

## **Ceredigion County Council**

<b>REPORT TO:</b>	Language Committee
<b>DATE:</b>	17 May 2021
<b>LOCATION:</b>	Remotely via video-conference
<b>TITLE:</b>	Annual Monitoring Report - Welsh Language Standards 2020-21
<b>PURPOSE OF THE REPORT:</b>	Present to the attention of the Language Committee Members the Annual Monitoring Report - Welsh Language Standards 2020-21 which outlines the progress in implementing the requirements of the Welsh Language Standards. In line with Standard 158, the report must be published by 30 June 2021.

### **Background**

The Welsh Language (Wales) Measure 2011 sets out a legal framework which places a duty on Ceredigion County Council to comply with Standards relating to the Welsh Language. The Council is required to publish an annual report, for the attention of the Welsh Language Commissioner, to outline its progress, and the attached report focuses on the period 1 April 2020 - 31 March 2021.

Five Main Standards representing a total of **167** sub-standards have been imposed on Ceredigion County Council, with an initial implementation date of 30 March 2016. The full list of Standards with which Ceredigion County Council is required to comply is available on the Council's corporate website and on Cardinet for members of staff.

The report states the steps taken to conform with the requirements of the Standards and the actions have been set out under the following 5 headings:

- **Service Delivery Standards**
- **Policy Making Standards**
- **Internal Operational Standards**
- **Promotion Standards**
- **Record Keeping Standards**

### **1. Main Achievements**

Further details can be found in the Annual Report, but here are some of the Key Achievements during 2020-21

- Innovation, adapting quickly to the Coronavirus epidemic, by developing technology, creating new means of effective bi-lingual communication
- Promoting an awareness of Welsh services through Clic creating a Welsh Language Standards Guide, and producing a quick guide Welsh Language Standards digital posters
- Preparing a report 'Opportunities to Use Welsh during Lockdown' with the co-operation of the Bilingual Futures Forum
- Publication of a 'Covid Terminology' document

- Multiple press releases, social media posts, banners, posters etc. informing the public about the pandemic
- Virtual activities including Diwrnod Shwmae, St David's Day and Welsh Language Rights Day
- Celebrating success in the Work Welsh Awards of the National Centre for Learning Welsh

## **2. Performance Indicators**

As part of the Monitoring Report, the Welsh Language Commissioner expects that the Council to provide evidence against each performance indicator, as follows:

### **Staff's Language Skills**

Number of staff with Welsh Language Skills, by ALTE level, during the year in question

The ability of Council Officers to speak Welsh is as follows

- 33% (668) of Council staff can speak Welsh fluently (ALTE Level 5), however their ability to write fluently in Welsh drops to 25% (509)
- 62% of Council staff can conduct an oral conversation in Welsh – staff who self-assessed their skills to be between levels 3 and 5
- 4% of the workforce have no Welsh language skills at all

### **Recruiting to vacant posts**

Number of posts advertised during the year which asked for Welsh language skills, by ALTE level:

- 286 new or vacant posts were advertised during the year
- 50% of the posts were advertised at level 3, not necessarily with fluent skills but with the ability to hold an everyday conversation in Welsh.
- Circa 15% of the posts were advertised at level 5, which requires fluency in Welsh.
- In addition this year, the number of applicants requesting an interview through the medium of Welsh was measured, and it is noted that this figure is circa 18%.

### **Training - Learning or Improving Welsh language skills**

Number of staff who attended training courses either to learn or to improve their Welsh language skills:

- 70 members of staff are currently attending virtual Welsh language learning courses: 12 attending 'Mynediad' (entry level), 31 attending a Foundation Course, 12 attending an Intermediate Course and 15 attending an Advanced Course
- 9 members of staff have attended an Improved Written Welsh Communication Skills course
- 11 members of staff have attended Language Awareness and Welsh Language Standards Training
- A total of 1896 Council staff have completed a Language Awareness e-learning programme since its launch, with 476 completed in the last 12 months
- 143 members of staff have completed the Council's Induction Programme which includes an element of language awareness.

### **Welsh-medium Training Provision**

Number of staff who attended Council training courses through the medium of Welsh during the year

- 109 attended a Welsh-medium Safeguarding Workshop Training
- 31 attended a Welsh-medium Level 2 Safeguarding and Child Protection Training
- 7 attended a Welsh-medium Microsoft Teams Presentation Training.

A number of training sessions have been postponed due to the pandemic, including face-to-face sessions which is reflected in the above figures, however a significant number of staff have completed e-learning training through the medium of Welsh during the year.

#### **Complaints by members of the public**

Number of complaints received relating to the Welsh language

During the reporting period, no complaints were received directly, however 1 complaint was received via the Welsh Language Commissioner concerning automatic correspondence in English only to an online service, and the Council was asked to take further action to ensure compliance.

### **3. Priorities for 2020-21**

Here's a list of some of the priorities:

- Develop a plan to refresh the 'Iaith ar Waith' pages on the Council's intranet, include current guidelines, and develop support material to support staff to use the Welsh language.
- Introduce a scheme that recommends improvements to fulfill the Welsh Language Standards requirements – use the Welsh language internally and promote the concept of a bilingual workplace
- Co-ordinate and support Ceredigion Language Strategy actions, and develop a plan that assesses the impact of implementing the Strategy on the state of the Welsh language in Ceredigion
- Co-ordinate a project group to develop a 'Welcome Package' to try and integrate incomers into the world of work, derived from the Bilingual Futures Forum
- A project to facilitate awareness of culture and Welshness in residential homes
- Review Policy Standards requirements, to ensure use of the Welsh language is included in the action plans of all Council services, and identify opportunities to use the Welsh language in all policy decisions

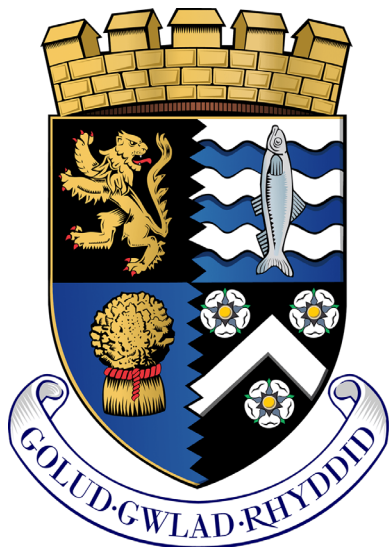
### **Recommendations**

- Receive the Annual Monitoring Report of Ceredigion County Council's Welsh Language Standards (2020-21)
- Recommend that the full report be presented to the Council's Cabinet for approval and then publication on the Council's corporate website.

**Contact Name:** Carys Lewis Morgan (with support from Nia Jones)

**Post:** Welsh Language Policy Officer

**Date of Report:** 10.05.2021



Cyngor Sir  
**CEREDIGION**  
County Council

**Welsh Language Standards Annual  
Monitoring Report**

**April 2020 – March 2021**

**Cymraeg**

Author: Carys Lewis Morgan, Democratic Services

Publication Date:

Language Committee: 17/05/2021

Approved by the Cabinet: 15/06/2021

This report is available in Welsh and English.

We can provide this report in other formats on request. Please contact the Language Policy Officer as noted below:

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## **SECTION 1: Context**

The Welsh Language (Wales) Measure 2011 sets out a legal framework which imposes a duty on Ceredigion County Council, among other institutions, to comply with Standards relating to the Welsh Language. The purpose of the Standards is to:

- Provide greater clarity to organisations about their duties regarding the Welsh Language
- Provide greater clarity to Welsh speakers about the services they can expect to receive in Welsh
- Ensure greater consistency of Welsh language services and improve their quality

The Welsh Language Standards impose a duty on Ceredigion County Council under which:

- the Council must not treat the Welsh language less favourably than the English language
- the Council must promote and facilitate the use of Welsh, making it easier for people to use their Welsh language skills in their everyday lives.

Five Main Standards representing a total of **167** sub-standards have been imposed on Ceredigion County Council through a Compliance Notice, with an initial implementation date of 30 March 2016. The full list of Standards Ceredigion County Council is required to conform to is available on the Council's corporate website, here is the link on our website:

[Welsh Language - Ceredigion County Council](#)

It is acknowledged that the process of implementing the Standards is ongoing, with the aim of ensuring the requirements are mainstreamed naturally into the work of the Council and that Welsh services are available automatically. The Council is committed to continuing to achieve improvements, and operating to ensure it fully meets the Welsh Language Standards requirements

### **Purpose of the Report**

This is the fifth full year of implementing the Welsh Language Standards in accordance with the Welsh Language (Wales) Measure 2011. This Annual Report must be published by 30 June, in accordance with Standards 158 and 164. The Report notes how the Council has complied with the following categories of Standards:

- Service Delivery Standards
- Policy Making Standards
- Internal Operational Standards
- Promotion Standards
- Record Keeping Standards.

The report also presents data on the required performance indicators, namely:

<b>Staff Language Skills:</b> Number of staff with Welsh Language Skills, by ALTE level, during the year in question
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<b>Recruiting to vacant posts:</b> Number of posts advertised during the year which asked for Welsh language skills, categorised by ALTE level
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<b>Learning or Improving Welsh language skills Training:</b> Number of staff who attended training courses to either learn or improve their Welsh language skills
<b>Welsh-medium Training Provision:</b> Number of staff who attended Council training courses through the medium of Welsh during the year
<b>Complaints by Members of the Public:</b> Number of complaints received relating to the Welsh language

### **Arrangements for Monitoring Compliance**

The information collected and included in this report is the result of continuous monitoring of its services by the Council.

