



**CYNGOR BWRDEISTREF SIROL
RHONDDA CYNON TAF
COUNTY BOROUGH COUNCIL**

COMMITTEE SUMMONS

C Hanagan
Service Director of Democratic Services & Communication
Rhondda Cynon Taf County Borough Council
The Pavilions
Cambrian Park
Clydach Vale, CF40 2XX

Meeting Contact: Hannah Williams - Council Business Unit, Democratic Services
(07385401954)

YOU ARE SUMMONED to a virtual meeting of **WELSH LANGUAGE CABINET SUB COMMITTEE** to be held on **TUESDAY, 9TH MAY, 2023** at **3.00 PM**.

Non-Committee Members and Members of the public may request the facility to address the Committee at their meetings on the business listed although facilitation of this request is at the discretion of the Chair. It is kindly asked that such notification is made to Democratic Services by 5pm on Thursday 4th May on the contact details listed above, including stipulating whether the address will be in Welsh or English.

AGENDA

**Page
No's**

1. DECLARATION OF INTEREST

To receive disclosures of personal interest from Members in accordance with the Code of Conduct.

Note:

1. Members are requested to identify the item number and subject matter that their interest relates to and signify the nature of the personal interest; and
2. Where Members withdraw from a meeting as a consequence of the disclosure of a prejudicial interest they must notify the Chairman when they leave.

2. MINUTES

To receive the minutes of the Welsh Language Cabinet Sub-Committee meeting which was held on 25th October 2022.

3. WELSH LANGUAGE PROMOTION STRATEGY AND ACTION PLAN

To receive the report of the Service Director of Democratic Services and Communication which provides the Sub-Committee with the comments and observations of the Overview and Scrutiny Committee, which considered the Welsh Language Promotion Strategy and Action Plan at its meeting on 21st March 2023.

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4. WELSH LANGUAGE ANNUAL MONITORING REPORT

To receive the report of the Director, Public Health, Protection & Community Services, which provides the Sub-Committee with an opportunity to consider the Welsh Language Annual Monitoring Report for 2022-2023.

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5. URGENT BUSINESS

To consider any other business, which the Chairman by reason of special circumstances is of the opinion should be considered at the meeting as a matter of urgency.

Service Director of Democratic Services & Communication

Circulation:-

The Chair and Vice-Chair:
(County Borough Councillor R Lewis and County Borough Councillor C Leyshon respectively)

County Borough Councillors:
Councillor M Webber, Councillor G Caple and Councillor M Norris



RHONDDA CYNON TAF COUNCIL WELSH LANGUAGE CABINET SUB COMMITTEE

Minutes of the virtual meeting of the Welsh Language Cabinet Sub Committee held on Tuesday, 25 October 2022 at 10.00 am.

County Borough Councillors - Welsh Language Cabinet Sub Committee Members in attendance:-

Councillor R Lewis (Chair)

Councillor M Webber Councillor G Caple

Officers in attendance

Ms L Davies, Director, Public Health, Protection and Community Services
Ms G Davies, Director of Education and Inclusion Services
Mr S Gealy, Welsh Language Services Manager
Ms L Sheppard-Thomas, Welsh Language Services
Mr S Thomas, Eisteddfod Project Officer
Mr O Rowlands – Menter Iaith
Ms N Davies – Nico Cyf

1 Welcome and Apologies for Absence

The Chair welcomed Members and Officers to the meeting of the Welsh Language Cabinet Sub-Committee and apologies for absence were received from County Borough Councillors C. Leyshon and M. Norris.

2 Declaration of Interest

In accordance with the Council's Code of Conduct, there were no Declarations of Interest made pertaining to the agenda.

3 Minutes

It was **RESOLVED** to approve the minutes of the 8th December 2021 as an accurate reflection of the meeting.

4 Welsh Language Promotion Strategy 2022-2027

The Service Manager for Welsh Language Services provided the Welsh Language Cabinet Sub-committee with a revised copy of the Welsh Language Promotion Strategy as required under Standard 145 of the Compliance Notice issued to Rhondda Cynon Taf County Borough Council under Section 44 of the Welsh Language (Wales) Measure 2011.

The Service Manager then introduced Ms N. Davies, a Specialist Consultant from the language planning group Nico Cyf, who had been commissioned to

help formulate the ambitious five-year Strategy. As part of the Strategy, residents had been consulted in October 2021, the results of which could be found at Appendix 2 to the report.

The Consultant advised that the review of the first Strategy provided four main areas of consideration when drafting the new Strategy:

1. Responding to the Census data regarding Welsh Language in the area (the data was expected to be made available in December 2022 and would form the basis of an action plan);
2. The ever-changing circumstances;
3. Importance of partnership; and
4. Importance of measuring success and the impact the Strategy has on residents.

The Consultant provided Members with context to the new Strategy, which included consideration of the political environment and the effects of the pandemic. Members were then informed of the three key national themes within the new Strategy:

1. Increasing the number of Welsh speakers;
2. Increasing the use of Welsh; and
3. Creating favourable conditions – infrastructure and context.

It was explained that within the Strategy was opportunities to strengthen and promote the Welsh Language through events such as the Eisteddfod, the arts, sports and through surveys with residents.

The Chair thanked both officers for the informative presentation and noted that the work involved covered the Council as a whole and paid tribute to the Council's Consultation Team for ensuring members of the public, businesses, partner organisations and the third sector were involved.

The Chair was pleased to note that a lot of good practice had come out of the first Strategy and commented that the new Strategy would allow the Local Authority to develop and adapt to the current circumstances to ensure RCT is an encouraging environment to learn and develop the Welsh Language, whether that be at home or through educational or recreational means.

The Chair felt that the Local Authority were ambitious in terms of its Welsh Language targets and paid reference to the Welsh in Education Strategic Plan which strived to increase the year one learners by 10% over the next ten years. The Chair also spoke of the Council's large capital programme, over recent years and the investment in a number of new builds for Welsh Language schools to appeal to more parents and learners.

The Deputy Leader took the opportunity to praise the new, state of the art school being built in Rhydyfelin for Welsh-Medium education. The Deputy Leader echoed the Chair's comments regarding the ambitious targets set by the Council and Welsh Government but was hopeful that the areas identified within the Strategy would help the Council achieve some way towards it.

Referring to the socio-economic disadvantages and the Welsh Index of Multiple Deprivation, which was detailed in Appendix 3 to the report, the Deputy Leader commented that many communities had high levels of poor adult literacy skills and emphasised the importance of inclusivity when promoting the Welsh Language. The Deputy Leader agreed that consultation was vital and spoke of

the importance of listening to communities as progress is made.

The Cabinet Member for Health & Social Care spoke positive of the ambitious Promotion Strategy and emphasised that a bilingual or multi-lingual country has social, cultural and economic benefits. The Cabinet Member commented that the best way to capture young people would be at the earliest possible stage of education.

In response to the Cabinet Member, the Director of Education and Inclusion Services advised that both the Welsh in Education Strategic Plan (WESP) and the new curriculum for Wales focus on promoting the language, not only in Welsh-Medium schools but in English-Medium schools too. The Director advised that the new curriculum for Wales prioritised promoting the language at a very early age, and that Estyn inspected the English-Medium schools on that basis also. Referring to the WESP, the Director advised of the seven key outcomes and explained that the focus was on increasing the number of learners speaking Welsh in year one, but also included other measures such as the use of language in informal context, the education work force and any capacity pressures which exist.

The Chief Executive of Menter Iaith spoke positive of the relationship with the Council and spoke of upcoming events such as Parti Ponty and, of course, the Eisteddfod and explained that teams were working together to submit targets to Welsh Government. Following the events, the aim would be to keep the momentum going and learn from the experience.

Menter Iaith went on to speak of the success of Siarter Iaith, which had helped the second language tier and advised that both Welsh-Medium and English-Medium schools had participated in Parti Ponty, which conveyed the message that all the community can celebrate the Welsh Language. Reference was also made to the Football Association of Wales (FAW) and Menter Iaith were pleased to have secured funding to hold projects in partnership with the FAW and Welsh Government to promote the language. Menter Iaith expressed thanks to the Director of Education and Inclusion Services for spreading awareness across schools to ensure all students have the same opportunities.

The Director of Education and Inclusion echoed the comments of Menter Iaith in respect of partnership work and how fundamental it is to achieve such ambitious targets. The Director spoke positive of the strengthened relationship with Menter Iaith and of the strong relationships with other partners such as colleges, health professionals and staff in the English-Medium sector as well as those in the Welsh-Medium.

The Chair thanked the officers for the comprehensive report and reminded Members that an Action Plan would be reviewed by the Sub-Committee at a future meeting.

The Welsh Language Cabinet Sub-Committee **RESOLVED:**

1. To note the content of this report and the associated Strategy; and
2. To approve the Welsh Language Promotion Strategy 2022-27.

This meeting closed at 10.45 am

Cllr R Lewis (Chair)

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RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

MUNICIPAL YEAR 2022-23

WELSH LANGUAGE CABINET SUB-COMMITTEE

WELSH LANGUAGE PROMOTION STRATEGY 2022-2027 – ACTION PLAN

REPORT OF THE SERVICE DIRECTOR OF DEMOCRATIC SERVICES & COMMUNICATIONS

1. PURPOSE OF THE REPORT

- 1.1 The purpose of the report is to provide the Welsh Language Cabinet Sub-Committee with the comments and observations following pre scrutiny by the [Overview & Scrutiny Committee](#) of the Welsh Language Promotion Strategy at their meeting held on the [21st March 2023](#)

2. RECOMMENDATIONS

- 2.1 It is recommended that the Welsh Language Cabinet Sub -Committee note the comments and observations of the Overview & Scrutiny Committee as detailed in paragraph 5 of the report

3. REASONS FOR RECOMMENDATIONS

- 3.1 The need for the Welsh Language Cabinet Sub-Committee to be aware of the comments and observations of the Overview & Scrutiny Committee prior to their consideration and approval of the Welsh Language Promotion Strategy 2022-27

4. BACKGROUND INFORMATION

- 4.1 Following a commitment to undertake pre scrutiny of the Welsh Language Promotion Strategy prior to the Cabinet Sub-Committee's consideration, the Overview & Scrutiny Committee received the report of the Director of Public Health and Protection and Community Services which outlined the aim of the

second action plan and how the Council and its partners plan to build on the work over the last 5 years to promote and facilitate the language.

- 4.2 The purpose of the pre-scrutiny exercise was to provide the Council's Overview & Scrutiny Committee with the opportunity to formulate their combined comments and observations for the Cabinet Sub-Committee to consider at its meeting on the [9th May 2023](#)

5. **KEY ISSUES**

- 5.1 At the meeting of the Overview & Scrutiny Committee Members provided comment in respect of some of the key issues such as:-

- Members were pleased to see that an Eisteddfod Officer has already been working with a number of partners to increase engagement and participation. Members would like to see targets in future Eisteddfod business and action plans.
- Members commented that they would like to see more opportunities and references for Welsh as a living language so that people continue to use the Welsh language and build on their Welsh language skills, after they have left mainstream education.
- Members commended the engagement that the Library Services has with the Community to encourage participation in activities through the medium of Welsh.
- The Committee referred to the number of learners choosing to leave Welsh Medium Education and **recommended** that the Authority closely monitors this data and the reasons why they are leaving. Members referred to instances such as the provision of ALN in Welsh Medium Education and parents not feeling confident that they are able to support their children in homework and extra-curricular activities
- Members **recommended** further work be undertaken in understanding what the perceived barriers are to engaging in the Welsh language such as links to deprivation

6. **CONCLUSION**

- 6.1 Scrutiny is a vital component of good governance and improves the Council decision-making process and service provision. Therefore the undertaking of pre scrutiny by the Overview & Scrutiny Committee in this area will strengthen

accountability and assist Cabinet in taking any future decisions on these matters.

7. EQUALITY AND DIVERSITY IMPLICATIONS/ SOCIO ECONOMIC DUTY

7.1 An Equalities and Diversity / Socio-Economic Impact Assessment has been completed for the main Welsh Language Promotion Strategy 2022-2027 and may be seen here.

8. FINANCIAL AND RESOURCE IMPLICATIONS

8.1 There are no specific financial implications aligned to this report. However, there may be costs and resources to service areas in respect of implementation of the Action Plan.

9.0 WELSH LANGUAGE IMPLICATIONS

9.1 A Welsh Language Impact Assessment been completed for the main Welsh Language Promotion Strategy 2022-2027 and may be seen [here](#).

10.0 LEGAL IMPLICATIONS AND LEGISLATION CONSIDERED

10.1 Welsh Language (Wales) Measure 2011 and Welsh Language Statutory Standards 2015 regulate this area of work. The strategy also links in with the More than Words Strategy (the Welsh Government's strategic framework for Welsh language services in health, social services and social care) and Welsh in Education Strategic Plans (under the School Standards and Organisation (Wales) Act 2013).

