monthly reports for the Welsh Language Working Group
- reporting on developments to the Welsh Language Cabinet Steering Group and the Welsh Language Working Group
- facilitating staff committees, e.g. the Welsh Language Working Group (the Working Group)
- maintaining a presence on the Language Forum
- working with Welsh language organisations in the community as appropriate

STANDARDS FOR PRODUCING POLICIES

These Standards make it a requirement for bodies to consider the effect of their policy decisions on people's ability to use the language and on the principle of not treating the Welsh language less favourably than the English language.

HOW WE INTEND TO COMPLY

The Council's commitments under the Welsh Language Standards are an integral part of its planning documentation, including the 2015 Improvement Plan, the Council's Strategic Equality Plan, the Welsh in Education Strategic Plan 2017-2020 and the 2016-2020 Corporate Plan. The Council's priorities are also guided by recent legislation, which includes the Wellbeing of Future Generations (Wales) Act 2015 and the Social Care and Wellbeing Act 2016, which places a duty on the Council to strengthen the Welsh language.

A human resources working group has been established in order to ensure compliance with the Welsh Language Standards. Human resources policies are being reviewed in order to mainstream Welsh language issues, and are also being translated.

The Council's Senior Leadership Team has insisted that all services undertake a Self-Assessment which includes a section on how they have successfully complied with the relevant standards.

RCTCBC has an Equality Impact Assessment template, which asks specific questions about any negative or positive impacts that policy decisions will have on the Welsh language.

All of the grants operated by the Council have individual criteria, terms and conditions. Where the Council is responsible for these, the appropriate services will update them in order to reflect the requirements of the standards.

Whenever the Council holds a consultation or conducts research relating to policy decisions, the Council will consider the potential impact on:

- people's ability to use Welsh and whether or not Welsh and English are being treated as equals;
- increasing impacts on people's opportunities to speak Welsh; and
- introducing the policy in such a way that it has no negative impact (or has a less negative impact) on people's opportunities to use Welsh.

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- facilitating staff committees, e.g. the Welsh Language Working Group (the Working Group)
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OPERATIONAL STANDARDS

These Standards deal with the use of the Welsh language within organisations for example, ensuring that the Welsh language is not treated less favourably than the English language with regards to employment, welfare and training matters and ensuring that all members of staff have the opportunity to learn Welsh.

HOW WE INTEND TO COMPLY

99 New Posts

Contracts are currently offered to new employees in Welsh or English, depending on their language choice.

100

Human Resources will send a letter out to all members of staff asking about their language choice.

101-103 Training, Performance and Career Planning Documents

Corporate documents relating to training, performance or career planning needs are prepared bilingually.

104

The corporate documents recording annual leave, absences from work or flexible working hours are produced bilingually.

105-111 HR Policies

The policies noted in standards 105-111 are available bilingually.

112 -119 Complaints and Discipline

Policies dealing with staff complaints or the disciplinary process have been updated in order to inform staff and managers of the rights of staff who wish to receive information/follow processes in Welsh.

120 Software

Cysgliad is available for all members of staff who have a computer. Staff are made aware that this is available through staff guidance documents and training. Staff can request a copy of this through the ICT Service Desk.

122-126 The Intranet

RCTCBC's ICT and Welsh Language Services will be working together to ensure that the Council fulfils its duty to create a bilingual intranet for staff within the compliance dates that have been specified.

127 Assessing language skills

An audit letter is sent to all members of staff in order to record their Welsh language skills.

128-132 Training

Booking forms for courses specified in the standards will ask staff whether or not they wish to receive training in Welsh (128).

Potential opportunities to work with other Local Authorities in South-East Wales to arrange Welsh medium training are being explored.

The Council has invested in a Welsh Language Tutor who supports and tutors staff to use their Welsh language skills when communicating with the public. This is done through Confidence

Building courses.

The Tutor also organises free courses for all RCTCBC staff (frontline staff are prioritised) at times and locations that are suitable and convenient for them. These courses vary from ones for complete beginners to fluent speakers.

The Language Awareness course is available online on our electronic training website.

The course aims to help staff:

- Understand the importance of the Welsh language in terms of providing Council services in Wales.
- Understand staff roles and responsibilities when providing Welsh language and bilingual services.
- Assess how they are currently providing Welsh language services and identify areas for improvement.
- Understand and use simple Welsh words and sentences which could be useful when dealing with Welsh speaking service users.

133 New Staff

The Corporate Induction presentation includes a section on the Welsh language and all new members of staff attend Level 1 Welsh language skills training.

134 & 135 E-mail signatures and logos

Staff guidance, which is also available on our intranet, explains how to access these logos and translations in order to meet these standards.

136 Linguistic assessment requirements for all empty posts

A change in the Council's recruitment/appointment policy means that all new posts will require Level 1 Welsh Language Skills as an essential criterion. A further electronic assessment will require managers to consider higher levels of proficiency.

All new members of staff will be assessed by our Welsh Language Tutor in terms of their Welsh language level, and appropriate training will be provided if required. This training will be free.

137 – 139 Application Forms

All Council recruitment information is available online bilingually and application forms will be updated to meet these new requirements.

Electronic and automatic letters that invite candidates for an interview also state the following - *Rhowch wybod i ni os dymunwch ddefnyddio'r Gymraeg yn y cyfweiliad. Byddwn ni'n darparu gwasanaeth cyfieithu at y diben hwnnw os oes angen.*

Please let us know if you would like the interview to be undertaken in Welsh. If necessary, we will provide a translation service for that purpose.

140

Letters informing individuals of a decision relating to an application for a post are available in Welsh and English and are sent in accordance with the individual's language choice.

141 - 143 Signs displayed at the organisation's workplace

A new guidance note has been published on signs and notices in order to ensure that staff are aware of these requirements.

OPERATIONAL STANDARDS

SUPERVISING, PROMOTING AND FACILITATING

The Welsh Language Cabinet Steering Group on Welsh Language Affairs supervise strategic developments, consider reports from relevant sections relating to the Welsh language, present recommendations to the Council's Cabinet and monitor developments across the Council. The Steering Group is responsible for assessing the Welsh Language Promotion Strategy Action Plan, by monitoring the Council's progress as it attempts to meet the Welsh Language Standards.

Additionally, we have established a Working Group, which includes Chief Officers, in order to ensure that the operational changes required are implemented, along with a co-operative method of working to help services deal with any areas for improvement.

The Council invests in a robust Welsh Language Services Unit which includes 14 (2017/2018) employees. This includes a Welsh Language Compliance Officer who thoroughly audits the work of Council service areas. The Unit strives to support all of the Council's services by doing the following:

- providing advice and support to all services in relation to their duties under the Standards.
- translating documents for the public
- identifying potential areas of non-compliance
- referring formal complaints regarding non-compliance to the Council's Complaints Officer
- recording informal complaints from customers and producing six-monthly reports for the Welsh Language Working Group
- reporting on developments to the Welsh Language Cabinet Steering Group and the Welsh Language Working Group
- facilitating staff committees, e.g. the Welsh Language Working Group (the Working Group)
- maintaining a presence on the Language Forum
- working with Welsh language organisations in the community as appropriate