Strategic responsibility for the Welsh Language lies with the Democratic Services. The Corporate Lead Officer is Lowri Edwards and the Lead Political Member is the Leader of the Council, Councillor Ellen ap Gwynn. The operational work of dealing with Welsh-language matters lies with the Welsh Language Policy Officer, Carys Lewis Morgan. The Welsh Standards' Monitoring Report is scrutinised by Members of the Language Committee, who recommend proposals to the Council Cabinet. The report will be published on the Council's Website, moreover the report will be included as part of the Lead Group's Agenda.

#### **Language Committee:**

The Committee provides a political direction for promoting and facilitating the use of Welsh in Ceredigion and support its endeavours to improve the use of Welsh throughout the organisation. The Committee includes 6 Elected Members that represent the political parties, and the Leader of the Council, Councillor Ellen ap Gwynn is responsible for chairing the Committee. The Committee may require any member or officer of the Council to attend to answer questions and it may invite others to attend Committee meetings. The Committee holds quarterly meetings. As well as Standards Compliance, the committee receives reports on the Strategic Framework More Than Just Words, the Welsh in Education Strategic Plan, and the activities of Cered and Theatr Felinfach in promoting and facilitating the language. This Committee recommends proposals to the Council's Cabinet.

#### **Bilingual Futures Forum:**

The Bilingual Futures Forum was established to support the implementation of the Ceredigion Language Strategy. The Ceredigion Language Strategy outlines how the Council's services, along with partner organisations, will collaborate to promote the Welsh language and facilitate its use more widely in the County. The Forum also allows for an inclusive discussion on the benefits of the Welsh language, it facilitates information sharing and best practice and develops co-operation for the benefit of the Welsh language. The membership includes the partner organisations of the Ceredigion Public Services Board as well as a variety of organisations from across the County, that are committed to the vision of a truly bilingual Ceredigion. The Forum is chaired by the Leader of the Council, Councillor Ellen ap Gwynn. During the next Implementation period, it is intended to establish work streams, in order to organise smaller groups that can address the 3 Strategic Aims recognised in the 2018-23 Ceredigion Language Strategy.

#### **Self-regulation**

In his Assurance Report 'Bridging the Gap' the Welsh Language Commissioner places an expectation on the Council to self-regulate its performance against the requirements of the

Welsh Language Standards. Once again, with the Lead Group's consent, we reviewed a selection of Standards which deal with service provision, as well as some of the Operational Standards dealing with internal administration. All Corporate Lead Officers were asked to score their services against aspects of the Welsh Language Standards, to try and gauge current compliance. The main finding was that the Council is performing quite well against the requirements of Standards pertaining to providing primary services, i.e. users can be confident of receiving services over the phone, written services, and planned services in Welsh. Users are less likely to be able to receive more personal services or face-to-face services in Welsh. This finding is in line with national findings collated by the Welsh Language Commissioner: 'Bridging the Gap' Assurance Report.

The performance gauging exercise provided a good follow-up opportunity to undertake a thorough review of our current situation against Welsh Language Standards requirements. Since the Council received the Welsh Language Standards Compliance Notice in 2016, The Welsh Language Commissioner's Office has published a large number of guidelines along with a Practice Code, that interprets some of the standards, and provides more detail and advice on achieving the Standards requirements. We have proceeded to draw up a discussion paper along with a draft action plan, to determine the Council's strategic direction in the coming years, by further implementing the Welsh Language Standards requirements. We will hold internal discussions on the action plan during the next period. This work will also be interwoven with the seven strategic aims the Council has already committed to through its Welsh Language Policy Statement, published in December 2017. See link to Policy Statement below:

[Policy Statement and Rights on - Ceredigion County Council](#)

## **Section 2: Executive Summary**

This year has been a year of responding to events, as the unprecedented Coronavirus, Covid 19 crisis affected all our activity. But it has also been a year of innovation, with the Council having to adapt quickly, and thereby taking advantage of a number of new opportunities. By March 23<sup>rd</sup> 2020 the whole organisation was working from home; a senior management team had been established, to make real time decisions as well as ensuring the Council had effective communication methods. The Council has made astounding changes by using technology for the purpose of providing services; moreover MS Teams has been introduced across the organisation to ensure the continuation of efficient internal communication. By discovering alternative methods of providing services the Council has succeeded in maintaining most of its essential activities for customers, safely, through this new way of working.

During the crisis Ceredigion County Council has acknowledged that there has never been a more important time for Welsh language speakers to receive services in their mother tongue; when considering social distancing, the lack of face-to-face contact and the impact this has on people's health and wellbeing. In such a situation being able to communicate in your natural language promotes a familiar sense of belonging and sustains you during dark times. Therefore, during the lockdown, the Clic Customer Care Service has operated as a single point of entry to Council services, either over the phone or digitally; and service users are given the choice of contacting the Council in Welsh or English. Moreover, we have been promoting awareness of the Welsh language services offered by the Council and inhabitants are informed of their rights to receive services through the medium of Welsh.

However, it is a concern that public social and cultural withdrawal is having an impact on our use of the Welsh language across the County. It is very possible that many people will not see, hear or speak Welsh for long periods, and this can have an adverse effect on the Welsh

language. We are concerned that the pandemic could delay our plans, and our ability to fulfil the aim of the Ceredigion Language Strategy. This echoes the national concern expressed by Aled Roberts, The Welsh Language Commissioner “The crisis has had a far-reaching impact on the language. I’m worried the pandemic could have an effect on the aim of ensuring a million Welsh speakers by the year 2050”

## Promoting and Facilitating Use of the Welsh Language

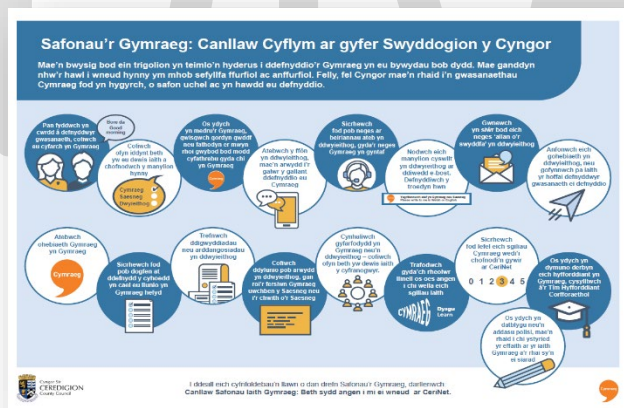
We have taken a number of actions to promote and facilitate the use of the Welsh language during the reporting period, outlined below:

### Welsh Language Standards Guide: What I have to do:



To ensure all staff are aware of the Service Delivery Standards, we have been distributing a guide that provides guidance on providing Welsh language services. Every Corporate Lead Officer and Corporate Manager has a duty to ensure their services comply with the requirements. To coincide with the launch we created a video, and this video is now used in induction sessions to provide information on the operational requirements of the Welsh Language Standards.

### Posters: Welsh language Standards Quick Guide for Council Officers



Posters have been produced and are available on CeriNet (the intranet) for downloading. The posters are a useful tool to jog the memory with regard to Welsh Language requirements. Because everyone now works from home, it is a simple method for reminding staff of their duties to make use of the Welsh language.

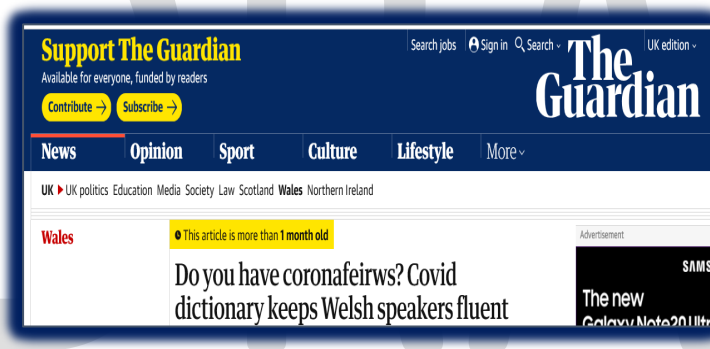
### Report: Opportunities to use the Welsh Language during Lockdown

Following the concerns of Bilingual Futures Forum members regarding the impact of the crisis on our use of the Welsh language, evidence was collected on how organisations and societies have set about significantly rethinking their ways of operating and providing services and events in Welsh for our inhabitants.

This report is a golden opportunity to share some of the new opportunities that have arisen as a result of the pandemic, thereby raising awareness of the importance of giving the Welsh language a central position.



**Covid Terminology Document.** At the request of several services within the Council as well as individual organisations, some of the new terms coined during the Coronavirus period were collected and collated into one document. The pandemic period has been one of changing practices, and inevitably, when communicating messages and key directives, new words have been coined and standardised as part of everyday language, and these words are just as

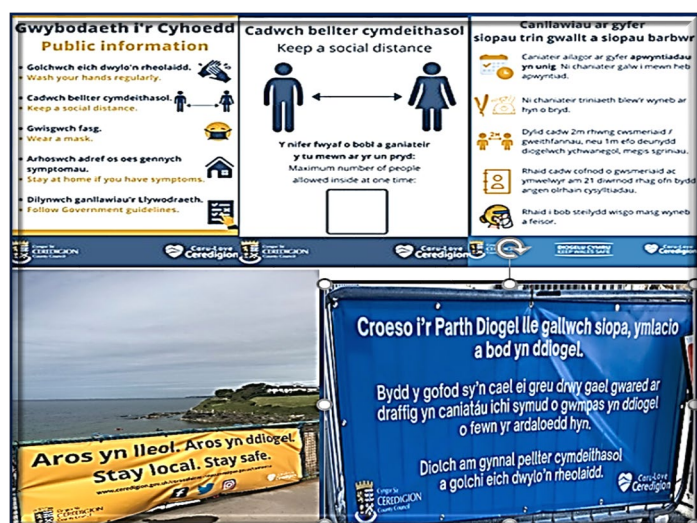


important in the Welsh language when communicating key messages. The document received a great deal of attention in the media, even reaching the press in England. The aim is for the document to be publically available on the Council's website, so that Council

officers and officers of other organisations, including the County's residents, can make use of the document, ensuring the new vocabulary is as convenient in Welsh and English. Searches can be done from Welsh to English or English to Welsh. See link to document below:

[COVID-19 Terminology: English - Welsh \(ceredigion.gov.uk\)](https://ceredigion.gov.uk/covid-19-terminology-english-welsh/)

## Press Service



160 bilingual press releases dealing with the coronavirus pandemic have been distributed during the year.