LOCAL GOVERNMENT ACT 1972

as amended by

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

LIST OF BACKGROUND PAPERS:

WELSH LANGUAGE CABINET SUB-COMMITTEE

**REPORT OF THE SERVICE DIRECTOR DEMOCRATIC SERVICES &
COMMUNICATIONS**



RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

WELSH LANGUAGE CABINET SUB-COMMITTEE

9 MAY 2023

WELSH LANGUAGE PROMOTION STRATEGY 2022-2027

**REPORT OF THE DIRECTOR OF PUBLIC HEALTH, PROTECTION, AND
COMMUNITY SERVICES IN DISCUSSION WITH THE RELEVANT
PORTFOLIO HOLDER CLLR RHYS LEWIS**

AUTHOR(S): Nicola Lewis, Head of Community and Welsh
Language Services
Steffan Gealy, Service Manager, Welsh Language
Services

1.0 PURPOSE OF THE REPORT

- 1.1 The purpose of the report is to provide the Welsh Language Cabinet Sub-committee with a revised copy of the Welsh Language Promotion Strategy Action Plan (Appendix 2) to support the implementation of the Welsh Language Promotion Strategy 2022-2027 (Appendix 1) approved by this Committee on 25 October 2022.

2.0 RECOMMENDATIONS

It's recommended that Members : -

- 2.1 Note the content of this report and the associated Action Plan
- 2.2. Approve the Welsh Language Promotion Strategy 2022-27 Strategy Action Plan.

3.0 REASONS FOR RECOMMENDATIONS

- 3.1 The Council is required to produce a Five-Year 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.

4.0 BACKGROUND

- 4.1 On 25 October 2022, this Committee, the Welsh Language Cabinet Sub Committee, approved a revised copy of the statutory Welsh Language Promotion Strategy (Appendix 1) as required under Standard 145 of the Compliance Notice issued to Rhondda Cynon Taf County Borough Council under Section 44 of the Welsh Language (Wales) Measure 2011.
- 4.2 The Council's first statutory 5 year Welsh Language Promotion Strategy concluded in terms of timescale in 2021.
- 4.3 Following approval in April 2021 by the former Welsh Language Cabinet Steering Group, Nico Cyf, an external organisation that specialises in language planning were commissioned to assist the Council to formulate a revised Welsh Language Promotion Strategy 2022-2027.
- 4.4 Nico Cyf, were also commissioned to assist the Council to formulate an action plan to support the implementation on the Strategy. The Welsh Language Cabinet Sub Committee agreed that the action plan would be subject to scrutiny in order to gain recommendations before approval by that sub committee.
- 4.5 Subsequently, the draft action plan was considered by the Overview and Scrutiny Committee on 21 March 2023.

5.0 CURRENT SITUATION / PROPOSAL

- 5.1 The 2022-2027 Action Plan will be Rhondda Cynon Taf County Borough Council's second action plan to support the delivery of its Welsh Language Promotion Strategy, being a continuation of the first action plan (2016-2021).
- 5.2. The aim of this second action plan is to build on the work done by the Council and its partners to promote and facilitate the language over the past five years.
- 5.3 The action plan will play a role to support in the strategy's continued approach of aiming to increase the number of Welsh speakers in the county borough in line with the Welsh Government's Cymraeg 2050 trajectory, with the next milestone being a +5% on the 2021 Census figures.

5.4 Furthermore, the action plan will reflect the three main national themes outlined in the Strategy which 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

5.5 It is also important to note that Council partners will all play a key role in delivering the second Welsh Language Promotion Strategy and, as such, the action plan has been divided into two parts, with Part 1 outlining the activities and targets which are Council-led, either through direct delivery or through the commissioning of services from partner organisations; and with Part 2 of the Action Plan affording partners the opportunity to contribute to the success of the overall strategy.

5.6 Part 2 of the action plan won't be subject to the same Council monitoring and scrutiny, but partners may be invited to give annual updates on progress.

6.0 EQUALITY AND DIVERSITY IMPLICATIONS / SOCIO-ECONOMIC DUTY

6.1 An Equalities and Diversity / Socio-Economic Impact Assessment has been completed for the main Welsh Language Promotion Strategy 2022-2027 and may be seen [here](#).

7.0 CONSULTATION

- 7.1 A public consultation process was undertaken in 2021 for the main strategy along with discussions with key stakeholders and services throughout the drafting period for the new action plan.

8.0 FINANCIAL IMPLICATIONS

- 8.1 There are no specific financial implications aligned to this report. However, there may be costs and resources to service areas in respect of implementation of the Action Plan.

9.0 WELSH LANGUAGE IMPLICATIONS

- 9.1 A Welsh Language Impact Assessment been completed for the main Welsh Language Promotion Strategy 2022-2027 and may be seen [here](#).

10.0 LEGAL IMPLICATIONS AND LEGISLATION CONSIDERED

- 10.1 Welsh Language (Wales) Measure 2011 and Welsh Language Statutory Standards 2015 regulate this area of work. The strategy also links in with the More than Words Strategy (the Welsh Government's strategic framework for Welsh language services in health, social services and social care) and Welsh in Education Strategic Plans (under the School Standards and Organisation (Wales) Act 2013)

11.0 CONCLUSION

- 11.1 The Welsh Language Promotion Strategy 2022-27 and Action Plan will build on the good work achieved under the first strategy and action plan by Council services and our partners which has had a positive impact on the provision of services in Welsh for residents in Rhondda Cynon Taf.



Welsh Language Promotion Strategy 2022-2027

Promoting and facilitating the use of the Welsh language
in Rhondda Cynon Taf

Prepared in accordance with the requirements of Standard 145,
The Welsh Language Standards (No.1) Regulations 2015.

Mae'r ddogfen hon ar gael yn Gymraeg

Welsh Language Promotion Strategy

Overview

This is Rhondda Cynon Taf County Borough Council's 5-year strategy for promoting the Welsh language. It has been prepared in accordance with the requirements of Standard 145 of the Welsh Language Standards (No. 1) Regulations 2015. It replaces the Council's first promotion strategy covering the period 2017-2022. This new strategy was approved by the Welsh Language Cabinet Sub-Committee on xx xx 2022.

This Strategy explains how the Council will promote and facilitate the use of the Welsh language more widely in the Rhondda Cynon Taf area and its implementation will be subject to regular scrutiny by the Welsh Language Cabinet Sub-Committee.

Find out more

For further information on this strategy, please contact:

Welsh Language Services welshlanguageofficer@rctcbc.gov.uk

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Introduction by the Cabinet Member

I am pleased to present Rhondda Cynon Taf County Borough Council's second Welsh language Promotion Strategy.

This follows on from the 2017-2022 strategy, a period that has presented huge challenges, with the effects of flooding and the Covid-19 pandemic being an integral focus to our efforts as a Council. However, it was also a period that witnessed stability and growth in terms of the Welsh language.

This strategy builds on the work carried out by the Council and our partners to promote and facilitate the use of the language over the last five years. It contains new goals in response to new challenges and needs. It also sits alongside our Welsh in Education Strategic Plan 2022-2032 so that we, as a Council, can play a full part in the Welsh Government's vision of achieving a million Welsh speakers by 2050.

The growth of Welsh-medium education is crucial to increasing the numbers of speakers and the Promotion Strategy will complement our new WESP ensuring opportunities outside school for children and young people to use their Welsh socially and as they continue their journey into the world of work and training.

The Welsh language belongs to all and our residents have expressed their desire for more opportunities to speak and hear the language, and to learn the language within their communities. Therefore, this strategy is designed with the aspirations of our residents at its heart.

Of course, the language has a long and rich history in these valleys for centuries, from welcoming the first National Eisteddfod to Aberdare in 1861, to holding the 2024 National Eisteddfod here in the county. We warmly welcome the rest of Wales to join us in celebrating the Welsh language in Rhondda Cynon Taf and all the social, cultural and economic opportunities that it brings. Maintaining the 2024 National Eisteddfod legacy, or Gwaddol, for the future will be key and this strategy plays an important role in ensuring that those opportunities take root and thrive, so that the Welsh language enriches the lives of all residents of Rhondda Cynon Taf.

Councillor Rhys Lewis

Cabinet Member for Education, Youth Participation and Welsh Language

Our Vision

Our vision is to develop Rhondda Cynon Taf into a fully bilingual county. A County Borough where residents are able to live, work and play, as well as access services and support, through the medium of Welsh and English. An area where bilingualism is promoted quite naturally and the Welsh language is protected for future generations to use and enjoy.

The Welsh language belongs to all and we are keen to include those who do not speak the language as we all take pride in it and its history in this area, and its contribution to our culture, economy and identity.

In order to play our part in the national vision of a million Welsh speakers by 2050 it will be necessary to achieve an increase of 5% or more on the 2021 figure of Welsh speakers in Rhondda Cynon Taf¹.

Over the next 5 years, we will be working to ensure more and more opportunities to use the language and to hear the language through a variety of activities, reporting regularly on progress.

Realising the vision

Our strategic priorities for delivering the vision align with the Welsh Government's three strategic areas in its Welsh language strategy, Cymraeg 2050: a million Welsh speakers. To deliver the Strategy we will adopt an action plan (to be prepared / agreed upon publication of 2021 Census results) with targets covering all the strategic priorities. The action plan will be a live document, and can be adapted easily and regularly, enabling us to be flexible, progressive and responsive in implementing the strategy over the 5 years. We will work with local and national partners to achieve the aims in this Promotion Strategy. **Section 5** provides details how we will put these aims into practice.

¹ We will revise this strategy to ensure greater clarity on this percentage and associated numbers of speakers when the 2021 Census figures are available to us.

Context

The Promotion Strategy exists in a wider policy context in terms of the prosperity of communities and the Welsh language.

The Welsh Language Measure

The production of a 5-year strategy to promote the Welsh language in Rhondda Cynon Taf is a statutory requirement under the Welsh Language Standards (No. 1) Regulations 2015 (Welsh Language Standards 145 and 146). The Council is required to:

- Produce and publish a 5 year strategy explaining how the Council intends to promote the Welsh language and to facilitate the use of Welsh more widely in the area
- Include a target for increasing or maintaining the number of Welsh speakers in the area by the end of the five year period
- Explain what action the Council intends taking to achieve the target.

The Welsh Language Standards as a whole provide a statutory framework to extend the use of the Welsh language by the Council in the following five areas:

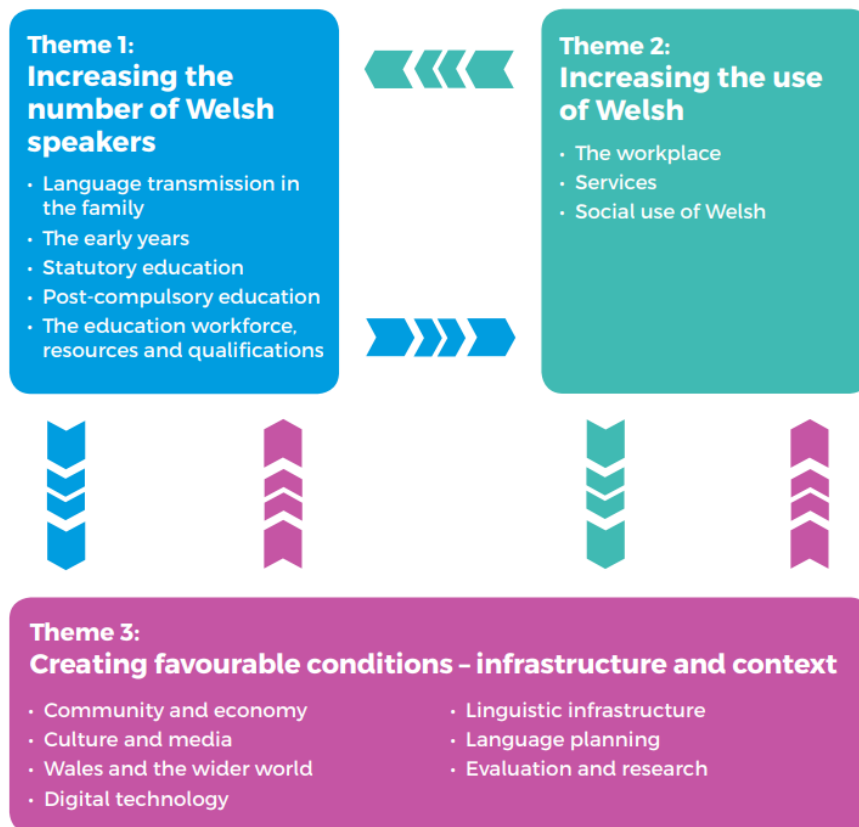
- Service delivery
- Policy making that promotes the Welsh language
- Operating through the medium of Welsh
- Keeping records in relation to the Welsh language
- Promoting the Welsh Language.

Producing a promotion strategy is a requirement under this latter group of standards but the policy making standards are key to the wider context in which the strategy exists. The policy making standards are intended to create opportunities to use the Welsh language and not to treat the Welsh language less favourably than the English language in all policy decisions made by the Council.

Assessing the impact of policy decisions can highlight a positive effect on the language that would enable the Council to increase that positive effect. The hope therefore is that this strategy will highlight direct and indirect links and opportunities to other Council policy areas.

Cymraeg 2050: a million Welsh speakers

Cymraeg 2050, the Welsh Government's strategy to reach a million Welsh speakers by 2050 by promoting and facilitating the Welsh language, is a comprehensive strategy with a long-term vision. It is based on three core themes:



The Rhondda Cynon Taf Promotion Strategy for 2022-2027 outlines what the Council will do to support this vision and we have therefore updated our strategy with the priorities organised according to the three Cymraeg 2050 thematic areas. We will work towards these goals by implementing activities in the three priority areas on a 5-year basis.