Also, approximately 10 different bilingual banners have been created to be displayed in towns across the County, informing the public of the rules. A large number of bilingual posters have been created for businesses to help them deal with the crisis.

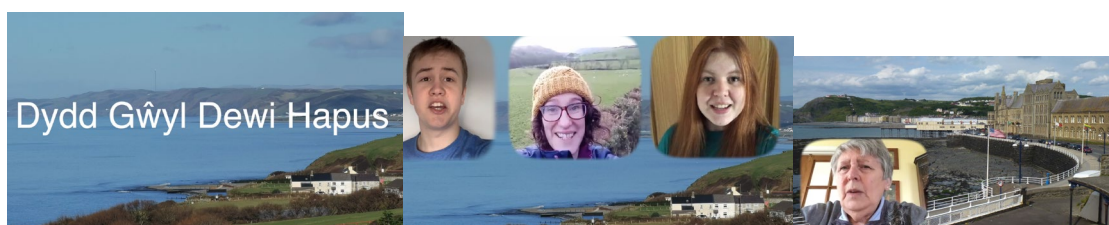
We have been using landmark events to raise awareness during the year.

### Shwmae Day 2020

As well as informing people of the wide range of methods available for learning Welsh and encouraging its use; we held a photography competition, asking members of staff and the public to create the word Shwmae from any material of their choice, sending a picture of their masterpiece for our attention. A number of very creative entries were received, and subsequently the Cardi laith service created a video to exhibit the winners' entries.



### Saint David's Day 2021



On Saint David's Day we launched a video stating why Ceredigion's residents wish to speak Welsh when contacting the Council. We also launched a challenge to raise the spirits of Ceredigion's residents; namely to encourage as many people as possible to make a video of themselves throwing a leek - throwing it far, high, quickly or in any amusing way, to put on social media.

### 'I have the right' campaign

On December 7th 2020, for the second year running, public organisations across Wales worked with the Welsh Language Commissioner to hold 'Welsh Language Rights Day'. This is a day to celebrate the Welsh language services that organisations offer, and the rights that people have to use the Welsh language when dealing with them. It was an opportunity to promote Welsh language services and to try and increase the number that choose to use it. The date was chosen to mark the date that the language legislation was passed by the Senedd in 2010. The aim is to make this an annual campaign. We created a short video noting the

rights, posting it on our social media, as well as sharing internal messages with our staff noting their various rights.

### **Success in the Work Welsh Awards of the National Centre for Learning Welsh**

The Council is delighted with the success of our teaching Welsh to staff provision, and received recognition on a national level, winning 3 awards as follows:

- 1st - Learner who made the best progress at Foundation+ levels
- 2nd - Foundation+ Learner who makes the best use of Welsh in the workplace
- 2nd - Work Welsh Tutor of the Year

## **SECTION 3: Compliance Arrangements**

### **Compliance with Service Delivery Standards (Standards 1-87)**

This set of standards identifies how the Council is required to use the Welsh language in different situations so that Welsh speakers can have unhindered access to Welsh language services; for example, when sending correspondence, dealing with phone calls, providing on-line or face-to-face services.

To comply with the category of Standards dealing with service provision, the Council has taken the following actions:

<b>Standard Number</b>	<b>Standard Requirement and Overview of steps taken to comply</b>
7,64,67,68	<b>Proactive Proposal Provision</b> <ul style="list-style-type: none"> <li><i>laith gwaith</i> badges are available for all Welsh Speakers or those who are learning Welsh, to let service users know they can use the Welsh language.</li> <li>The electronic phone directory exhibits <i>laith gwaith</i> badges opposite all Officers who can communicate in the Welsh language.</li> <li>Corporate headed paper as well as the Council's external e-mail includes a statement welcoming the use of the Welsh language</li> <li>When reception areas are open. <i>laith Gwaith</i> posters are exhibited in every reception area, and workers who speak Welsh and Welsh learners wear the <i>laith Gwaith</i> lanyard and/or badge.</li> </ul>
1-7 8-22 37+38 40-49 50-51 69-70	<b>Providing face-to-face, over the phone, or written services.</b> <ul style="list-style-type: none"> <li>The Clic customer care service provides a language choice from first contact, and every member of the team has received instructions on providing the service in the Welsh language.</li> <li>The Clic service records language choice, but during the next period consideration will need to be given to how the Council's other services record language choice.</li> <li>The Guidelines and staff instructions on complying with Welsh Language Standards have been published and shared.</li> <li>Training sessions were provided for staff on language awareness and Welsh Language Standards requirements</li> </ul>

	<ul style="list-style-type: none"> <li>There is a designated page on the Council's intranet, namely 'laith ar Waith' that provides support for staff to use the Welsh language, however this will be updated and improved during the next reporting period.</li> </ul>
24-29 30-38 87	<p><b>Holding meetings and organising public events</b></p> <ul style="list-style-type: none"> <li>The Council's established practice is to hold the Council's Democratic meetings in the Welsh language (80% of the Council's Democratic meetings are <b>Chaired</b> through the medium of Welsh). There is a simultaneous translation service at all of the Council's Democratic meetings to facilitate language use.</li> <li>Apart from the Democratic meetings, the Council organises many meetings with individuals, members of the public and officers of other organisations, and a guide on conducting meetings, outlining Welsh Language Standards requirements has been published and shared.</li> <li>Guidelines will need to be refined during the next period on meetings arranged with individuals, especially meetings involving a person's wellbeing.</li> </ul>
38, 40, 47-51	<p><b>Agendas, Minutes and other Public Documents</b></p> <ul style="list-style-type: none"> <li>Producing agendas, minutes and supplementary papers for Cabinet and Scrutiny Committees in Welsh and English is established practice, and these are all available on the Council's corporate website.</li> <li>The Council has adopted the principle that publishing a document for public use is not allowed unless a completed version is available for simultaneous publication in English and Welsh.</li> <li>If it is necessary to produce a Welsh and English document separately, a disclaimer is required stating 'This document/form is also available in Welsh.'</li> </ul>
52 55-56 58-59	<p><b>Websites, apps and on-line services, together with use of social media</b></p> <ul style="list-style-type: none"> <li>Website content is managed by the IT Service to monitor quality, and no information can be published until both a full Welsh language and English language version are available.</li> <li>The Council's main social media account is managed by the Press Team, with separate English language and Welsh language accounts.</li> <li>'Social Media Editorial and Administrative Policy' has been widely shared, which also explains how to facilitate the use of the Welsh language.</li> <li>To raise awareness and encourage use of the Welsh language the following has been achieved: <ul style="list-style-type: none"> <li>On the twitter and facebook message profile there is a link to the Welsh language stream from the English language page.</li> <li>A message is sent to the Council's facebook English language pages every quarter noting that the stream is available in Welsh</li> </ul> </li> </ul> <p><b>Facebook Account:</b> 1,868 Welsh language account followers; 13% of all followers; 650 more followers since March 2020.</p> <p><b>Twitter Account:</b> 2,458 Welsh language account followers; 29% of all followers; 126 more followers since March 2020.</p> <p><b>Instagram Account:</b> bilingual: 1,074 followers</p>
61-63,70	<p><b>Signs and Notices</b></p> <ul style="list-style-type: none"> <li>All Council signs are bilingual, with the Welsh language text placed so that it is likely to be read first</li> <li>All notices have been published bilingually during the pandemic, including on the radio, in the paper, in a monthly advertisements paper, on digital screens, banners and web pages.</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>160</b> bilingual press releases pertaining to the coronavirus pandemic have been shared during the year.</li> </ul>
71-75 94	<b>Awarding Grants</b> <ul style="list-style-type: none"> <li>• The policy for awarding community grants has been amended to include Welsh Language Standards requirements and published on the corporate website.</li> <li>• The criteria attached to all community grant applications require evidence of opportunities to use the Welsh language</li> </ul>
76-80	<b>Awarding Contracts</b> <p>Work is ongoing with the procurement service to ensure Welsh Language Standards requirements are incorporated when contracting or commissioning a service. The service can advise officers on the type of clauses they need to include when commissioning or contracting work to ensure compliance.</p>
84 a 86	<b>Education Courses open to the public</b> <ul style="list-style-type: none"> <li>• A <b>9 Step</b> guide has been shared with the Dysgu Bro Service (Adult Community Learning Service) and the Leisure Service to help the services assess the level of demand for the course in the Welsh language.</li> <li>• Service users are asked if they wish to do the course in the Welsh language when registering.</li> </ul>
81 -82	<b>Raising Awareness of Welsh Language Services</b> <ul style="list-style-type: none"> <li>• Information on all Council services is available bilingually on the Council's website.</li> <li>• There is a document on the website noting the Standards with which the Council is required to comply.</li> <li>• The Council's Policy Statement is also available to download from the Council's website, noting the Council's commitment to supporting the Welsh language and culture, ensuring its services and activities promote the use of the Welsh language across the County.</li> <li>• The Council has organised campaigns providing information about the Welsh language services available, using specific days to do so eg: Shwmae Day, Saint David's Day and Rights Day.</li> </ul>

### **Compliance with Policy Making Standards (Standards 88-89)**

**Policy Making Standards** - focusing on completing a Welsh language impact assessment when making policy decisions, and taking positive action to promote the use of the language.

In order to comply with the policy making category of the Standards, the Council has taken the following actions:

<b>Standard Number</b>	<b>Overview of actions taken to comply</b>
88-90 94	<b>Developing or Renewing Policies:</b> <ul style="list-style-type: none"> <li>• The impact of all policy decisions must be assessed on the ability of Welsh speakers to use the Welsh language, and to do this, we have developed an Integrated Impact Assessment template and guidelines. The impact assessment template reflects the requirements of the Well-being of Future Generations Act, the Equality Act, as well as Welsh Language legislation.</li> </ul>

	<ul style="list-style-type: none"> <li>The Impact Assessment document must be presented with all policy documents considered by the Council's Cabinet – this provides a guarantee that considerations relating to the Welsh language have been taken into account when drawing up the document; and that mitigation measures have been identified to address any negative impact on the Welsh language.</li> </ul>
92-93	<b>Conducting Public Consultations</b>
	<p>Officers are required to (i) assess the impact of the consultation decision on the use of the Welsh language, and (ii) seek public opinion on any impact of the proposed decision on the Welsh language.</p> <ul style="list-style-type: none"> <li>In order to support officers to implement the requirement, we have developed a set of questions that may be used when undertaking any consultation.</li> <li>We have also established a procedure requiring that the first step of any consultation project involves contacting the Engagement and Equality Officer to ensure corporate control.</li> </ul>
95-97	<b>Conducting research exercises</b>
	A guide has been published on CeriNet on seeking opinion on the use of the Welsh language in any research work.

### **Compliance with Operational Standards (99-144)**

The set of **Operational Standards (98-144)**, deal with the way the Council uses the Welsh language internally, and provide employee rights with regard to receiving their Human resources service in their chosen language. The set of Standards require the Council to consider methods of increasing and facilitating the use of the Welsh language internally, to contribute to the Welsh Government's vision of seeing more people speaking and using the language from day to day.

To comply with the category of Standards relating to operating internally the Council has taken the following actions:

<b>Standard Number</b>	<b>Overview of action taken to comply</b>
98	<p><b>Internal Policy to Facilitate the Use of the Welsh Language</b></p> <p>The Council has developed a policy to promote and facilitate the use of the Welsh language in internal administration, and this document has been published on Cardinet (the Council's intranet). Also, managers and staff have been informed of the Operational Standards and workers' rights.</p>
99-104	<p><b>Providing employment documents in the Welsh language</b></p> <ul style="list-style-type: none"> <li>The Human Resources Service produces employment contracts bilingually.</li> <li>Staff are asked in which language they would like to receive personal correspondence relating to employment.</li> <li>Council staff are given a choice when accessing the human resources digital system; in accordance with this staff can book leave, record absence from work and flexible hours in the Welsh language.</li> </ul>

	<ul style="list-style-type: none"> <li>Annual appraisal documents are available in the Welsh language, the HR service also works to ensure the form works digitally.</li> </ul>
105-111	<b>Providing HR Policies in the Welsh Language</b> All Human Resources policies are provided bilingually to staff on Cerinet (the Council's intranet)
112-119	<b>Grievance and disciplinary procedure</b> The grievance and disciplinary procedure policy informs staff that they have rights to use the Welsh language
120-126	<b>The intranet and ICT resources</b> <ul style="list-style-type: none"> <li>CeriNet, the Council's intranet is completely bilingual.</li> <li>Newyddion HR News is presented in both Welsh and English, and staff can choose their preferred language for correspondence.</li> <li>A designated page is available on CeriNet to support staff to use the Welsh language at work. This will be updated during the reporting period</li> <li>Cysgliad software, to check Welsh language spelling and grammar is available on every computer.</li> </ul>
127	<b>Assessing Workforce Language Skills</b> Staff language skills are recorded during the recruiting process and annual appraisal. A record of language skills is kept on CeriNet. An analysis of workforce language skills results for the reporting year can be found in Section 4, and a full language skills report in Appendix 1.
128-133	<b>Standards pertaining to developing Welsh language skills through planning and training the workforce</b> <ul style="list-style-type: none"> <li>Through partnership with the National Centre for Learning Welsh, a Work Welsh Tutor is employed to provide Welsh language learning training at various levels.</li> <li>Training is provided to develop and raise the confidence of Welsh language speakers, to encourage them to use the Welsh language at work.</li> <li>The induction training refers to the requirement of complying with Welsh Language Standards.</li> <li>Language awareness training along with operating Welsh Language Standards is available for staff</li> <li>Arrangements are in place so that staff can apply to do corporate training courses through the medium of Welsh; we will work to improve the provision during the next reporting period.</li> </ul> An analysis of workforce training results for the reporting period can be found in Section 4.
134-135	<b>Wording and logo for staff e-mail signature</b> Directions on placing the <i>iaith gwaith</i> logo on e-mail signatures, placing a bilingual address, as well as suggestions for placing bilingual out of office messages were distributed to staff.
136-137	<b>Recruiting and appointing</b> <ul style="list-style-type: none"> <li>Recruiting Managers are required to assess the ALTE Level requirement for every post, and provide the rationale for the assessment result as part of the Permission to Fill New Posts.</li> <li>The skill level required for the 4 skills (listening, speaking, writing and reading) is included in the job description.</li> </ul>

	<ul style="list-style-type: none"> <li>• Basic courtesy skills in the Welsh language are essential for all new posts within the Council. All successful candidates must attain at least Level 1 within 6 months of their appointment, and will be supported in doing so.</li> <li>• In cases where it was not possible to appoint an officer that met the requirements in full, a clause is placed in the employment contract regarding the commitment needed to attain the expected Welsh language skills.</li> </ul>
137-140	Application Forms and Job Interview Arrangements
	<ul style="list-style-type: none"> <li>• Application forms are available bilingually through the Ceri e-recruitment electronic system, and an applicant can apply for any post in their chosen language.</li> <li>• Interview offer letters provide a space for individuals to note if they wish to use the Welsh language in an interview.</li> <li>• The Council's Policy is to ensure that the Interview Panel includes at least one Welsh speaker; where this is not possible a simultaneous translation service is provided if the applicant has expressed a wish to use the Welsh language in an interview</li> </ul>
141-144	Exhibited signs and announcements in the workplace
	The Council's Policy is to place every sign (or announcement on audio equipment) bilingually, with the Welsh language text placed so that it is likely to be read first. This includes both temporary and permanent signs.

### **Compliance with Promotion Standards (Standards 145-146)**

Actions taken to comply with the Promotion Standards.

During 2018-19 the Council's new Ceredigion Welsh Language Strategy 2018-23 was published to promote the language in accordance with the requirements of the Standards. The Strategy sets out how the Council, along with other partner organisations (members of Ceredigion's Bilingual Futures Forum) will set about promoting the Welsh language and facilitating wider use of the language within the area, setting a target for increasing or maintaining the number of Welsh speakers. The vision is to see an increase in the number of Welsh speakers in Ceredigion by the 2021 Census, with the percentage rising from 47.3% to at least 48.5% (which equates to approximately 1,500 more Welsh speakers).

In line with this strategy, Ceredigion's Bilingual Futures Forum agreed to focus on 3 strategic aims, namely:

**Strategic Aim 1:** To maintain and increase the Welsh-language skills of the people of Ceredigion

**Strategic Aim 2:** To maintain and increase opportunities to use the Welsh language in Ceredigion

**Strategic Aim 3:** To create social conditions that enable the Welsh Language to thrive in Ceredigion.

A copy of the Action Plan can be found here:

[Welsh Language - Ceredigion County Council](#)

The Bilingual Futures Forum works to ensure achievement of the Language Strategy, and members include Council Officers, along with Officers from partner organisations that are committed to collaborating for the benefit of the Welsh language across the county. Due to the Covid 19 situation, the Council is concerned that the pandemic could hinder our plans, and

our ability to reach our target of increasing the number of Welsh speakers, as well as the number that use the Welsh language in Ceredigion, by the end of the current Strategy's lifespan. Because of this, the Bilingual Futures Forum members have consented to arrange working sub-groups to address the 3 Strategic Aims in the Language Strategy, and to look at specific projects. Also, following concerns that opportunities to use the Welsh language decreased during lockdown, we collected evidence and delivered a report based on the following points:

- opportunities to use the Welsh language during lockdown
- the challenges or obstacles
- plans for the adaptation phase, as well as the long-term recovery phase.
- consider what we can do better to increase opportunities to use the Welsh language

The report came to the conclusion that the biggest challenge is to ensure that digital poverty is addressed. Training programmes need to be arranged to reach residents that are technology shy. We must ensure that our activities are inclusive, and that more attention is paid to Welsh-medium provision for more elderly people in our society; as well as ensuring that children and young people get alternative social opportunities during lockdown.

2020-21 Ceredigion Language Strategy's main achievements under Covid-19 circumstances.

### **Strategic Aim 1: To maintain and increase the Welsh-language skills of the people of Ceredigion**

This reporting period encompasses an enormously challenging period for our Education Service, whilst trying to cope with the pandemic situation, and adapting quickly to alternative procedures. Staff and pupil welfare was the main priority at the start of the lockdown, with the authority establishing care centres for the children of key workers and the most vulnerable children in society. Most of these were operating through the medium of Welsh. Many of the authority's officers and workforce were relocated to manage and also staff these centres. During lockdown there was a need to respond continuously to a rapidly changing situation, supporting schools to provide resources and various measures for their pupils to learn remotely.