Welsh in Education Strategic Plan 2022-2032

The production of a Welsh in Education Strategy Plan (WESP) is a statutory requirement, and the aim is to increase the number of pupils receiving Welsh-medium education in the county. The WESP outlines more specifically how the Council will go about increasing the percentage of Year 1 learners in Welsh-medium education by between 8% and 12% which is an increase from 506 learners (in 2019) to a figure between 720 and 825 learners by 2032. This is a direct contribution to the national strategy's long-term target of achieving a million Welsh speakers by 2050.

Together with this target for the next 10 years, the strategic plan outlines how the Council will go about achieving a number of specific outcomes that include early years, immersion education, better provision for learners with additional learning needs, more informal opportunities for pupils to use the language in school, more learners studying for qualifications in Welsh and increasing the number of staff able to teach through the medium of Welsh.

The strategic plan also underlines the importance of marketing and promoting Welsh-medium education and bilingualism in Rhondda Cynon Taf as well as working closely with partners.

There is therefore a very close link between the WESP and the Promotion Strategy and in particular with Theme 1 in terms of increasing the number of speakers. In reality the Council will only be able to deliver on this commitment through a strong and ambitious WESP but it is vital that the Promotion Strategy works hand in hand to maximise opportunities to increase take-up. To avoid duplication this strategy will not replicate the CSCA's actions but the CSCA should be seen as the main tool of Theme 1.

More than just words

More than just words is the strategic framework for Welsh language services in health, social services and social care. The original framework was launched in 2012, with an updated framework in 2016. More than Just Words highlights the fact that care and language go hand in hand and that quality of care may be compromised by a failure to communicate with people in their first language. Central to the framework is the principle of the Active Offer, in other words that Welsh language services are offered rather than people having to ask for them.

The Council has steps in place to deliver the framework in terms of its care and social services and is a lead partner on the local More than just words Forum which brings partners together to share good practice and ensure progress with targets.

Well-being of Future Generations

Local Well-being Plans aim to provide a more holistic approach to the planning and delivery of public services in Wales, including a better way of integrating the relevant legislation, duties and frameworks.

The Promotion Strategy plays a core role with the Council's delivery of one of the well-being goals in particular, namely 'A Wales of vibrant culture with a thriving Welsh language'. However, it is important to acknowledge that the language is very closely linked to the other well-being goals, as well the importance of partnerships and wider frameworks to this.

Central to Rhondda Cynon Taf's Corporate Plan is **People, Places and Prosperity** and with the well-being aim of a 'vibrant culture with a thriving Welsh language' the aim is to provide a focus on ensuring more opportunities for people in the arts and culture; attracting young people to positive experiences in culture and sport and ensuring that there are more opportunities for residents to use the Welsh language. As part of this the Council plans to hold more cultural and sporting events in parks across the borough and plan carefully for the 2024 National Eisteddfod and its legacy. It will promote Rhondda Cynon Taf as a visitor destination and ensure equal access to the Welsh language across all services.

National indicators are linked to the Well-being Act which measure progress in terms of the numbers of Welsh speakers and these data will be key in tracking progress with this strategy:

- Percentage of people who speak Welsh daily and can speak more than just a few words of Welsh (National Indicator 36)
- Number of people who can speak Welsh (National Indicator 37)

Of course, a large number of the other national indicators relating to cohesive communities, prosperity, health, digital inclusion and so on, all play their part in ensuring better opportunities for people to use Welsh in the area.

2024 National Eisteddfod

One of the main highlights of the next 5 years in promoting the Welsh language will be the National Eisteddfod's visit to Rhondda Cynon Taf in 2024. In order to maximise opportunities for the benefit of our communities in the years leading up to the Eisteddfod in 2024 and maintaining its legacy in the area, we have appointed an Eisteddfod Officer. In conjunction with National Eisteddfod officers and the Chair of the Executive Committee our Officer will co-ordinate a programme of activities to work closely with schools, community groups and the private sector. The aim is to build a long and lasting relationship between the Council and local communities increasing opportunities in the county to learn and use Welsh with more artistic and creative opportunities.

Our residents will be at the centre in all this in becoming volunteers and champions for their areas to help us introduce the Eisteddfod to all parts of the county and to feel a valuable part of their local communities. We hope to maintain the enthusiasm beyond 2024 and continue to celebrate and promote the history, culture and heritage of Rhondda Cynon Taf which in turn will boost tourism and the local economy.

The Welsh language in Rhondda Cynon Taf

A community of communities

Rhondda Cynon Taf County Borough covers a very wide area – the county extends from the Brecon Beacons in the north to the outskirts of Cardiff in the south. Within the county are the three distinct areas of Taff Ely, Cynon and Rhondda. Although there is very little distance between them as the crow flight, the three areas are independent and very different from each other, a mixture of urban, part urban and rural areas.

Rhondda Cynon Taf is the third largest local authority in Wales in terms of population (241,873 as estimated by the Government in 2020), and according to Government figures, Rhondda Cynon Taf is one of the most deprived counties in Wales and a high number of areas within the county – mainly north and mid – are among the 10% most deprived areas in Wales. This presents fundamental challenges for the local authority in terms of the health, wellbeing, employment and skills of its people.

There are 6 towns in the county and 62 villages, although some of those villages have a more urban nature. There are two large towns in the county: Aberdare and Pontypridd with around 30,000 residents each, and these two towns have seen major investment in terms of construction, structure and community developments.

According to StatsWales, based on 2018 figures, the population of Rhondda Cynon Taf is projected to increase to 248,098 by 2032. The challenge for the county in growing the number of Welsh speakers is the fact that a reduction in the birth rate is projected (for example there are an estimated 2,831 5-year olds in the county in 2021, falling to 2,621 5-year olds by 2032).

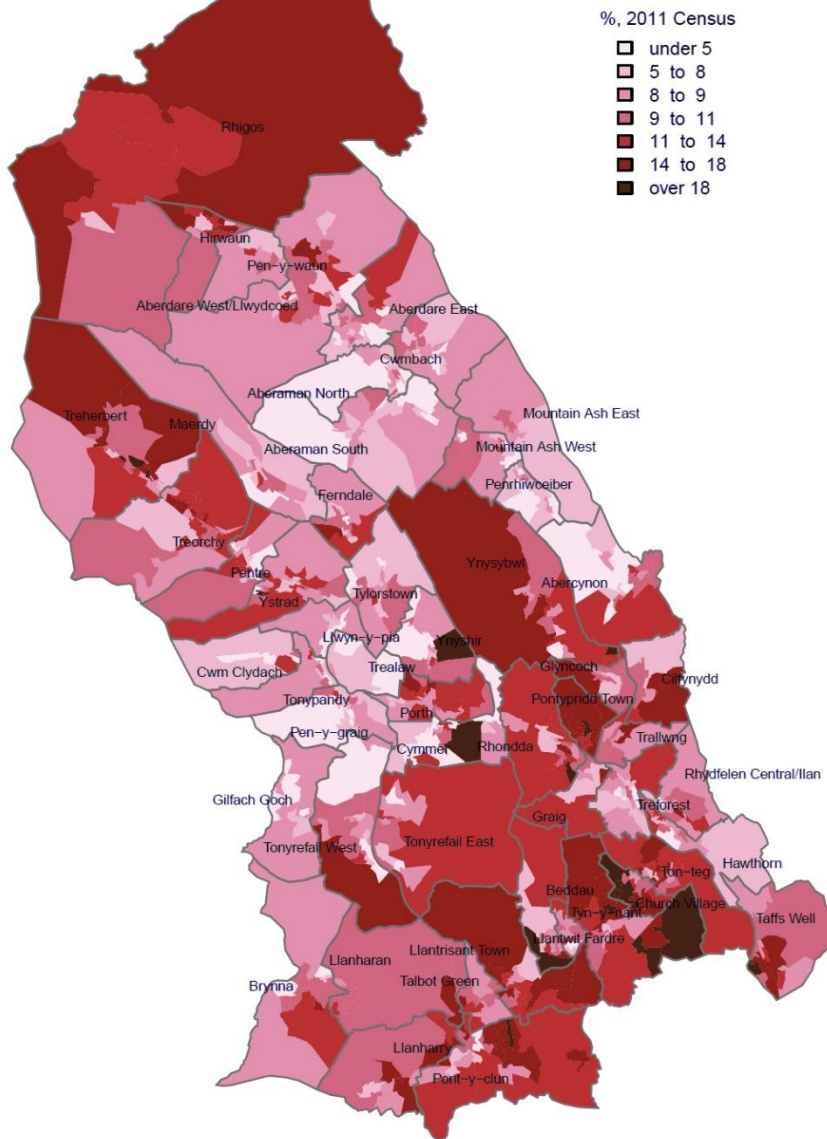
Welsh Speakers

According to 2011 Census figures, the county had **27,779** Welsh speakers, representing **12.3%** of the population but we will have to wait a while yet until the 2021 Census figures are available in order to gain a clear picture of progress and those areas we will need to address, updating this strategy accordingly.

The map that follows provides a more visual picture of where Rhondda Cynon Taf's Welsh speakers are according to the 2011 Census figures by ward. The darker red areas indicate a higher number of Welsh speakers than the light areas. There are 14 wards out of the 36 with higher percentages than the county average (12.3%) of Welsh speakers with larger clusters of communities and higher percentages in the south of the county, while there are pockets of higher percentages in the northern communities of the County.

Rhondda Cynon Taf

Table: Welsh language skills
KS207WA0014 (Can speak, read and write Welsh)



The maps show percentages within Census 2011 output areas, within electoral divisions

Map created by Hywel Jones. Variables KS208WA0022-27 corrected

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Workforce

Rhondda Cynon Taf County Borough Council is a major employer in the area and is committed to ensuring opportunities for the whole workforce to develop awareness of the language, to learn it and to improve their Welsh language skills. This is also a direct way for us to play our part in increasing the numbers of our Welsh speakers.

The table below highlights the work undertaken to date:

| Council staff – Welsh language skills (figures do not include staff working in schools) | 2017-2018 | 2020-2021 |
|---|------------------|------------------|
| No Welsh language skills | 66.99% | 44.40% |
| Level 1 Skills | 22.12% | 39.64% |
| Fluent | 5.69% | 8.69% |

(there has also been an increase in all other levels, 2-5)

Although increasing the Welsh language skills of the workforce is covered by the requirements of other standards under the Welsh Language Standards Regulations 2015, it is true to say that this work is key to increasing the number of our speakers and the use of the Welsh language by 2050.

The voice of Rhondda Cynon Taf residents: "learn" "use" "practise"

Between September and October 2021, a public consultation was held with residents of Rhondda Cynon Taf on the development of the new strategy to promote the Welsh language.

Residents were asked what could help them to use their Welsh language more. The most common answer was "more opportunities to use it" (55.6%). 15.7% of respondents said that an "opportunity to learn" would help them use the language, and 10.7% indicated "more confidence". Respondents mentioned identifying which members of staff speak Welsh in shops/cafes/restaurants and "more people to talk to".

Residents were asked where they used Welsh, with 53.4% saying at home and 50% at work.

We asked whether respondents, or someone they knew, would be interested in learning the language or improving their skills. A clear majority (59%) indicated that they, or someone they knew, would be interested in learning or improving skills, with a further 13% indicating "maybe".

In terms of the areas where people would want to see additional Welsh language services, 65.2% of respondents indicated that more Welsh language services were needed in Youth Services. The next most cited departments were Early Years and Tourism and Parks (59.6%) and 55.6% indicated that Sport and Leisure was also in need of increased Welsh language services.

In terms of the areas that would best benefit from these services, the key themes that respondents identified were education, early years and youth services, suggesting that language acquisition as a child and normalising the use of the language for children and young people was vital for respondents. Other responses included the need to give the Welsh language a prominent place as the Council engages with people as well as promoting culture as well as language.

Some of the comments included:

"I don't feel there are enough opportunities to use [Welsh] outside the classroom"

"My local community seems proud to use the language"

When asked how the number of Welsh speakers in Rhondda Cynon Taf could be increased, it was noted

- Free or low cost language lessons
- Making Welsh the default language for public services
- Expanding Welsh-medium schools in local areas to reduce the need to travel
- Highlighting the Welsh language in shops and cafes
- Support for parents of pupils in Welsh-medium education
- Embedding the Welsh language in community spaces and activities
- Encouragement for staff and visitors in shops, cafes etc. to use Welsh conversationally.

In another survey conducted in 2021, for RCT Together, the Supporting Communities to Thrive survey, residents were asked what they would like to see more of in their communities. In response to that question, 42% indicated that they wanted to see more opportunities to learn, use or practise the Welsh language in their communities.

RCT TOGETHER

SURVEY 2021



1. What matters to YOU the most?

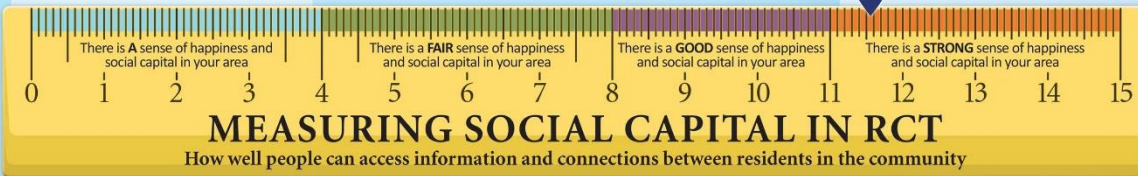


What 956 residents of Rhondda Cynon Taf told us when we asked them about their community.