During this period, the service has also been working diligently to fulfil pledges made in its Welsh Language Strategic Plan in Education; and to this end is working to prepare a new Strategic Plan for the 2022-2033 period, which builds on the good work already in place. The service's vision is that all children are given opportunities to develop into confident bilingual citizens that pride themselves on their Welsh language culture and Welshness.

In line with the pledges set out in Ceredigion's Welsh Language Strategy the service has been focusing on increasing the use of the Welsh language across its range of services. Since 1<sup>st</sup> September 2019 the service has appointed a Welsh Language in Education Development Officer, with responsibility for strategic leadership on the Schools Language Charter. The aim of the Language Charter is to positively influence children's social use of the Welsh language; in short, to get the children to speak Welsh naturally amongst themselves. There are a total of 39 Primary Schools in the County, and success with regard to attaining the language charter to date is as follows:

#### **Second Language Primary Schools:**

Working towards Bronze: 1 school  
**School**



#### **Lifelong Learning**

Reached Bronze level: 1 school  
3

Reached Silver level: 3 schools

Welsh language Schools

towards Bronze: 3

Reached Bronze level: 14 schools

Working towards Silver: 10 schools

Reached Silver: 7 schools

Working towards Silver

Secondary Schools

Working

Reached Bronze level: 1

Another key project was the launch of the Cardi Iaith facebook page on Shwmae Day 15 October; aimed at promoting the Welsh language socially, celebrating the Language Charter's successes and offering opportunities and resources to children, young people and parents during lockdown. The site has 958 followers and 913 likes so far. A Cardi Iaith Eisteddfod was held, and national days were celebrated e.g Wales Music Day on the digital platform, amongst various other activities to generate interest in using the Welsh language.



The Service has maintained 3 language centres. Canolfan y Castell in Cardigan and Canolfan y Felin in Felinfach provide lessons for primary latecomers. The other centre (established for some time at Ysgol Bro Teifi) supported those pupils who either needed to practise skills or were slower in acquiring the language. However due to the pandemic crisis, plans had to be changed quickly to create a central location to support pupils via MS teams during the lockdown. Eighteen primary latecomers and 29 Secondary pupils were supported using this system.

As the situation continued and with more latecomers coming to our schools in September, it was realised that it would not be possible to run a new face-to-face centre, therefore, following the same principles, small groups of pupils were established through MS Teams. These groups were much smaller than the face-to-face groups but it was possible to group the pupils by age which was beneficial. 44 pupils are benefitting from the scheme. Parents' quotes:

"Yes, it has been a good and fun way of learning language patterns."

"My child has benefitted greatly from the on-line lessons."

"Yes, extremely beneficial. The pupil has gained confidence by talking to peers and improving her understanding in the classroom. She is very happy to respond in Welsh first in the class now."

Note that the education service is of the opinion that this system cannot be compared to the face-to-face immersion system. The progress and pace of this development is not as good at confidence building as using suitable patterns in a safe environment where everyone is together in the same place. However, considering the restrictions, the latecomers course has allowed pupils access to the Welsh language, and has helped schools to support pupils during a very difficult period.



The service has already published and widely distributed the 'Byw a Bod' guide, which provides information about living through the Welsh language and bilingually in Ceredigion. Below is a link to the Byw a Bod video which has been a successful tool in encouraging parents and pupils to receive Welsh-medium education and to ease any concerns. This was shared with pupils, parents and schools at the start of the course.

<https://youtu.be/-5-YpvvL2vg>

## **Strategic Aim 2: To maintain and increase opportunities to use the Welsh language in Ceredigion**

Following restructuring within Ceredigion County Council, a Culture Service was created, to co-ordinate community work by promoting culture together with the Welsh language across the County; Menter Iaith Cered, along with Theatr Felinfach are part of this new fabric, as well as other cultural organisations the Council supports. 2020-21 was a challenging period for the Culture Service and like every other Service they were forced to review and re-assess to find new ways to meet the needs of audiences and continue to promote the Welsh language and culture. Following the closure of all centres at the start of April we set about planning to create a digital provision to try and cater for people of all ages.

One of CERED's important developments was creating a Facebook page in collaboration with Menter Iaith Sir Benfro. The aim was to create a joint weekly activity timetable, to avoid duplication and share expertise. Over the past year the "Cica Corona" page has published a full timetable of activities every week with a wide variety of activities for all ages. Those activities were also shared on CERED's Facebook page. The provision included items offering interesting facts, competitions, fun activities, games and puzzles. The page has continued to be popular throughout the year.

Over the year the Cica Corona Facebook page has attained a reach of 103,020 and 1,305,662 hits and CERED's page has attained a reach of 14,080 and 293,756 hits.

Also, the Cica Corona page was the basis for live activities through Zoom, including activities for families and children under 4-years-old, namely Siani Sionc and Do Re Mi sessions, and sessions for children, including Gwener Grwfi, Sesiynau Disgo and Clwb Criw Creu, offering a variety of live, musical and creative activities.

Similarly, the Dychmygus digital platform was developed on Theatr Felinfach's social media pages, mainly for children and young people, but including some activities for adults and older people as well. A variety of activities such as Micro Dramas, Dance and Make-up Sessions and drama sessions were offered. +

Gŵyl yr Enfys (Rainbow Festival) was established during 2020 by the theatre – a digital festival that brought together over 20 various partners to contribute content on the following themes - Good Health Ceredigion, Creative Ceredigion, Ceredigion Communities and Celebrating Ceredigion. Welsh was the festival's main language, with some bilingual and

English language contributions. The festival reached more than 80,000 people through visits to the [gwyllyrenfys.cymru](http://gwyllyrenfys.cymru) website and to our social media pages.

For the older population, CERED has also offered participatory experiences through Zoom to bring people together to socialise through the Welsh language. That provision included:

- Theatr Soffa projects – an opportunity to bring people together with the aim of performing drama for audiences through Zoom. Two performances of *Under Milk Wood* in the Welsh language were held during the summer followed by a performance of three Welsh comedies “*Bynji Jymping*” in March this year.
- Discussion sessions through Zoom– *Dished am Ddau* (A Cuppa at Two) every day between April and July, providing an opportunity for anyone to join in a chat over a cuppa. Similarly, a discussion session for New Speakers in partnership with Penparcau Hub is held every Monday morning and these sessions are continuing.
- *Iwcazoomadwli* – The *Iwcadwli* orchestra has met through Zoom throughout the year.
- *Cwmni 'Rôl Cinio* (Company after Lunch) – interviews with well-known names every Thursday through Zoom published live on Cica Corona. A variety of guests included Mererid Hopwood, Adam yn yr Ardd, Eddie Ladd and Meleri Wyn James.

In a normal year one of the Theatre's highlights with regard to Welsh language provision is the Pantomime, consequently one of the biggest challenges this year was creating and broadcasting a digital community pantomime developed, scripted and performed by volunteers from the community. Despite the challenge of creating a digital version of a large, live show, it was a valuable experience for the cast and crew and attracted an audience of over 2,600 viewers.

The Helo Blod service has continued to offer advice and support to businesses on the use of the Welsh language through on-line meetings and various activities on CERED's social media pages. 46 businesses received intensive support from the local Helo Blod Officer and 159 businesses were referred to the Government's translation service.

Looking to the future and hoping there will be a way to start holding face-to-face activities again, the Service is planning for provision that builds on the successes of 2020-21, but taking into consideration the lessons learnt, namely:

- Digital provision is valuable and an opportunity to reach new audiences
- It is possible to create an exciting and innovative digital provision
- Digital poverty denies opportunities for some
- Some elements of the service's normal activity are difficult to offer digitally
- Digital fatigue can affect users and providers

We foresee that our provision for the future will be a combination of face-to-face and digital activity, ensuring a wide range of enjoyable and interesting opportunities to protect the use of the Welsh language across communities in Ceredigion.

### **Strategic Aim 3: Ensure social conditions that enable the Welsh language to thrive in Ceredigion**

#### **Boosting Ceredigion's Economy: A Strategy for Action 2020-35**

During December 2020 and January 2021 Ceredigion County Council consulted with residents and businesses on the draft Economic Strategy for the 2020 to 2035 period. The Economic Strategy notes the importance of the County's Welsh language and culture, setting out the role this could play in the county's economic development. This Strategy also supports our

objectives with regard to protecting communities, and ensuring a lively culture where the Welsh language thrives. The Strategy outlines actions to strengthen local skills, ensure good quality local employment, schemes for developing and supporting entrepreneurship, as well as strengthening digital connectivity. Essentially, this will be achieved by ensuring that those who speak Welsh have the confidence, skills and opportunities to develop businesses, work in higher quality jobs, and see Ceredigion as a thriving and energetic place to live and work.

### **Ceredigion County Council administered the Small Business Capital Grant (January to March 2021)**

The aim of the Small Business Capital Grant was to support new and current small businesses with their growth and/or recovery plans during the Covid-19 pandemic, by providing financial contributions towards capital expenditure. The grant scheme was funded by Welsh Government and delivered by Ceredigion County Council. As part of the grants award package, the Council decided to ask about language use; this step has been recognised as good practice by Welsh Government. Doing so provides an overview of the way companies make use of the Welsh language; and if the use is considered to be sparse they may subsequently be referred to the Helo Blod scheme.