2. What matters to YOUR COMMUNITY the most?



RHONDDA CYNON TAF SCORE 11.57



3. What you would like to see MORE of in your community?



The majority of people would be willing to travel up to 4 miles to access good services or activities.



42% of people would like more opportunities to learn, use or practice Welsh language in the community.

4. What you would like to see LESS of in your community?



RHCT GYDA'N GILYDD
RCT TOGETHER

HELPU CYMUNEDAU I FFYNNU | SUPPORTING COMMUNITIES TO THRIVE

If you like to take part in this survey or any other consultations:

www.rctcbc.gov.uk/rcttogether

01443 425332



Mae croeso i chi gyfathrebu â ni yn y Gymraeg • You are welcome to communicate with us in Welsh

Therefore the desire of Rhondda Cynon Taf residents to live in communities where Welsh is part of their everyday lives is clear, and the aim of this strategy is to respond to people's aspirations in the areas concerned. The strategy commits the Council to meeting these demands, which also align with the national vision. In the next section, we explain the thematic foundations of the strategy.

Priority Areas for the Strategy

As noted, our strategy for promoting the Welsh language in Rhondda Cynon Taf is based on the desire of our residents to see more opportunities to learn the language, to practise the language and to use it in their communities.

The strategy is structured around the 3 priority themes of Cymraeg 2050 priority of increasing the number of Welsh speakers; increasing the use of Welsh and creating favourable conditions for the Welsh language.

Theme 1: Increasing the number of Welsh speakers

According to the Government, there are two main methods of achieving a million Welsh speakers:

- transmitting the Welsh language from one generation to the next within the family
- developing and maintain skills through education and training, from early years to Welsh language provision for adults.

We acknowledge the important contribution of language transmission in the home but we are also keen to emphasise the key importance of the education system as the main method of creating new Welsh speakers in Rhondda Cynon Taf. This strategy will therefore work alongside our Welsh in Education Strategy Plan for 2022-2032. Together with the WESP and opportunities for people to learn the language in the community, we will organise our activities to meet the national goals within our local context.

1. Language transmission in the family: increasing encouragement and support for families to transmit the language in the home.

2. The early years: expanding Welsh-medium provision in the early years as an access point into Welsh-medium education.

3. Statutory education: maintaining and strengthening a statutory education system that increases the number of confident Welsh speakers.

4. Post-compulsory education: supporting and promoting provision which increases rates of progression and supports everyone, no matter how fluent they are in Welsh, to develop Welsh language skills for use socially and in the workplace.

5. The education workforce, resource and qualifications: supporting measures to increase and improve:

- the education and training workforce able to teach Welsh and teach through the medium of Welsh
- the resources and qualifications needed to support an increase in provision.

Theme 2: Increasing the use of Welsh

We want the use of Welsh to be a routine part of everyday life, so that speakers at all levels feel confident to use it in formal and informal situations. We want to see all learners leaving school with the ability to use Welsh both socially and in the workplace. To support the developments in education, we need to provide opportunities to practise and use the language on a regular basis.

People need opportunities to use Welsh in a variety of situations that reflect the diversity in their lifestyles. Ultimately, the vision is for people use the language at every opportunity, with opportunities available everywhere.

This will involve targeting support in a way which acknowledges the different needs of different people. For example new speakers, or parents/carers without Welsh language skills who send their children to Welsh-medium schools, will have different needs from fluent, confident speakers. Whether Welsh has been part of someone's upbringing, acquired at school or in adulthood, the Welsh language is a language for all, and we will aim to provide opportunities for everyone to use the language.

Aims:

6. The workplace: increasing the use of Welsh in the workplace across all departments of the Council by increasing the confidence and skills of our staff.

7. Services: increasing the range of services offered to Welsh speakers, and increasing the use of Welsh language services.

8. Social use of Welsh: working with our partners locally, supporting the establishment of positive practices in the use of the language, together with formal and informal opportunities to use Welsh socially.

Theme 3: Creating favourable conditions for the Welsh language

To support efforts to increase the number of Welsh speakers and use of the language, we need to create suitable conditions and an environment in which the Welsh language and its speakers can thrive.

The economy is essential to creating the appropriate social conditions to be able to use the Welsh language. While we cannot control every factor which influences economic growth, there are things which we can influence. For example

- the prestige placed on the Welsh language
- public sector jobs in the Council
- ensuring that the Welsh language is seen as a valuable skill
- opportunities to use these skills.

To increase the number of Welsh speakers, raise their confidence, and facilitate the use of Welsh in a variety of settings, we need the support of digital resources, a variety of media, translation services that make the most of the latest language technology and

resources. These are all elements that reflect and maintain the status of Welsh as a living language, and are vital for Welsh speakers at all levels.

For the strategy to succeed, we must share responsibility for language planning with our partners, thereby developing the capacity and expertise in this area and improving the understanding of bilingualism.

Our vision is to see the Welsh language as a normal part of everyday life, with goodwill towards it and more people using it. We want the Welsh language to be relevant for everyone regardless of whether they speak Welsh, English or another language. As part of this, we need to do more to celebrate the Welsh language as a key part of our contemporary culture.

Aims:

9. Community and economy: ensuring that the Welsh language plays a prominent part as the Council supports the socio-economic infrastructure of the Rhondda Cynon Taf area.

10. Culture and media: ensuring that the Welsh language is safeguarded as an integral part of our culture.

11. Wales and the wider world: ensuring that the Welsh language is a central part of our efforts to welcome and integrate people moving to Wales and to Rhondda Cynon Taf. We will seek opportunities to celebrate and engage with our Welsh diaspora.

12. Digital technology: ensuring that the Council plays its part in ensuring that the Welsh language is at the heart of innovation in digital technology to make it possible to use the Welsh language in all digital contexts.

13. Linguistic infrastructure: ensuring that the Welsh language infrastructure (technological provisions and language resources) continues to develop in order to deliver this strategy.

14. Language planning: establishing language planning and promoting the language locally as essential elements of the Council's policy work, with a better understanding of and support for bilingualism and the needs of Welsh speakers.

15. Evaluation and research: continue to build on our evidence and data about the Welsh language and its speakers in Rhondda Cynon Taf as a basis for assessing the effectiveness of this strategy and the Council's policy developments in relation to the Welsh language.

Implementation

Although this strategy relates to those areas over which the Council has direct influence, achieving success depends on collaboration in almost all areas. Many of our partners share the same priorities as us and so we will be looking for every opportunity to combine efforts and support others in order to increase opportunities to use Welsh across the borough.

Measuring Impact

In order to be able to measure the effectiveness of our activities, and develop future policies on the basis of evidence, it is essential that we identify key indicators and continue to develop our programme of data analysis and research for the Welsh language in Rhondda Cynon Taf. We will also work with partners to ensure that we understand the impact of all our activities on the growth and use of the Welsh language in the area and gather qualitative and quantitative evidence to track progress.

Action Plan to Promote the Welsh language in Rhondda Cynon Taf

This Action Plan's aim is to build on the foundations laid by the 2017-2022 Promotion Strategy and the work undertaken by the Council and its partners to develop the Welsh language in Rhondda Cynon Taf. The aim is to achieve the following over the next 5 years:

- Increasing the number of people who can speak Welsh by 5%
- Increasing the use of Welsh in all aspects of community and public life
- Raising awareness of the importance of the Welsh language as a vital part of the identity and character of the Rhondda Cynon Taf area.

The Action Plan reflects the partnership approach that is essential to achieving these goals. There are two parts to the Plan to ensure clarity in terms of the role and responsibility of the Council and the roles of the Welsh language partners and the link between us in achieving the common goals of Cymraeg 2050. The Action Plan is reviewed annually and we will add new targets or modify existing ones to push developments forward over the next 5 years so that we are best placed to be able to exceed our goals wherever possible.

Part 1 sets out the activities and targets that the Council is responsible for delivering under the thematic priorities, either through direct delivery or through collaboration with or commissioning services from partner organisations.

Part 2 broadly sets out the activities of our partners who are directly or indirectly related to Part 1 targets. Our partners are funded by other organisations such as the Welsh Government and operate in accordance with their own terms of reference as organisations.

PART 1

WESP – Relevant promotional aspects included here for reporting under WL Standards 145 and 146, otherwise please refer to the WESP Action Plan for more details on Strategic Area 1.

*Lead/responsible officer names subject to change

STRATEGIC AREA 1: INCREASING THE NUMBER OF WELSH SPEAKERS IN RCT

| | |
|---------------|--|
| VISION | <p>Increasing the percentage and numbers of Welsh speakers in RCT</p> <p>Developing Rhondda Cynon Taf as a fully bilingual county; a County Borough where residents can live, work and play, as well as access the services and support they need through the medium of Welsh and English.</p> |
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| | |
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| Priority areas | <ul style="list-style-type: none"> • Transmission of the Welsh language within the family • Early Years • Statutory Education • Post-16 Education • The workforce |
|----------------|--|

| PRIORITY AREA | AIM | ACTIONS | RELEVANT LOCAL OR NATIONAL STRATEGY / DELIVERY PLAN | RESPONSIBILITY | ANNUAL UPDATE |
|--|---|--|---|--|---------------|
| Transmission of the Welsh language within the family | Increase the number of families choosing to pass on the language to their children | Analyse progression from 2011-2021 census data to inform relevant interventions and promotional campaigns. | <u>WESP Strategic Plan 2022 - 2023</u> | Denise Humphries - Senior 21st Century Schools Project Manager | |

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|-------------|--|--|--|---|--|
| Early years | Increase the number of nursery/ three-year-old learners receiving childcare and early years education through the medium of Welsh | Implementation of RCT's WESP Strategic Plan 2022-2032 | | Gaynor Davies – Director of Education and Inclusion Services Lisa Howell – 21st Century Schools Business and School Organisation Manager | |
| | | In collaboration with partners, develop and implement a communication and marketing strategy to promote positive and consistent messages to the residents of RCT on the benefits of being bilingual; the benefits of childcare and education through the medium of Welsh and of the resources and opportunities available. | WESP – Marketing Group Action Plan | Lisa Howell – 21st Century Schools Business and School Organisation Manager WESP Marketing Sub-Group Regional Welsh Medium Education Champion | |
| | | With partners, maximise distribution of the Being Bilingual booklet and its subject | <u>WESP Strategic Plan 2022 - 2023</u> | Lisa Howell – 21st Century Schools | |

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| | | matter as well as wider resources, together with utilising and promoting partner materials. | | Business and School Organisation Manager WESP Marketing Sub-Group Regional Welsh Medium Education Champion | |
| | | Work with partners such as the Resilient Health Programme/Flying Start/Cwm Taf UHB/Registrars to distribute and display the Being Bilingual booklet and promote the campaign. | <u>WESP Strategic Plan 2022 - 2023</u> | Hannah Bebb - Graduate Officer 21 st Century Schools | |
| | | Ensure effective promotion of the Childcare Offer for Wales to increase take up of Welsh language provision. | <u>WESP Strategic Plan 2022 - 2023</u> <u>The Childcare Strategy for Wales</u> | Denise Humphries – Senior 21 st Century Schools Project Manager (Childcare & Special Projects) | |
| Statutory Education | Increase the number of children receiving Welsh medium education in RCT | Implementation of RCT WESP 2022-2032 | <u>WESP Strategic Plan 2022 - 2023</u> | Gaynor Davies – Director of Education and Inclusion Services | |
| | Promote and support opportunities | Implementation of RCT WESP 2022-2032 | <u>WESP Strategic Plan 2022 - 2023</u> | Daniel Williams - Head of | |

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| | for learners to use Welsh in different contexts | | | Attendance And Wellbeing Service | |
| | | Increase Siarter Iaith engagement to identify opportunities to develop activities to encourage informal use of the language in collaboration with partners. | <u>WESP Strategic Plan 2022 - 2023</u> | Bethan Davies - CSC | |
| | | Continue to improve Welsh medium after schools/holiday provision. | YEPS delivery plan | Bedwyr Harries - Youth Services Manager | |
| | | Support the development and strengthening of the Welsh language Youth Forum by the Welsh language partners so that young people have a voice in identifying their needs and aspirations regarding opportunities for them to use the Welsh language in different contexts. Support Welsh language Youth Forum members in becoming effective representatives and champions for their communities/groups. | YEPS delivery plan | Bedwyr Harries - Youth Services Manager | |
| Post-16 Education | Promote the benefits of Welsh language skills for the world of work, training, | Implementation of RCT WESP 2022-2032 In collaboration with partners, develop and promote a wider range of Welsh language learning pathways into the world of work, | <u>WESP Strategic Plan 2022 - 2023</u> | Siân Woolson – Employment, Education & Training Team Manager | |

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| | apprenticeships and further/higher education | training, apprenticeships and further/higher education for 14-19 year olds. | | Martyn Silezin - 14-19 Strategy Officer | |
| | | In collaboration with partners promote opportunities for Welsh medium further/higher education courses and modules for RCT pupils. | Registration/enrolment on courses | Martyn Silezin - 14-19 Strategy Officer | |
| | | Support and encourage participation in Communities for Work + pre-employment Welsh language activities to introduce conversational Welsh and basic Welsh language skills. | Communities for Work+ Delivery Plan | Eira Cook - Community Services Manager – linked to ACL delivery | |
| Education Workforce | Promote Welsh language skills development and training for the childcare and early years workforce in RCT | Implementation of RCT WESP 2022-2032 Encourage childcare providers to survey the linguistic profile of staff and volunteers to identify training needs, levels of interest in improving skills, accessing appropriate support via programmes such as Croesi'r Bont and Clebran. | <u>WESP Strategic Plan 2022 - 2023</u> WESP Strategic Outcome 1 | Denise Humphries – Senior 21St Century Schools Project Manager | |
| | | Continue to promote and support Welsh language learning opportunities for childcare and early years settings and work in partnership with them to develop Welsh medium training. [Consider whether existing RCTCBC internal provision could be utilised, | <u>WESP Strategic Plan 2022 - 2023</u> WESP Strategic Outcome 1 | Denise Humphries – Senior 21St Century Schools Project Manager | |

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| | | e.g. online learning re language awareness training/Level 1 Welsh language training] | | | |
| | | Facilitate networking events and information sharing with English medium childcare providers and key partners to highlight opportunities to introduce the Welsh language into their settings and enable them to offer Welsh language provision to families in their community. | <u>WESP Strategic Plan 2022 - 2023</u> WESP Strategic Outcomes 1 and 5 | Denise Humphries – Senior 21St Century Schools Project Manager | |
| | Increase the number of teaching staff able to teach Welsh /through the medium of Welsh | Implementation of RCT WESP 2022-2032 Continue to promote and support opportunities for the school-based workforce to learn/improve Welsh language skills. Work with schools and partners to promote and support opportunities for expanding the bilingual childcare workforce in learning/improving Welsh language skills such as Cam wrth Gam. | <u>WESP Strategic Plan 2022 - 2023</u> WESP Strategic Outcome 1 and 7 | Gaynor Davies – Director of Education and Inclusion Services Chris Newcombe - Principal Improvement Partner | |

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|--|---|
| Relevant legislation / strategies | <ul style="list-style-type: none"> • Cymraeg 2050 • Welsh language standards regulation (No. 1) 2015 • Well-being of Future Generations 2015 • Welsh in Education Strategic Plan 2022-2032 • Education and Inclusion Services Strategic Plan 2021-2024 • Welsh language Recruitment strategy • Corporate plan • LDP • Tourism Strategy |
|--|---|

| | |
|---|---|
| | <ul style="list-style-type: none"> • Strategic Equalities Plan |
| <p>Relevant partners and links</p> | <ul style="list-style-type: none"> • All RCTCBC Service areas • Welsh Education Forum • Schools in RCT • Mudiad Meithrin • Cymraeg i Blant • RhAG • Dysgu Cymraeg Morgannwg • Cwm Taf UHB • Cwlwm • Urdd • Menter Iaith • Fforwm Iaith Rhondda Cynon Taf • Welsh Language Youth Forum • Aelwyd Cwm Rhondda • Coleg y Cymoedd • Coleg Cymraeg Cenedlaethol • Cardiff Met • Consortium • Careers Wales • Colegau Cymru • Cyngor Celfyddydau Cymru • Llenyddiaeth Cymru • Interlink |

**STRATEGIC AREA 2: INCREASING THE USE OF WELSH IN RCT
&
STRATEGIC AREA 3: CREATING FAVOURABLE CONDITIONS**

| | |
|---------------|--|
| VISION | <p>Increasing the % and number of Welsh speakers in RCT</p> <p>Developing Rhondda Cynon Taf as a fully bilingual county. A County Borough where residents can live, work and play, as well as access the services and support they need through the medium of Welsh and English.</p> |
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| Thematic areas | <ul style="list-style-type: none"> • Workplace • Services • Use of Welsh socially / in the community <p>To influence the following themes in terms of infrastructure and context:</p> <ul style="list-style-type: none"> • Community and Economy • Culture and media • Wales and the wider world • Digital Technology • Linguistic Infrastructure • Language Planning • Evaluation and Research |
|----------------|---|

| PRIORITY AREA | AIM | ACTIONS | RELEVANT LOCAL OR NATIONAL STRATEGY / DELIVERY PLAN | RESPONSIBILITY | ANNUAL UPDATE |
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| Workplace | <p>Increase the use of Welsh in the workplace across all departments by increasing the confidence and skills of our staff</p> <p>This will also embed the following thematic aims:</p> <p>Ensure Council plays its part in ensuring the language is at the heart of technological innovation to enable the use of Welsh in all digital contexts.</p> <p>Ensure that technology and language resources continue to develop in order to bolster our linguistic infrastructure.</p> | As all new staff are required to undertake Welsh language L1 training, work to increase recruitment levels and progression rates between levels 1-5 by raising the awareness of managers and staff of the benefits and opportunities of a bilingual workforce. | <u>Welsh Language Standards Action Plan</u> <u>Annual Monitoring Report</u> | Lisa Sheppard – Senior Compliance and Policy Officer – Welsh Language | |
| | | Continue to promote Welsh language learning opportunities for staff across all RCTCBC Services and elected members. | <u>Welsh Language Standards Action Plan</u> <u>Annual Monitoring Report</u> | Lisa Sheppard – Senior Compliance and Policy Officer – Welsh Language | |
| | | Continue to work with Dysgu Cymraeg to maximise opportunities for staff to learn and use their Welsh language skills either through work or in the community. | <u>Welsh Language Standards Action Plan</u> <u>Annual Monitoring Report</u> | Lisa Sheppard – Senior Compliance and Policy Officer – Welsh Language | |
| | | Ensure a calendar of events each year for staff to raise awareness of, and to promote Welsh language resources and opportunities, both at work and with other partners within the community (from Welsh medium childcare, learning and improving Welsh skills, events, clubs, community groups etc). | <u>Welsh Language Standards Action Plan</u> <u>Annual Monitoring Report</u> | Lisa Sheppard – Senior Compliance and Policy Officer – Welsh Language | |
| | | To encourage those lacking confidence in their Welsh language skills, introduce a | <u>Welsh Language Standards Action Plan</u> | Richard Evans – Director of Human | |

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| | | guaranteed interview scheme for Welsh speakers at Level 3 or above for posts where Welsh language skills are advertised as essential. | <u>Annual Monitoring Report</u> | Resources Steffan Gealy – Welsh Language Services – Service Manager | |
| | | Continue to provide and develop technological support for Welsh speakers and learners within the Council to be able to deliver services through to medium of Welsh - i.e. Cysgliad package, apps for learning Welsh etc as standard on all Council laptops/devices. | <u>Annual Monitoring Report</u> | Lisa Sheppard – Senior Compliance and Policy Officer – Welsh Language | |
| | | Promote the register of Welsh place-names and street names as a resource that may be used to enable people to learn more about their environment and the history of the area. | <u>Annual Monitoring Report</u> | Lisa Sheppard – Senior Compliance and Policy Officer – Welsh Language | |
| | | | | | |
| Services | Increase the range of services offered to Welsh speakers and increase the use of Welsh language services This will also embed the | During any internal assessment or review of services, map out Welsh language provision to identify and address gaps and areas of priority. This will both provide a baseline and enable the Council to actively promote services available through the medium of Welsh and to target efforts in specific areas to expand provision. | Service Self Evaluations Welsh Language Impact Assessments | Lisa Sheppard – Senior Compliance and Policy Officer – Welsh Language | |

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| | <p>following thematic aims:</p> <p>Ensure that language planning and promotion is a core</p> | Update guidance on policy making and planning when new research and data become available to better inform decisions so that they have the optimum impact on the needs of Welsh speakers and use of the language. | Welsh Language Impact Assessments – process and guidance | Lisa Sheppard – Senior Compliance and Policy Officer – Welsh Language | |
| | <p>consideration of all Council policy planning, expanding our understanding of bilingualism and the needs of Welsh speakers and optimising our support.</p> | Facilitate the sharing of new data and research to inform colleagues’ policy planning work. | Welsh Language Impact Assessments – process and guidance RCT Data Repository | Lisa Sheppard – Senior Compliance and Policy Officer – Welsh Language Bea Jeffries – Community Data Analyst | |
| | <p>Continue to build on our evidence base on the Welsh language and speakers in RCT in order to support the Council’s policy work and achievement of this strategy.</p> | Consider how digital poverty might impact on Welsh language engagement and put steps in place to mitigate this to ensure all residents of RCT are able to access opportunities to enjoy, learn and speak Welsh | Welsh Language Impact Assessments – process and guidance EqIA process Service Self Evaluations | Lisa Sheppard – Senior Compliance and Policy Officer – Welsh Language Melanie Warburton – Diversity and Inclusion Manager | |
| | <p>Ensure Council plays its part in ensuring the</p> | Facilitate a networking event with Council officers and Welsh language partners, community and third sector partners. This will be an opportunity to bring people together to explore ways of collaborating at various levels, which will, in turn, provide and enrich opportunities for RCT | <u>Annual Monitoring Report</u> | Lisa Sheppard – Senior Compliance and Policy Officer – Welsh Language Scott Thomas – Eisteddfod Project Officer | |

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| | <p>language is at the heart of technological innovation to enable the use of Welsh in all digital contexts.</p> <p>Ensure that the language is a core element in supporting the socio-economic structure in RCT</p> | residents to engage with the Welsh language, to speak or to learn Welsh, and to work or volunteer through the medium of Welsh. | | | |
| | | | | | |
| Use of Welsh socially / in the community | <p>With our partners:</p> <p>(i) increase the use of Welsh socially and within communities</p> <p>(ii) support ways of embedding positive language use practices</p> <p>(iii) increase opportunities for people to learn and practice the language within their communities.</p> | Communicate these 3 core messages across all RCT service areas as the overarching aim of this strategy to improve opportunities for RCT residents to use the Welsh language. | Welsh Language Impact Assessment feedback | Lisa Sheppard – Senior Compliance and Policy Officer – Welsh Language | |

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| | <p>This will also embed the following thematic aims:</p> <p>Ensure that the Welsh language is safeguarded as an integral part of our contemporary culture.</p> <p>Ensure that the Welsh language is an integral part of our efforts to welcome and integrate those who move to Wales and RCT.</p> <p>Ensure the Council plays its part in ensuring the language is at the heart of technological innovation to enable the use of Welsh in all digital contexts.</p> | | | | |
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| | | Provide informal opportunities and encourage the use of the Welsh language in Community Resilience Hubs and Community Venues. | RCT Together Delivery Plan | Syd Dennis – Service Manager – RCT Together | |
| | | Promote opportunities for Welsh language community groups to access community resources and funding. | RCT Together Delivery Plan | Syd Dennis – Service Manager – RCT Together | |
| | | Develop opportunities to promote the Welsh language to newcomers, highlighting the fact that this is a language that belongs to all here in RCT | RCT Together Delivery Plan Ukrainian refugees Welsh/Ukrainian vocabulary project – case study. | Syd Dennis – Service Manager – RCT Together Lisa Sheppard – Senior Compliance and Policy Officer- Welsh Language | |
| | | At neighbourhood network/ward level draw in partners from other services (cultural, sport, Welsh language etc) and external Welsh language partners to assist the community in achieving their aspirations. | RCT Together Delivery Plan | Syd Dennis – Service Manager – RCT Together | |
| | | In the 2022-23 review of service delivery and provision, map out Welsh language provision to | Comm 4 Work + Service Delivery Plan | Eira Cook - Community Services Manager | |

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| | | identify and address gaps and areas of priority. | | | |
| | | Develop a targeted campaign for the 16-24 age group to promote bilingual job opportunities, the importance of all levels of Welsh language skills and a Welsh language route into work. | Comm 4 Work + Service Delivery Plan | Siân Woolson – Employment, Education & Training Team Manager Eira Cook - Community Services Manager | |
| | | Support and encourage participation in Communities for Work + pre-employment Welsh language activities to introduce conversational Welsh and basic Welsh language skills. | Comm 4 Work + Service Delivery Plan | Eira Cook - Community Services Manager | |
| | [Links with WESP SO5: Increasing opportunities for young people to use Welsh in different contexts.] | Analyse services to identify gaps in Welsh medium provision within sports and leisure activities – and prioritize areas for improvement. | Leisure and YEPS Service Delivery Plan | Lisa Sheppard – Senior Policy and Compliance Officer – Welsh Language | |

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| | | Work with partners to prioritize the expansion of Welsh language swimming lessons across RCT leisure centers. | Leisure and YEPS Service Delivery Plan | Gavin Bennett – Leisure Operations Manager Jonathan Phillips – Leisure Asset Manager Urdd | |
| | | Work with partners to expand Welsh language provision within leisure centers (e.g. gymnastics). | Leisure and YEPS Service Delivery Plan | Gavin Bennett – Leisure Operations Manager | |
| | | Community voices As part of the review of the Cultural Services (Resetting the Dial), hold creative conversations with community groups, analysing available data to map out needs and identify gaps in Welsh language provision. Put plans in place to expand Welsh medium provision in line with the findings. | Arts, Culture and Libraries Service Delivery Plan | Caroline O’Neill – Head of Arts, Culture And Libraries | |
| | | Consider how to expand the Welsh language offer within various programmes such as Take pArt, CfW+, bringing the arts closer to different Welsh language community groups. | Arts, Culture and Libraries Service Delivery Plan | Caroline O’Neill – Head of Arts, Culture And Libraries | |
| | | Links with partners Work with partners to support and promote Welsh language | Arts, Culture and Libraries Service Delivery Plan | Caroline O’Neill – Head of Arts, | |