### **Cynnal y Cardi Scheme**

The Cynnal y Cardi scheme continues to ask prospective applicants how their proposed plans will contribute towards promoting and facilitating the use of the Welsh language. Here is a summary of some of the successful projects:

- 'Prosiect Fory' is led by Radio Beca and aims to create Community Broadcasting groups in the traditional Welsh language localities of Pembrokeshire, Carmarthenshire and Ceredigion. It has enabled the development of discussion groups which have stimulated discussions on many aspects that affect Ceredigion's rural communities.
- Creating on-line digital resources in order to continue to provide support for Service users (i) to Pilot digital courses on woodland e.g. Managing Sustainable Woodland, Forestry Work (ii) to pilot digital seminars for professional health workers on green social prescribing to improve communication and learning on the subject, as well as creating on-line resources that can be widely shared and used in the future.
- Collaborating with organisations that are looking to develop community buildings for community ownership - buildings that could be threatened with closure. In this respect support is needed to identify the possibilities of developing a community initiative. This will contribute to the sustainability and viability of our rural communities, with language and culture being at the heart of the proposed schemes.
- Learning from areas and sharing good practice in a linguistic and cultural context. It was intended to visit Cornwall in 2020 to learn and discuss some themes, namely 'Housing, Language, Work', in an area which is similar with regard to rural policy and tourists. Unfortunately, because of Covid it had to be postponed, but the intention is to re-organise for Autumn 2021.

### **"Connect Ceredigion"**

A scheme partly funded by Cynnal y Cardi and Growth and Enterprise Area to employ a Digital Development Officer for Ceredigion, to work with individuals, communities, organisations and businesses to improve access and their use of digital technology.



A two-year scheme to trial innovative methods of promoting entrepreneurship, business growth, community resilience and the Welsh language in the Arfor region (the counties of Ceredigion, Carmarthenshire, Gwynedd and Anglesey). Since the start of the scheme Ceredigion has allocated grants worth £475,000 to 31 businesses in Ceredigion. The Business Start Up scheme has helped 17 companies to start from scratch, moreover 14 companies have received support under the Going for Growth scheme. All the organisations have been checked with regard to their use of the Welsh language, or been referred to the Welsh language Business scheme 'Helo Blod' in order to put in place proposed plans to make use of the Welsh language. In terms of feedback, the businesses that have been approved before and at the start of lockdown have noted that the Arfor Scheme has enabled them to respond proactively to the pandemic, and they have succeeded in adapting their business plans very quickly. The Arfor programme will be appraised in detail, and a final report will be presented at the end of the scheme in April 2021.

### **Ceredigion Local Development Plan: Planning and the Welsh Language**

The County Council will promote and support the use of the Welsh language by designating Ceredigion, in its entirety, as a linguistically sensitive county. There will be provision for an Impact Assessment on the Welsh language (by appropriate means) for any unexpected development through policy DM01 and promotion of a unique sense of place through a stronger bilingual signage policy, DM08

Update on developing a new plan for Ceredigion. Welsh Government has published Future Wales The National Plan 2040 as an official national planning guide; this guide changes the structure of the planning policy-making processes, and delivers future planning development on a regional basis. This has led to an argument over the status of local development plans, and synchronizing their preparation in line with a Strategic Development Plan. The Ceredigion Local Development Plan is nearing the end of its specific period (2022). Because of this, Welsh Government has decided that the Ceredigion Local Development Plan will remain as the statutory adopted development plan until a new plan is adopted.

Although the official processes of drawing up a new plan have been postponed, work is currently in progress to re-assess the methodology of the Impact Assessment on the Welsh Language relevant to each phase of the development plan process. The Preferred Strategy 2019 that was suspended was the subject of an Impact Assessment on the Welsh Language in response to paragraph 2.1.5 of the latest TAN20, with analysis based on the methodology 'Welsh Language – The Way Forward' 2005 which was used extensively but not approved by Welsh Government. The LDP team is conducting an alternative methodology review by the Language Centre which is providing for a risk assessment of predictive impacts, considering public policy initiatives and aims for the Welsh language, and ensuring a close relationship between an assessment of the resilience of the Welsh language and all aspects of the process of producing a Local Development plan, not only on the impact of land allocation. The LDP team is also preparing evidence of rural settlement sustainability in Ceredigion, which includes an assessment of the resilience of the Welsh language in our communities, for critical review. Therefore, there is a bilateral aspect to this piece of work, which concentrates on communities and the LDP process.

With regard to Affordable Housing, research is continuing through the Assessment of the Local Housing Market and its review and conclusions, with contextual comparison with Welsh Government's Assessment of the Local Housing Market model, to be introduced during the summer of 2021, which has provided the requirements of Future Wales, that focuses on the need for affordable housing.

### **SECTION 3: Performance Assessment**

#### **Compliance with Record Keeping Standards (147-154)**

##### **WHAT NEEDS TO BE REPORTED ON?**

<b>Staff Language Skills:</b> Number of staff with Welsh Language Skills, by ALTE level, during the year in question
<b>Recruiting to vacant posts:</b> Number of posts advertised during the year requiring Welsh language skills, categorised by ALTE level
<b>Training in Learning or Improving Welsh language skills:</b> Number of staff who attended training courses to either learn or improve their Welsh language skills
<b>Welsh-medium Training Provision:</b> Number of staff who attended Council training courses through the medium of Welsh during the year
<b>Complaints by members of the public:</b> Number of complaints received relating to the Welsh language

##### **Staff Language Skills:**

##### **Number of staff with Welsh Language Skills, by ALTE level, during the year in question**

Council staff were invited to self-assess their language skills, using the ALTE Language Levels Framework in three skills, namely speaking, writing and reading. Language skills are recorded in the recruitment process and reviewed during the annual evaluation process. A total of 2007 staff members, excluding school staff, have self-assessed their language skills and recorded these on the Ceri system. The Council currently uses can-do statements, derived from the ALTE framework, The Association of Language Testers in Europe, a set of common standards assessing linguistic skills adopted across European countries. See the can-do statements in appendix 2.

The results are summarised in table 1 below, for data per service please see Appendix 1.

**Table 1: Results of the Welsh Language Skills Audit - Staff Overview 2020-21**

Speaking / Listening		
Level	Number of Staff	%
No skills	75	4%
Level 1	396	20%
Level 2	293	14%
Level 3	299	15%
Level 4	276	14%
Level 5	668	33%
TOTAL	2007	100%

Writing		
Level	Number of Staff	%
No skills	185	9%
Level 1	440	22%
Level 2	331	17%
Level 3	259	13%
Level 4	283	14%
Level 5	509	25%
TOTAL	2007	100%

Reading		
Level	Number of Staff	%
No skills	167	8%
Level 1	392	20%
Level 2	317	16%
Level 3	245	12%
Level 4	304	15%
Level 5	582	29%
TOTAL	2007	100%

### **Main Headings:**

- 668 (33%) of staff say they are fluent in the Welsh language, ALTE Level 5, this is consistent with previous workplace skills profiles.
- However, the number of staff saying they have no Welsh language skills has increased slightly compared to the previous reporting period; 4% of the workforce said they have no oral Welsh language skills. To try and reduce the number of employees noting that they have no Welsh language skills, the Council will encourage Officers to complete the 'Croeso Cymraeg' 10-hour e-learning package developed by the National Centre for Learning Welsh, to enable the development of basic Welsh language courtesy skills.
- The oral skills of staff who stated they were fluent in the Welsh language are much higher than their ability to write in Welsh. Fluent oral Skills: 33%; Fluent Writing Skills: 25%. To improve on this finding, the Council will put more emphasis on Refresher courses and Improving Written Welsh courses.
- There are 4 Services within the Council with 40% or more of staff who have stated they have fluent skills in the Welsh language, namely ALTE level 5 (Democratic Services, People and Organisation Service, Porth Cymorth Cynnar and Schools and Culture Service).
- The numbers with fluent skills in the Welsh language within the care sector continues to be a cause for concern, this also reflects the shortage of Welsh language skills across the sector nationally. To address this, the Council is trying to develop its current workforce.

### **Recruiting To Vacant Posts:**

#### **Number of posts advertised during the year which required Welsh language skills and were categorised according to their ALTE level.**

The Council is very aware of its duty to plan the workforce to ensure it has the right people with the right skills at the right time. To achieve this from a language perspective and to ensure that a bilingual service can be provided to the residents of Ceredigion, the Council aims to ensure that it has enough employees who are competent in written and spoken Welsh. This is done by assessing every new or vacant post with regard to the Welsh language skills required to be able to fulfil the post.

As part of the Policy for Promoting and Facilitating the Welsh Language Internally (December 2017) it was decided that all employees must meet the Level 1 'speaking and listening' requirements at the very least, namely basic courtesy language, when they are appointed, or

do so within six months of their appointment. The Council will encourage Officers to complete the 'Croeso Cymraeg' 10-hour e-learning package developed by the National Centre for Learning Welsh, so that they can develop basic courtesy language skills. Following this decision, language skills are essential for every post, and consequently the required language level for each post must be determined using the ALTE framework (competence statements); and must be recorded on the 'Permission to Fill a New Post' form. In certain cases, if it is impossible to recruit at the expected ALTE level, there will be an agreement to impose a training condition in the employment contract. The successful candidate will be expected to attain the required ALTE standard within 2 years of the appointment. The line manager will be expected to monitor this, and record progress through the annual appraisal process. During the reporting period, a condition to learn Welsh was noted in 157 employment contracts, and we can report that 49 have already been registered on Welsh language courses.

Between April 2019 and March 2020, 286 new posts were advertised with the following ALTE levels as a condition:

Number of posts advertised between April 2020 and March 2021 which required:	
ALTE 1	51
ALTE 2	13
ALTE 3	143
ALTE 4	37
ALTE 5	42

The Council continues to advertise for ALTE 5 fluent Welsh language skills in a number of posts (42%); currently the largest number of posts are advertised asking for language level ALTE 3 (143). ALTE level 3 requires the person to be able to understand and take part in normal day-to-day conversations in the office, with level 5 representing complete fluency in Welsh. During the next reporting period, the intention is to create a guide that explains the language levels, to help recruiting officers make more informed decisions regarding language skill needs.

This year, we have measured the number of applicants asking to be interviewed in Welsh:

Applicant: Choice of Interview Language		
English	2868	82%
Welsh	627	18%
Total	3495	

Number of CCC staff registered to use the Ceri Self-service System (Human Resources) in Welsh/ or number of 'hits' for the Ceri Self-service System in Welsh.

Total Users:	3653
English:	2636
Welsh:	177
Not Noted:	840

Number of CCC staff choosing to receive Newyddion HR News (i) in Welsh, (ii) in English (iii) bilingually

Total Staff: 4373

English	733
Welsh	93
Bilingual	318
Not Noted	3229

### **Training in Learning Welsh and Improving Language Skills**

#### **Number of staff who attended training courses to either learn or improve their Welsh language skills**

The Council has formed a partnership with the National Centre for Learning Welsh to finance a Work Welsh tutor. Being able to employ a Welsh Language Tutor in the workplace has made a big difference to the Council's Welsh language learning provision; this year the programme has provided education at **level 5**, up from level 4 in 2019/20, and level 3 in 2018/19. The Council is extremely pleased that **15 students** have followed the **Advanced** level courses this year. Thirteen of these have reached these levels by studying the Work Welsh programme courses in previous years. During the year, the Council's Work Welsh Tutor adapted plans quickly, and arranged for every class to be delivered virtually. This includes holding the Clwb Cinio (Lunch Club) virtually, with the main purpose of giving the learners the opportunity to meet and chat informally in a relaxed atmosphere outside the formal class.

Also, the Work Welsh Tutor has been able to work specifically with Deprivation of Liberty Safeguards Managers, to plan a training programme tailored at 3 different levels; encompassing the proactive proposal provision requirements, becoming familiar with terms and phrases relevant to the MCA and DOLS, and applying them with confidence.

The number of employees attending Welsh language learning training at different levels:

<b>Course Title</b>	<b>Number of Attendees</b>	<b>Feedback from Learners</b>
Entry Course	12	"I am now beginning to have introductory conversations in Welsh with my work colleagues. I am also using greetings in my emails"
Foundation Course	31	"It's made me more confident that I can at least start a conversation in Welsh and chat briefly. That is helpful with meetings especially online. I try and use Welsh when speaking to colleagues where possible, and locally in shops."
Intermediate Course	12	"This level has really helped me develop within my new role and communicating internally with staff and colleagues. I can comfortably respond to simpler emails in Welsh via email and understand better when listening. I have gained much more confidence this year. I'm not afraid to attempt Welsh with my colleagues and ask for their assistance. I now communicate as much as I can with my line manager in Welsh and

		responding to Welsh emails when dealing with Covid related staff referrals.”
Advanced Course	15	“I have become more confident in speaking Welsh with customers and co-workers. I am more willing to start conversations in Welsh and I speak Welsh throughout the conversation.”
Total Learners	70	

The council is also very aware of the need to offer courses to improve Welsh language skills, and to raise confidence in using the Welsh language in the workplace:

Course Title	Number
Improving Welsh language written communication skills	1 course delivered virtually, 9 members of staff attended
Language Skills Certificate Residential Course 23 March 2020 The Welsh Learning Centre	4 registered but had to postpone because of Covid.
Work Welsh Residential Course. 27 March 2020 The Welsh Learning Centre	4 registered but had to postpone because of Covid.

#### Language Awareness and Welsh Language Standards Requirements Training

Language Awareness and Welsh Language Standards Training	3 sessions, 1 postponed due of lack of numbers. 11 attended
Language Awareness Session for Porth Cymorth Cynnar	This Service was established as a new service during the reporting period, consequently a specifically tailored session was provided on Welsh language Standards requirements for Service Managers. 20 attended.
Language Awareness e-learning Programme	This is a compulsory course for the whole workforce. A total of 1896 staff have completed the e-learning programme since its launch, with 476 having completed during the reporting period:
Induction Programme	An element of language awareness together with Welsh Language Standards requirements is part of this course. During the reporting period 143 staff have attended the session.

#### **Corporate Welsh Medium Training Provision:**

Due to the effect of the pandemic, in March 2020 all organised face-to-face training was cancelled, and in its place essential e-learning programmes were adapted and given priority

to support staff relocated to frontline services in social care. Because staff worked from home it was more difficult to adapt some courses; and many of the Council's training officers had to develop alternative courses on dealing with the crisis. Consequently, it was not possible in 20/21 to offer the range of training in Welsh or English that we would offer under normal circumstances.

Standard 128 requires the council to provide training in Welsh in the following fields, if such training is provided in English (a) recruiting and interviewing; (b) performance management; (c) disciplinary and complaints procedure; (d) induction; (e) dealing with the public and (f) health and safety. Because of the effect of the crisis and the changes in our arrangements, it was not possible to provide any performance management courses or disciplinary and complaints courses. During the next period we will review these plans, and implement plans to ensure that staff can participate in their chosen language.

Type of Training	Number that attended Welsh version	Number that attended English version	Percentage that attended Welsh version
Recruiting and Interviewing Skills	0	19	0%
Performance Management	not delivered	not delivered	0%
Disciplinary and Complaints Procedure	cancelled because of Covid	cancelled because of Covid	0%
Induction Sessions	0	143	0%
Dealing with the Public	0	26	0%
Health and Safety	0	40	Welsh speakers given the opportunity to use their Welsh

Standard 152 requires the Council to report (i) the number of employees that attended courses through the medium of Welsh and (ii) the percentage of staff who attended (the Welsh language version). During 2020-21 5,402 attendees registered on corporate training courses, and 156 participants followed their training courses through the Welsh language. Of all staff that have followed training courses, 3% of attendees have received their training in Welsh.

Training opportunities and events are advertised through Cerinet, the Council's intranet system. Staff are given the option of searching the website in Welsh or English. They can view and book their place on training courses or register their interest by adding their name to a waiting list. Course titles are shown in Welsh and English and those presented through the medium of Welsh are highlighted. Waiting lists are monitored regularly and when there is sufficient demand for a course the Learning and Development Team try to organise it as soon as possible. The Council works diligently to try to provide more courses for staff through the medium of Welsh, and its Policy on Promoting and Facilitating the use of the Welsh Language Internally states: *"Specialist training will also be provided in Welsh in specific fields relevant to the Council's work. This will be done wherever there are suitable Welsh speaking instructors available and in accordance with the National Guidelines on Procuring Instructors for Public Authorities"*

The tables below report the number of Welsh-medium courses provided to Council staff during the reporting period. In addition, all staff e-learning packages produced by the Council are produced in Welsh and English, and participants can choose the language of their training.

Corporate Training	Number	% of all participants
New Safeguarding Procedures Training Module 1 A & 1B	2 Welsh language sessions: 24 attended Welsh language sessions	6.5%
Safeguarding Procedures Training Module 2	1 Welsh language session: 28 attended the Welsh language session	10%
Safeguarding Procedures Training Module 3	1 Welsh language session: 28 attended the Welsh language session	11%
Safeguarding Procedures Training Module 4	1 Welsh language session: 29 attended the Welsh language session	11%
Child Protection and Safeguarding Level 2	5 Welsh language sessions, one was cancelled because of insufficient numbers and 2 were cancelled because of Covid. 31 attended Welsh language sessions	23%
Introduction to Microsoft Teams	2 Welsh language sessions, 1 was cancelled because of insufficient numbers 7 attended Welsh language session	2%

The Council also has a number of e-learning programmes and the numbers and % using the Welsh language versions are as follows:

Programme Name	Total number of staff completed during the year	Total completed in Welsh	% of total in Welsh
Violence Against Women, Domestic Abuse and Sexual Violence (G)	272	59	22%
Carers Awareness	79	2	3%
Food Hygiene	166	17	10%
Your Attendance Matters	123	5	4%
Display Screen Equipment	717	47	7%
Mental Health Issues in Children and Young People	276	34	12%
Well-being of Future Generations (g)	469	91	19%
Whistleblowing (g)	357	77	22%
Safeguarding Adults – Basic Awareness	385	58	15%
Safeguarding Children	615	117	19%

Welsh Language Awareness and Standards (g)	476	96	20%
Equality and Diversity (g)	416	66	16%
Data Protection (g)	496	73	15%
Information Security (g)	516	32	6%
Health and Safety (g)	542	71	13%
Safe Return to School	547	175	32%
Safe Return to Work	803	51	6%
Total	7255	1071	14.76%

### **Complaints from Members of the Public:**

#### **Number of complaints received relating to the Welsh Language**

The Council has published a 'Corporate Concerns and Complaints Policy' along with the 'How to Make a Complaint' guide, published on the Council's corporate website.

[Corporate Complaints - Ceredigion County Council](#)

This Policy refers to the Council's duty in relation to receiving and discussing complaints. Service users are able to submit their concerns using the Council's Corporate Complaints Procedure, in Welsh or English according to their preferred language. The policy also notes, if the complainant is dissatisfied with the Council's response, the complainant may seek further advice from the Welsh Language Commissioner.