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| | | <p>creative and artistic events and projects (e.g. Parti Ponty, Community Artists)</p> <p>Explore opportunities to collaborate with partners to offer a wider range of opportunities to use Welsh through community activities.</p> | | Culture And Libraries | |
| | | <p>Regional work – develop and produce Welsh language theatre to tour across the region and nationally, in discussion with regional partners to look at the benefits and opportunities to share resources.</p> | Arts, Culture and Libraries Service Delivery Plan | Caroline O’Neill – Head of Arts, Culture And Libraries | |
| | | <p>National Eisteddfod 2024 Draw up a cultural programme leading up to the Eisteddfod that will:</p> <ul style="list-style-type: none"> • Engage with communities and raise awareness of the language and associated opportunities • Offer artistic projects to different community groups <p>Consider how these activities can be sustained within communities beyond 2024</p> | Arts, Culture and Libraries Service Delivery Plan | Caroline O’Neill – Head of Arts, Culture And Libraries | |

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| | | Go See: As part of the wider work of reviewing the Council's Welsh language provision, ensure a variety of Welsh language/bilingual opportunities as part of this programme, and include Welsh language partners to help with the promotion of this to communities. | Arts, Culture and Libraries Service Delivery Plan | Caroline O'Neill – Head of Arts, Culture And Libraries | |
| | | Noson Allan: promote this scheme amongst young people via YEPS and the Welsh language youth forum / aelwyd Rhondda / sixth forms in schools to encourage them to take advantage of this scheme. | Arts, Culture and Libraries Service Delivery Plan | Caroline O'Neill – Head of Arts, Culture And Libraries | |
| | | Welsh language facilitation: Use Welsh speaking facilitators and assistants during arts events held in Welsh or English (e.g. Families First; Take pArt activities) to provide Welsh language engagement around the event. | Arts, Culture and Libraries Service Delivery Plan | Caroline O'Neill – Head of Arts, Culture And Libraries | |
| | | Technology: Explore how new technology could facilitate Welsh language/bilingual provision (such as the Theatr Genedlaethol's Sibrwd System for interpretation at events). | Arts, Culture and Libraries Service Delivery Plan | Caroline O'Neill – Head of Arts, Culture And Libraries | |

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| | | Develop opportunities to increase Welsh language engagement, promotion and activities within local communities. For example: increase Welsh language provision in Storytelling and Crafts events and exhibitions (including online). | Arts, Culture and Libraries Service Delivery Plan | Nick Kelland – Principal Librarian | |
| | | National Eisteddfod 2024: in collaboration with partners both within the Council and externally, explore opportunities to promote archive resources, developing Welsh language engagement activities and exhibitions, ensuring sustainable and enduring Welsh language opportunities within local communities. | RCT Libraries Delivery Plan | Nick Kelland – Principal Librarian | |
| | | Develop a social media campaign to promote the wide variety of Welsh language resources available within the service. | RCT Libraries Delivery Plan | Nick Kelland – Principal Librarian | |
| | | Raise awareness amongst key stakeholders of relevant resources and support available to raise the profile of the Welsh | Prosperity and Development Delivery Plan | Derek James – Service Director - Prosperity and | |

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| | | language and increase engagement with Welsh speakers and learners within their businesses and events. | | Development | |
| | | Develop a campaign to attract visitors and residents alike to the Welsh language and its history in RCT. | Prosperity and Development Delivery Plan | Derek James – Service Director - Prosperity and Development Strategic Manager – Tourism and Events | |
| | | Work experience / placements: In collaboration with relevant partners, develop a strategy/plan in the lead-up to the 2024 National Eisteddfod to raise awareness of key stakeholders to maximise benefits and ensure increased opportunities to use the Welsh language both within Council settings and local tourism attractions and businesses. (In partnership with Council’s Eisteddfod engagement officer). | Prosperity and Development Delivery Plan | Derek James – Service Director - Prosperity and Development Strategic Manager – Tourism and Events Chris Richards – Visitor Attractions & Heritage Manager Scott Thomas – Eisteddfod Project Officer | |
| | | Apprenticeships / volunteering: – liaise with partners to explore opportunities to provide experience for young people | Prosperity and Development Delivery Plan | Derek James – Service Director - Prosperity and Development | |

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| | | through the medium of Welsh in tourism related roles, highlighting the importance of bilingual skills for the industry. | | Strategic Manager – Tourism and Events Chris Richards – Visitor Attractions & Heritage Manager Siân Woolson – Employment, Education & Training Team Manager | |
| | | Apprenticeships – with partners, explore opportunities to provide experience for young people through the medium of Welsh in key areas. | | Siân Woolson – Employment, Education & Training Team Manager Bedwyr Harries – Youth Services Manager | |
| | | Provide tailored Welsh language awareness training, information and resources for careers advisors to equip them to promote the value of bilingual skills for the workplace. | | Siân Woolson – Employment, Education & Training Team Manager | |

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| | | Graduate scheme / Apprenticeships – with partners, explore opportunities to provide experience for young people through the medium of Welsh in key areas such as public services, health care, early years. | | Siân Woolson – Employment, Education & Training Team Manager | |
| | | Explore opportunities to expand Welsh medium provision in light of virtual/hybrid platforms of learning, as well as the possibilities of wider regional or partnership working. | | Val Clarke – Senior Officer Community Learning Employability | |
| | | In collaboration with partners, gather information on all available opportunities to learn Welsh in RCT, and promote and market these across all platforms in order that RCT residents are aware of what’s available to them. Identify gaps in provision and seek to address these with partners. | | Val Clarke – Senior Officer Community Learning Employability Welsh for Adults Community Groups | |
| | | Community voice Work with the Canolfan Gartholwg community committee to plan a programme to increase opportunities to use and practice Welsh informally and to improve confidence. | | Val Clarke – Senior Officer Community Learning Employability | |

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| | | | | Jayne Rogers – Garth Olwg Event Co-Ordinator | |
| | | | | Menter Iaith | |

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| Relevant legislation / strategies | <ul style="list-style-type: none"> • Cymraeg 2050 • Welsh language standards regulation (No. 1) 2015 • Well-being of Future Generations 2015 • Welsh in Education Strategic Plan 2022-2032 • Education and Inclusion Services Strategic Plan 2021-2024 • Welsh language Recruitment strategy • Corporate plan • LDP • Tourism Strategy • Strategic Equalities Plan |
| Relevant partners and links | <ul style="list-style-type: none"> • All RCTCBC Service areas • Town and Community Councils • Fforwm Iaith Rhondda Cynon Taf • Welsh Education Forum • Schools in RCT • Mudiad Meithrin • Cymraeg i Blant • RhAG • Dysgu Cymraeg Morgannwg • Cwm Taf UHB • Cwlwm • Urdd • Menter Iaith RhCT • Fforwm Iaith Rhondda Cynon Taf • Welsh Language Youth Forum • Aelwyd Cwm Rhondda |

- Eisteddfod y Rhondda
- Rhondda Arts Festival
- Coleg y Cymoedd
- Coleg Cymraeg Cenedlaethol
- Cardiff Met
- Central South Consortium
- Careers Wales
- DWP
- Colegau Cymru
- Eisteddfod Genedlaethol Cymru
- Cyngor Celfyddydau Cymru
- Llenyddiaeth Cymru
- Merched y Wawr
- Papurau Bro
- Theatres, galleries and arts centres
- Clwb y Bont
- Interlink

PART 2

PARTNERS– COLLABORATION AND PROMOTION

| PRIORITY AREA | AIM | ACTIONS | RESPONSIBILITY | ANNUAL UPDATE |
|---|-----|--|--|---------------|
| <p>SA1 – Early Years / Workforce [WESP]</p> <p>STRATEGIC AREA = SA</p> | | <p>Continue to advise, support and collaborate with RCTCBC to:</p> <ul style="list-style-type: none"> • ensure an increase in the number of children accessing/attending Ti a Fi and Cylchoedd Meithrin groups across the county • ensure an increase in Welsh language provision in Flying Start settings across the county • ensure an increase in the rate of transition from early years to Welsh-medium education • work with the Council and its partners to develop and expand the skills of the childcare workforce in the county. | <p>Mudiad Meithrin</p> <p>[WESP]</p> | |
| <p>SA1 / SA2 / SA3</p> | | <p>Continue to advise, support and collaborate with RCTCBC to promote and expand the range of Welsh language activities provided for children and young people beyond the classroom in activities around:</p> <ul style="list-style-type: none"> • play (Chwarae yn Gymraeg) • sports (e.g. swimming, gymnastics, Fel Merch participation) • community arts, clubs, holiday activities, Eisteddfod • developing young community leaders • volunteering and training • apprenticeships • residential opportunities <p>Identify with RCTCBC where appropriate resources and settings may be shared to widen access.</p> | <p>Urdd</p> | |

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| | | Work with the Council and wider partners to raise awareness of the Fund for All to secure places at the Urdd camps for children who would otherwise not have the opportunity to go on a summer holiday. | | |
| SA1 / SA2 / SA3 | | In the review of the Welsh Language Strategic Development Plan for Coleg y Cymoedd 2018-2023, seek further opportunities to align aspects of the plan for 2023 onwards with RCTCBC WESP and 5-yr Promotion Strategy. Continue to work with RCTCBC to promote opportunities with Welsh language pathways into work and the benefits of Welsh in employability as a workplace skill. | Coleg y Cymoedd | |
| SA1 / SA2 / SA3 | | Continue to advise, support and collaborate with the Council to: <ul style="list-style-type: none"> • promote and expand opportunities for RCT staff and residents to learn Welsh • identify where appropriate resources and settings may be shared to enable people to access learning Welsh in their own communities Work with the Council and wider partners to raise awareness of the Learning Welsh Financial Contingency Fund to assist with costs such as childcare, travel or resources when learning Welsh. | Dysgu Cymraeg Morgannwg | |
| SA1 / SA2 / SA3 | | The UHB recognizes that local authorities are an essential partner in providing health and social care to its population and that offering seamless care in Welsh between primary, secondary and social care to those who need it necessitates working in close partnership with them. As such the UHB will continue to work with RCTCBC as a core partner on the More than Just Words Forum, to align the key principles of More than Just Words with the 5-yr strategy's goals of increasing Welsh language services for residents and use of the language in the workplace; and to seek to embed the good practice of the Active Offer on a wider level in RCT. | Cwm Taf UHB | |

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| | | Continue to work with partners to promote careers within the NHS to Welsh speakers and school leavers in RCT and the wider region as part of the UHB's own 5-year plan to increase the offer of clinical consultations in Welsh and its workforce planning processes to increase its bilingual workforce. | | |
| SA1 / SA2 / SA3 | | <p>Work with the Council and wider partners to promote opportunities for young people to use Welsh informally (e.g. opportunities to volunteer; community projects; projects in schools).</p> <p>Discuss with RCTCBC the role of Menter Iaith RhCT in assisting with the work of sustaining the 2024 National Eisteddfod legacy within RCT communities for the future.</p> <p>Discuss with the Council how to ensure that Parti Ponty/Christmas/St David's Day events can provide opportunities to realise the key aims of the Promotion Strategy through the promotion of the language, raising awareness and bringing communities together to socialise and to use the language in a variety of contexts.</p> <p>Strengthen the voice of young people in RCT by working with partners to ensure that the Welsh language Youth Forum is effective and inclusive in order to hear the voices, the aspirations and needs of RCT young people and that they play an active role in planning appropriate opportunities.</p> <p>Continue to innovate with technology to promote opportunities on various platforms and targeting different audiences (website/ Medrau Project /AMAM Cymru etc)</p> | Menter Iaith Rhondda Cynon Taf | |

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

WELSH LANGUAGE CABINET SUB COMMITTEE

9 MAY 2023

DRAFT WELSH LANGUAGE STANDARDS ANNUAL REPORT TO THE WELSH LANGUAGE COMMISSIONER 2022 – 2023

REPORT OF THE DIRECTOR OF PUBLIC HEALTH, PROTECTION, AND COMMUNITY SERVICES IN DISCUSSION WITH THE RELEVANT PORTFOLIO HOLDER CLLR RHYS LEWIS

AUTHORS: Louise Davies, Director – Public Health, Protection and
Community Services
Nicola Lewis, Head of Community and Welsh Language
Services
Steffan Gealy, Service Manager, Welsh Language Services

1. PURPOSE OF THE REPORT

- 1.1 The purpose of the report is to provide the Welsh Language Sub Committee with a copy of the Draft Welsh Language Standards Annual Report 2022 – 2023.

2. RECOMMENDATIONS

It is recommended that the Welsh Language Cabinet Sub Committee:

- 2.1 Note the content of the draft report;
- 2.2 Approve the draft report in order for a final version to be published on Rhondda Cynon Taf County Borough Council's website, and approve the distribution of the final report to each of the authority's offices that are open to the public by no later than 30 June 2023;
- 2.3 Approve arrangements for publicising the fact that the final annual report has been published.