Furthermore, a link on the Council's Welsh Language Standards page lets the public know how they can make a complaint regarding compliance with the Standards or about a failure to receive a Welsh-medium service. See the text below:

#### **Cwynion iaith**

Os hoffech wneud cwyn yn ymwneud â chydymffurfiaeth y Cyngor â Safonau'r Gymraeg neu fethiant ar ran y Cyngor i ddarparu gwasanaeth dwyieithog, defnyddiwch weithdrefn gwyno'r Cyngor ar y tudalen **Sylwadau, Canmoliaeth a Chwynion**.

Mae gennych hefyd hawl i gyfeirio unrhyw gwynion sy'n ymwneud â'r iaith Gymraeg at Gomisiynydd y Gymraeg: **Gwefan Comisiynydd y Gymraeg**

**Translated of text in the box above:**

**Welsh Language Complaints**

If you would like to make a complaint relating to the council's compliance with the Welsh Language Standards or a failure on the council's part to provide a bilingual service, please use the council's complaints procedure on [the Comments, Compliments and Complaints](#) page.

You also have a right to direct any complaints relating to the Welsh language to the Welsh Language Commissioner: [Welsh Language Commissioner's Website](#)

Here is the link to the details on the Council's website:

[Welsh Language Standards - Ceredigion County Council](#)

As part of the Council's Corporate Complaints procedure, the Welsh Language Policy Officer is informed of all complaints relating to the Welsh Language, in order to advise officers and consider further action.

As part of the Council's *corporate complaints training programme*, officers are informed of the procedure for dealing with complaints relating to Welsh language issues. Although 6 Welsh-medium sessions had been arranged for the reporting year, these were postponed because of the Covid crisis.

## Complaints Received

During the reporting period, no direct complaints were received, however 1 complaint was received via the Welsh Language Commissioner.

Complaints received directly	
Standards class	Number
Service delivery standards	1
Policy making standards	0
Operational standards	0

Complaints brought to the Council's attention by the Welsh Language Commissioner		
Ref: Date: Service	Standards Class	Nature of Complaint
CSG721 24/03/2020 Finance Service	Service delivery standards	Monolingual automatic correspondence On-line English service: <ul style="list-style-type: none"> <li>• Registration Activation</li> <li>• Direct Debit Application</li> </ul>
Outcome: How the matter was resolved		
<p>Following an investigation by the Welsh Language Commissioner further action on the Council was enforced, namely:</p> <ol style="list-style-type: none"> <li>1. The Council should take action to identify all bilingual correspondence produced automatically to ensure it is not likely to be affected by the same problem as the e-mail messages involved in this investigation.</li> <li>2. The Council must provide written evidence that satisfies the Welsh Language Commissioner that it has completed enforcement step 1.</li> </ol> <p>Because of the Covid crisis, the Welsh Language Commissioner has agreed to an extension until 1<sup>st</sup> July 2021 for the Council to provide written evidence.</p>		

## SECTION 5: Conclusions

This report notes our progress in fulfilling the Welsh Language Standards as well as presenting specific data for the 2020-21 financial year. We are pleased with the progress made but acknowledge that there are still improvements to be made to the Welsh-medium provision within our services. During the forthcoming year we will aim to focus on the following:

- Develop a plan to refresh the 'laith ar Waith' pages on the Council's intranet, include current guidelines, and develop the auxiliary support material needed to promote the Welsh language and help staff to use the Welsh language.

- Introduce a scheme that recommends improvements to fulfill the Welsh Language Standards requirements – use the Welsh language internally and promote the concept of a bilingual workplace
- Co-ordinate and support Ceredigion Language Strategy actions, and develop a plan that assesses the impact of implementing the Strategy on the state of the Welsh language in Ceredigion by the end of March 2022. Prepare to develop a new Strategy for 2023-28 (Census 2021 – need to analyse the results)
- Co-ordinate a project group to develop a 'Welcome Package' to try and integrate incomers into the world of work, derived from the Bilingual Futures Forum
- A project to facilitate awareness of culture and Welshness in residential homes (started in 2019 but postponed due to Covid-19). Assess whether it will be possible to re-start the project.
- Review Policy Standards requirements, to ensure use of the Welsh language is included in the action plans of all Council services, and identify opportunities to use the Welsh language in all policy decisions (ie Review of Integrated Impact Assessment)

## Appendix 1: 2020-21 Language Skills Data by Service

### Customer Contact Service: 136 employees

ALTE Level	No Skills	1	2	3	4	5
Number	3	10	22	15	34	52
	3%	7%	16%	11%	25%	38%

### Democratic Services: 116 employees

ALTE Level	No Skills	1	2	3	4	5
Number	2	12	14	20	20	48
	2%	10%	12%	17%	17%	42%

### Economy and Enterprise Services: 223 employees

ALTE Level	No Skills	1	2	3	4	5
Number	13	72	35	35	23	45
	6%	32%	16%	16%	10%	20%

### Finance and Procurement Services: 100 employees

ALTE Level	No Skills	1	2	3	4	5
Number	2	18	19	19	16	26
	2%	18%	19%	19%	16%	26%

### Highways and Environmental Services: 255 employees

ALTE Level	No Skills	1	2	3	4	5
Number	6	68	37	36	49	59
	2%	27%	15%	14%	19%	23%

**Legal and Governance Services: 19 employees**

ALTE Level	No Skills	1	2	3	4	5
Number	2	1	2	6	4	4
	11%	5%	11%	31%	21%	21%

**People and Organisation Services: 55 employees**

ALTE Level	No Skills	1	2	3	4	5
Number	1	2	9	9	9	25
	2%	4%	16%	16%	16%	46%

**Policy Performance and Public Protection Services: 115 employees**

ALTE Level	No Skills	1	2	3	4	5
Number	3	11	13	24	26	38
	3%	10%	11%	21%	22%	33%

**Porth Cymorth Cynnar Services: 226 employees**

ALTE Level	No Skills	1	2	3	4	5
Number	4	28	28	28	39	99
	2%	12%	12%	12%	18%	44%

**Porth Cynnal Services: 128 employees**

ALTE Level	No Skills	1	2	3	4	5
Number	5	35	20	22	12	34
	4%	27%	16%	17%	9%	27%

**Care Services: 351 employees**

ALTE Level	No Skills	1	2	3	4	5
Number	30	76	63	65	27	90
	9%	22%	18%	18%	8%	25%

**Schools and Culture Services: 331 employees**

ALTE Level	No Skills	1	2	3	4	5
Number	4	76	42	29	25	155
	2%	23%	13%	8%	7%	47%

**Leadership Services: 3 employees**

ALTE Level	No Skills	1	2	3	4	5
Number	0					3
						100%

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## ALTE Framework for Ceredigion County Council:

### Can-do Statements...

Level	Listening/Speaking	Reading	Writing
1	<ul style="list-style-type: none"> <li>• Can pronounce place names and personal names correctly.</li> <li>• Can greet customers on a reception desk or on the telephone.</li> <li>• Can begin and end a conversation.</li> </ul>	<ul style="list-style-type: none"> <li>• Can understand short reports on familiar matters, if these are expressed in simple language, such as elementary signs, simple instructions and agenda contents.</li> </ul>	<ul style="list-style-type: none"> <li>• Can write personal names, place names, job titles and names of Council departments.</li> <li>• Can write a simple request to a colleague, i.e. So and so has called.</li> </ul>
2	<ul style="list-style-type: none"> <li>• Can understand the essence of a conversation.</li> <li>• Can receive and understand simple messages following normal patterns, such as time and place of meeting, request to talk to someone.</li> <li>• Can pass on basic information and simple instructions.</li> <li>• Can begin and end conversations and meetings bilingually.</li> </ul>	<ul style="list-style-type: none"> <li>• Can understand most short reports and familiar instructions within the area of expertise, provided enough time is given.</li> </ul>	<ul style="list-style-type: none"> <li>• Can write a short simple message on paper or by e-mail to a colleague within the Council or a known external contact</li> </ul>
3	<ul style="list-style-type: none"> <li>• Can understand and participate in most day-to-day conversations in the office.</li> <li>• Can advise the public on general matters within own area of work, but must turn to English for technical or specialist terms.</li> </ul>	<ul style="list-style-type: none"> <li>• Can understand most reports, documents and correspondence he/she is likely to encounter during his/her work.</li> </ul>	<ul style="list-style-type: none"> <li>• Can write informal messages and reports for internal use.</li> </ul>

	<ul style="list-style-type: none"> <li>• Can contribute to meetings or presentations within own area of work, but must turn to English for technical or specialist terms.</li> </ul>		
4	<ul style="list-style-type: none"> <li>• Can contribute effectively to internal and external meetings in the context of the job area.</li> <li>• Can understand differences in language and dialect.</li> <li>• Can argue for or against a specific case.</li> <li>• Can chair meetings and answer questions confidently from the Chair.</li> </ul>	<ul style="list-style-type: none"> <li>• Can understand correspondence and reports expressed in standard language.</li> </ul>	<ul style="list-style-type: none"> <li>• Can write business correspondence, short reports, e-mail messages and information literature with editorial assistance.</li> </ul>
5	<ul style="list-style-type: none"> <li>• Can contribute fluently and confidently in relation to all aspects of day-to-day work, including discussing and advising upon technical, specialist or sensitive matters.</li> <li>• Can contribute to meetings and make presentations fluently and confidently.</li> </ul>	<ul style="list-style-type: none"> <li>• Can understand reports, documents and articles he/she is likely to read during his/her work, including complicated concepts expressed in abstruse terms.</li> </ul>	<ul style="list-style-type: none"> <li>• Can write business correspondence, short reports, e-mail messages and information literature to an acceptable standard with the assistance of language tools.</li> <li>• Can write detailed notes in a meeting whilst contributing fully.</li> </ul>