3. REASONS FOR RECOMMENDATIONS

- 3.1 Standards 158, 164 and 170 of the Compliance Notice issued under section 44 of the Welsh Language (Wales) Measure 2011 requires the Council to produce a report (an "annual report") in relation to each

financial year which outlines the way in which the Council has complied with:

- the Service Delivery Standards with which the Council were under a duty to comply during the year in question;
- the Policy Making Standards with which the Council were under a duty to comply during the year in question;
- the Operational Standards with which the Council were under a duty to comply during the year in question.

4. BACKGROUND

- 4.1 Rhondda Cynon Taf received its final Compliance Notice from the Welsh Language Commissioner on 30th September 2015 which outlined the Council's duty to meet 171 of the statutory Welsh Language Standards introduced by the Welsh Government under the Welsh Language (Wales) Measure 2011.
- 4.2 An application to challenge 14 of the Standards was presented to the Commissioner on 29 March 2016. This resulted in the imposition date for achievement of aspects of 3 of the standards (52, 58 and 64¹) being postponed until 31st March 2018.
- 4.3 The draft report at Appendix 1 covers the seventh full year of the implementation of the standards – from 1 April 2022 to 31 March 2023. A final report must be published on the Council's website and made available in each of the Council's offices that are open to the public no later than 30 June 2023.
- 4.4 The Council is under a statutory duty to publicise the fact that it has published an annual report.
- 4.5. As well as complying with the aforementioned Standards in 3.1, the annual report must include the following:
- the number of complaints that were received during the year that relate to the Council's compliance with the (i) service delivery (ii) policy making (iii) operational standards with which it was under a duty to comply;

¹ Standard 52 – full compliance in respect of websites other than the corporate website was not required until 31/3/2018.

Standard 58 – full compliance in respect of social media other than the Council's main social media account was moved to 31/3/2018.

Standard 64 – areas defined as 'reception services' (for example, Libraries, Leisure centres etc) apart from the Council's main reception service was moved forward to 31/8/2018.

- the number of employees who have Welsh language skills at the end of the year in question;
- the number of members of staff who attended training courses offered by the Council in Welsh during the year in question;
- the percentage of the total number of staff who attended training courses offered in Welsh by the Council during the year in question;
- the number of new and vacant posts that the Council advertised during the year which were categorised as posts where - (i) Welsh language skills were essential, (ii) Welsh language skills needed to be learnt when appointed to the post, (iii) Welsh language skills were desirable, or (iv) Welsh language skills were not necessary during the year in question.

5. CURRENT POSITION

- 5.1 The draft annual report at Appendix 1 outlines the work of the Council over the past year to ensure compliance with the Welsh Language Standards.
- 5.2 Relevant sections of the 2022 – 2023 Service Self Evaluations have also been included in the draft annual report having been reintroduced in 2021/2022 post pandemic.
- 5.3 Despite the continued disruption caused by the pandemic along with growing financial pressures facing the Council, there have been continual successes in Welsh language compliance. Of particular note are the following:
- The continued embedding of the new Welsh Language Impact Assessment Framework which ensures that thorough consideration is given to the effect of policy decisions on the Welsh language.
 - The successful implementation of simultaneous translation via MS Teams (in addition to the already established Zoom facility) allowing Welsh Language Services staff to offer services more widely across all service areas.
 - Continued expansion of Welsh language training for staff and Elected Members, with particular focus on higher levels.
 - Approval of the Council's second five-year Welsh language promotion strategy for the period 2022 – 2027.
 - We continued to raise awareness of the Welsh language utilising notable calendar dates in Wales such as Eisteddfod yr Urdd, Welsh Language Rights Day, Dydd Miwsig Cymru, St David's Day and Wales' presence at the FIFA World Cup 2022.
- 5.4 Yet despite the good progress made by the Council, challenges remain as we seek to improve. Areas that remain challenging include the following:

- The continuing need to increase the number of Welsh speaking staff;
 - Effective monitoring of any mitigating actions noted in any statutory Welsh Language Impact Assessments;
 - Effective scrutiny of the partnership elements of the 5 Year Strategy for the Promotion of the Welsh Language;
 - Continuous training and awareness regarding Welsh Language Standards.
- 5.5 Even in the face of some of the challenges identified at 5.4, feedback from the Welsh Language Commissioner during the Council's annual meeting with their Standards Setting and Compliance Officer held in Quarter 3, 2022-2023 continues to be very positive in respect of the progress made in Rhondda Cynon Taf.

6. EQUALITY AND DIVERSITY IMPLICATIONS / SOCIO-ECONOMIC DUTY

- 6.1 The draft report has been prepared in response to RCT Council's statutory requirement to comply with Welsh Language Standards 158, 164 and 170 and such assessments aren't required.

7. WELSH LANGUAGE IMPLICATIONS

- 7.1 The draft report has been prepared in response to RCT Council's statutory requirement to comply with Welsh Language Standards 158, 164 and 170 and such assessments aren't required. Approval of this draft report will provide evidence of our compliance to the regulator.

8. CONSULTATION / INVOLVEMENT

- 8.1 The topic of the draft report relates to a statutory duty and therefore there is no requirement to consult on this issue.

9. FINANCIAL IMPLICATION(S)

- 9.1 There are no financial implications aligned to the draft report. However, there may be costs and resources as yet not fully ascertained in respect of implementation of any recommendations by the Welsh Language Commissioner as well as continued implementation of the 171 Standards. Non-compliance with a Standard could incur financial penalties of up to £5,000.

10. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED

- 10.1 Welsh Language (Wales) Measure 2011 and Welsh Language Standards (No1) Regulations 2015; Wellbeing of Future Generations (Wales) Act 2015 – in relation to a Wales of vibrant culture and thriving Welsh language, 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 The draft annual report outlines the work undertaken by the Council to comply with the Welsh language statutory standards that will contribute to the Welsh Government's longer-term goal of 1 million Welsh speakers by 2050. The work undertaken to achieve these standards involves working collaboratively with partners and residents to facilitate a wide range of opportunities for the use of the Welsh language in communities across the county. Achievement of the standards will prevent complaints from residents who have been unable to access services in the Welsh language.

11.3 The content of the draft report is directly related to Goal 7 of the Well-being of Future Generations Act - a Wales of vibrant culture and thriving Welsh language. Compliance with the standards will support the normalisation of the Welsh language and ensure that the Welsh language is treated no less favourably than the English language. 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

12.1 This will be the eighth annual report published by the Council that highlights the way in which it has complied with the Welsh Language Statutory Standards introduced by the Welsh Government under the Welsh Language (Wales) Measure 2011. The draft report outlines the good progress made by service areas in embedding arrangements for delivering services through the medium of Welsh.

12.2 It is recognised that further work must be done. However, the Council is confident that the systems developed to monitor compliance are robust and that support is available for service areas to further improve their performance where required.

Other Information:-

Relevant Scrutiny Committee:

Overview & Scrutiny

Contact Officer – Nicola Lewis, Head of Community and Welsh Language Services
Steffan Gealy, Service Manager, Welsh Language Services

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RHONDDA CYNON TAF

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

RHONDDA CYNON TAF
COUNTY BOROUGH COUNCIL

Welsh Language Standards Report

2022 – 2023

Prepared in accordance with the requirements of the

Welsh Language (Wales) Measure 2011

April 2023

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INTRODUCTION: Welsh Language Standards

Rhondda Cynon Taf received its final Compliance Notice from the Welsh Language Commissioner on 30th September 2015, which outlined the Council's duty to meet 171 of the statutory Welsh Language Standards established by the Welsh Government under the Welsh Language (Wales) Measure 2011. An application to challenge 14 of the Standards was presented to the Commissioner on 29 March 2016. Following consolidation and further consultation, the Welsh Language Commissioner determined that no action should be applied to 9 of the Standards which were subject to challenge and a variation should be applied to 5 of the Standards, which were subject to challenge. The amended Compliance Notice was presented to RCTCBC on 9th September 2016 and may be viewed in full [here](#)

Vision

Rhondda Cynon Taf County Borough Council is committed to creating an environment that encourages its residents to use Welsh in their interaction with the Council and supporting staff to use Welsh in the workplace. In addition to working towards full compliance of the requirements of the Welsh Language Standards, the Council will aim to ensure that it delivers services in line with all key Welsh Government policies and strategies in relation to the Welsh language.

Governance and accountability

In 2022, the Council established the Cabinet Sub-committee for Welsh Language, made up of five Cabinet members. The Sub-committee, which superseded the **Welsh Language Cabinet Steering Group**, has been established to ensure an Authority-wide approach in the delivery of services through the medium of Welsh in accordance with the Welsh Language (Wales) 2011 Measure, specifically the Statutory Standards relating to the Welsh Language. Its membership provides strategic direction in the implementation of the aforementioned legislation / policies and any local policies regarding the Welsh language and support the Welsh Language Services Unit in carrying out its duties. In addition to this, the Council's cross-party Overview and Scrutiny Committee scrutinises the Welsh Language Standards Annual Report and the 5-Year Welsh Language Promotion Strategy and the progress made in relation to it.

Links to Council Policies and Priorities

The Council's commitments under the Welsh Language Standards are integrated into the authority's main organisational documents including the Corporate Plan (Making a Difference) and the Welsh in Education Strategic Plan (WESP). In addition, internal policies, such as HR policies, mainstream Welsh language issues, which is more effective than preparing stand-alone policies to address Welsh language matters. The Council's priorities are informed by legislation including the Wellbeing of Future Generations (Wales) Act 2015 and the Social Services and Well-being Act 2016 that place responsibility on the Council to strengthen the Welsh language. The former Act requires public bodies to work towards seven well-being goals, one of which is 'A Wales of vibrant culture and thriving Welsh Language,' while the latter requires public service organisations to consider and respond to the linguistic needs of their users when providing care and support services.

Reporting

This year has been the seventh full year of implementing the Welsh Language Standards under the Welsh Language (Wales) Measure 2011.

This report will be published by 30 June in compliance with Standards 158 and 164 and details how the Council has complied with the following Supplementary Standards:

- Service Delivery Standards
- Operational Standards
- Policy Making Standards

The report also presents data on the required indicators as follows:

- number of staff who have Welsh language skills (Standard 151)
- number of staff who attended training courses listed in Standard 128 if offered in Welsh (Standards 152)
- percentage of the total number of staff who attended any courses listed in Standard 128 (Standards 152)
- number of new and vacant posts that were advertised during the year which were categorised as (i) Welsh language skills essential (ii) Welsh language skills needed to be learnt when appointed to the post (iii) Welsh language skills desirable (iv) Welsh language skills not necessary
- the number of complaints received

Welsh Language Services Unit

The Council recognises that the Welsh Language Standards are to be given a high priority due to the risks involved in terms of non-compliance and also because of its commitment to creating an environment that encourages its residents to use Welsh in their interaction with the Council and supporting staff to use Welsh in the workplace. It recognises whole-Council support is needed in order to offer and promote Welsh language services from the first point of contact.

The Council invests in a 21-strong Welsh Language Services Unit which undertakes to support all services and to provide the following:

- advice and support for all service areas on their statutory responsibilities under the Standards
- translation of public facing documents
- in-house Welsh language tutoring
- identification of areas of potential non-compliance
- recording of customer complaints
- reporting on developments to the Welsh Language Cabinet Steering Group
- simultaneous translation at full Council and at other meetings which are open to Members (e.g. scrutiny committees)
- simultaneous translation support to all other service areas such as legal services, human resources
- attendance at the Fforwm Iaith
- liaison with Welsh-medium community organisations as appropriate
- representing the Council at external meetings and be the main point of contact with the Welsh Language Commissioner and relevant Welsh Government Departments
- cross-departmental support for general promotion of the Welsh language
- co-ordination and liaison regarding matters pertaining the Welsh in Education Strategic Plan
- co-ordination and liaison regarding the Welsh Government's More than Just Words Strategic Framework
- dedicated support for the National Eisteddfod of Wales due to be held in RCT in 2024
- support as part of the Governing Board for the role of the South-East Wales Regional Welsh-Medium Education Champion, which is funded by the Welsh Government

The Council invests in a Unit as a pro-active response to the statutory environment and the type of work that needs to be undertaken to try to support all Council services to meet the Standards in a more cost effective manner.

A Senior Policy and Compliance Officer and a Compliance Support Officer now monitors the performance of services across the Council and their compliance against the Welsh Language Standards that are relevant to them. Consequently, these roles afford the Council the opportunity to give further mitigating support to service areas on identifying any possible weaknesses about delivering the requirements of the Standards, in addition to continuing with some of the more traditional duties of the former Welsh language officer role. These relatively new positions have, by now, become embedded in the structure of the Welsh Language Services Unit, and wider Council operations. For example, the Senior Policy and Compliance Officer works with the Council's equality officers, data officers and corporate performance officers regularly to assess the impact of policies, develop a comprehensive data set for Council officers to use, and monitor the performance of all Council departments against the Welsh Language Standards. The Compliance Support Officer has also restarted the Unit's auditing work across the Council, which had been paused during the Covid-19 pandemic. Thus far, a comprehensive audit of the most popular sections of Council's website has been conducted, and at present an audit of all of the Council's reception areas is underway, to ensure compliance. The Welsh Language Commissioner's Office has again been generous in its positive feedback on the way Rhondda Cynon Taf Council Borough Council exercises its duties with regards to the Standards.

A part-time Welsh Language Tutor organises and delivers Welsh Language courses and sessions for Council staff. In the past, the Council paid external providers (e.g. the University of South Wales's Welsh for Adults Centre) to deliver sessions for internal staff but they lacked the desired success of tailoring the sessions to the relevant service areas. The internal tutor has tutored 73 members of staff, including Members, during 22/23 at various levels. This in addition to the staff who have completed Level 1 Welsh, which is now an on-line resource. The Council continues to work in partnership with the Welsh Government's Work Welsh project, ensuring that Council staff may access on-line support and tutoring. Additionally, the Council have on a number of occasions supported individuals to undertake weeklong residential courses at Nant Gwrtheyrn and continue to encourage service areas to support learning via community classes. Over the past year, the tutor has taught Welsh to 6 councillors, held Welsh language training sessions for new Chairs and Vice-Chairs of Council committees to increase the amount of Welsh used in meetings. She has also been preparing a Level 1 Welsh language course for the Council's catering staff who do not currently have online access to the online training already made available by the Unit.

The Welsh Language Services Unit's translation staff remain an integral part of the Council's efforts to comply with the Welsh Language Standards, by providing textual and simultaneous translation services to all Council departments as required. The translation team consists of a Principal Translator who is responsible for management of the day-to-day translation and proofreading arrangements, four Senior Translators who are dedicated in the main to translating documents relating to Democratic Services and proofreading, and nine translator posts. In recognition of current and prospective staff's differing expertise, the Council's service requirements, and in order to provide professional development opportunities, translator and senior translator roles in the department now follow two pathways – those who translate text only, and those who translate text and also provide simultaneous translation. Currently, three senior translators and four translators provide simultaneous translation too, and those who do not at present are able to work towards this as part of their professional development if they wish. Two senior translators coordinate this element of professional development for the other staff following their successful completion of a postgraduate qualification in simultaneous translation at the University of Wales Trinity St David's last year. They received the highest marks on their course and were presented with an award from Cymdeithas Cyfieithwyr Cymru for the most promising students on the programme. They have also contributed towards the Council's work in rolling out the simultaneous translation function in Teams across the organisation, thus increasing the options for holding meetings in Welsh. These developments not only assist the Council in fulfilling its statutory obligations to offer meetings in Welsh to the public, and in situations such as job interviews, but it also facilitates the use of Welsh in internal meetings,

such as WESP meetings where the majority of attendees are Welsh speakers.

In March 2023, the official launch of the National Eisteddfod of Wales in Rhondda Cynon Taf was held in Treorchy. An estimated 3,500 people attended to get a taste of what's to come in August 2024. Furthermore, a public meeting was held at the University of Wales (Treforest Campus) to begin identifying local people who have an interest in helping with the delivery of the Welsh language festival. With Eisteddfod chairs newly elected to their respective committees, work is well and truly underway with a clear strategy on how they plan to raise the £400k fundraising target. Our Project Officer continues to work closely with Eisteddfod officers to raise awareness of the Eisteddfod amongst local groups/businesses, Council staff and schools.

Guidance documents and resources continued to be produced and disseminated during 2022-2023 (examples below)

Guidance on Awarding Grants and the Welsh Language

At the beginning of the 2022-23 municipal year, our Guidance on Awarding Grants and the Welsh Language was published and disseminated to all Council departments, in line with Welsh Language Standard 94. The Guidance provides information to staff regarding their duties in relation to the Welsh language in the process of administering and awarding grants, in line with Standards 71-75 and 94. The document contains a checklist that staff can use to ensure they have complied with these standards too. The Guidance document issued by RCT has also been used as the basis for similar guidance documents in other county councils across south-east Wales. In order to monitor whether or not the grants the Council advertises and awards comply with the relevant standards, at the request of the Welsh Language Services Unit, the Council's Corporate Performance Team have agreed to include questions about grants and the Welsh language in the Service Self Evaluation questionnaires from 2023. These are completed by all service directors within the Council each year, and form the basis of a challenge meeting with the Chief Executive. They are also made available to the Welsh Language Services Unit to help plan further work with specific departments, and it will therefore be possible to monitor the impact of grants awarded by the Council on the Welsh Language in a more direct way from 2023-4.

Website Audit

In light of complaint CS1050 received from the office of the Welsh Language Commissioner regarding differences between the Welsh and English versions of the Council's website's housing pages, Welsh Language Services responded proactively by conducting an audit of the 8 areas of the Council's website that appear on its homepage and receive the highest volume of traffic (e.g. waste services, education). This was to ensure that there were no breaches in compliance elsewhere on the website. Any breaches found were recorded on a spreadsheet, and by working with the web team, the Compliance Support Officer sent necessary amendments to relevant officers with authorship rights within their departments, along with a compliance reminder and the offer of help from Welsh Language Services if required. Staff were given until 31 March 2023 to make the necessary changes and a second audit to check compliance will be carried out early in 2023-4.

Welsh Language Level 1 – Elected Members

In 2021-22, in collaboration with colleagues in Democratic Services, Welsh Language Services updated the Welsh Language Level 1 training - originally tailored for staff – to be appropriate for elected members. This training was shared via a global email with all Councillors and will be regularly disseminated during induction periods. The same training was made available again to new

Councillors elected in May 2022. In addition to this, Welsh Language Services and Democratic Services developed a further Welsh language training course for committee chairs and vice-chairs, with the aim of increasing the amount of Welsh used in meetings, particularly during standard items such as declaring interest and receiving the minutes. This was rolled out to newly appointed chairs and vice-chairs in June 2022, and Welsh Language Services and Democratic Services are monitoring how much use is made of the Welsh language in meetings following this training.

Newsletter

Welsh Language Services continues to produce a quarterly newsletter, which highlights some of our main areas of work and offers advice regarding compliance with the Welsh Language Standards across the Council. This is following the change in the Council's internal communication methods as a high number of staff continue to work from home more often following the Covid-19 pandemic. Recently, the Newsletter has also been posted on the Council's closed Facebook group for staff in order for it to reach a wider audience and for staff who may have limited access to a computer. Newsletter articles over the past year have included an update on the situation regarding the Welsh language in Rhondda Cynon Taf in light of the 2021 Census results and implications for services, guidance on ensuring web pages comply with the Welsh Language Standards, promotion of the Council's simultaneous translation provision, and notices of local and national Welsh language events.

Learn Welsh Campaign

This year saw the third formal, integrated, campaign to encourage staff to learn Welsh at RCT Council. During summer 2022, our poster and information booklet, which listed all community and virtual provision, was sent to all council staff with the result being that all Council run courses were fully booked in the first few weeks. Following this, all internal Council-run courses were full by the start date in September. Another small campaign was held in January 2023 for further courses that were starting at the end of January and the response was positive again. We intend to launch similar campaigns each year to ensure more people are encouraged to learn – and in a way that they are happy with – online, in a classroom, or independently. The Council's internal provision has opted to provide some lessons face-to-face again, which has been popular amongst learners, and we will review the provision in advance of next year using the feedback we receive.

In addition, the Welsh Language Services Unit have led on many successful projects. Of particular note are the following:

Welsh Language Impact Assessment Framework

Since introducing the framework in 2021-22, the impact assessment process has become embedded as part of the Council's process for scrutinising policy decisions. The Council's investment in additional resources to support this work has allowed compliance officers to work with other departments to help them as they consider the possible effects their prospective policies will have on the Welsh language in the community and the workplace. Additionally, the impact assessment panel, which is held on a monthly basis, is an opportunity for compliance officers and senior officers of the Council to offer further feedback to departments regarding their plans. The two step process ensures that the importance of impact assessments are acknowledged throughout the Council, and amongst the senior leadership too. The Council has received positive feedback from the Welsh Language Commissioner with regards our new framework and we are in the process of providing them with more information for a best practice case study. We have also updated our

impact assessment guidance to reflect the results of the 2021 Census, new reports and strategies regarding the Welsh language that have been published recently, and advice given in the Welsh Language Commissioner's event on impact assessments held in January 2023.

Welsh in Education Strategic Plan 2022-2032

The unit has continued to support the co-ordination of the Council's Welsh in Education Strategic Plan and associated support for preparing the action plan for the first 5 years, and marketing sub-group activities.

A 5 year strategy to facilitate and promote the Welsh Language

Following the evaluation of our 2016-2021 5-year Strategy and action plan in line with Standard 146 (committee report available [here](#)), Welsh Language Services has led the work of preparing the new 5-year Strategy and its associated action plan for 2022-2027, in accordance with Standard 145. The strategy and action plan were produced with the help of a language planning company, Nico Cyf. Although the increase in the number of Welsh speakers in the County Borough according to the 2021 Census was smaller than hoped for, the new strategy aims to build upon the small increase seen, and sets a target of a 5% increase in Welsh speakers by the end of the strategy's lifetime. The new strategy was approved at a [meeting of the Cabinet Sub-committee for the Welsh Language in October 2022](#), and the associated action plan was approved at a meeting of the [Overview and Scrutiny Committee](#) in March 2023.

Hybrid Meetings and Simultaneous Translation Services

As the Council increased its use of online/virtual work and meeting platforms in response to the Covid-19 pandemic, Welsh Language Services have successfully supported ICT and Democratic Services officers to ensure full compliance with the Welsh Language Standards by ensuring members of the public and Councillors are able to contribute to meetings in Welsh if that is their wish. ICT, through the use of Zoom, have enabled an environment where language channels can be added to Zoom meetings to allow persons to listen in Welsh or the English simultaneous translations depending on their preference. Additionally, with the introduction of hybrid meetings and online streaming services, we've managed a bespoke solution to ensure compliance with the regulations. Members of the Welsh Language Services team, supported by ICT, worked directly with Microsoft to test the new simultaneous translation functionality in Teams. This has since been introduced across the Council and is allowing more staff to use their Welsh in meetings with internal and external colleagues and partners.

Welsh Language Buddy Scheme

The Welsh Language Buddy Scheme was relaunched in 2021-22, and continues to meet every month, in order to give Welsh speakers of all levels across the Council the opportunity to meet and use their Welsh. As well as meeting via Teams, members of the Scheme also meet in person every few months in different Welsh cafés across the County Borough, to support local Welsh businesses and offer our staff the opportunity to practice their Welsh in a community setting. Furthermore, we're also in discussions with Caerphilly Council's Welsh Language Services regarding the possibility of combining our Welsh Language Buddy Scheme with a similar scheme that they are running. Although discussions are still ongoing, the aim is to begin the joined up scheme early in the summer of 2023.

Culture Campaigns

Welsh Language Services promoted the following Culture Campaigns during 2022-2023:

Dydd Gŵyl Dewi

For St David's Day this year, Welsh Language Services posted across our social media accounts asking our followers to get involved with the celebrations. Internally, for the Council's staff, an article was published on the intranet which highlighted the story of St David. Following on from our 2022 celebrations, our officers again prepared a Welsh themed quiz that was completed virtually by nearly 350 staff members.

Welsh Language Rights Day

Welsh Language Services promoted Welsh Language Rights Day by publishing messages on social media to remind our residents that they can access Council services through the medium of Welsh. We also published an article on the staff intranet to remind staff of their statutory duties, and their language rights at work. The day was also used as an opportunity to share bilingual templates with all Council staff to help them prepare out of office messages and messages about service closures over the Christmas period that were compliant with the Welsh Language Standards.

Eisteddfod yr Urdd

In 2022, Eisteddfod yr Urdd was held for the first time since 2019, and so the Council celebrated all of the local pupils who were competing at the festival in Denbighshire by wishing them luck on social media. As well as preparing the messages, and visiting local schools to take pictures of the pupils who were competing, Welsh Language Services officers also prepared other messages and articles for staff to promote the Eisteddfod and the other important activities the Urdd engages in on local and national levels. These included Welsh-medium swimming lessons, Gŵyl Triban, and providing accommodation to refugees from Ukraine.

Welsh Music Day

Welsh Language Services prepared a suite of social media messages promoting Welsh language music playlists, local Welsh gigs and musical sessions.

Wales at the Football World Cup

Welsh Language Services took advantage of the Wales team's success in reaching the finals of the Football World Cup in Qatar to design a social media campaign celebrating different aspects of Welsh language culture. As well as wishing the team luck, messages were published emphasising the team's connections with the RCT area, and the history of the Welsh National Anthem and its links to Pontypridd. This was also an opportunity to raise further awareness of the Welsh language and Welsh history – e.g. through referring to the lyrics of the song 'Yma o Hyd', messages were posted to encourage the public to use the Council's libraries to find out more about Welsh mythology, whilst also reminding them that Welsh books and services are available at our libraries too.

Other service areas

Many Council services have returned to providing services in ways similar to before the Covid-19 pandemic. As such, a number of departments have acted to improve or adapt their Welsh language provision. Below are some case studies of the good practice that has been established by some departments in 2022-23. In addition to this, all Council service areas resumed their reporting of relevant developments in their Annual Service Self-Evaluations, and the details noted in each of these

are at Appendix 1 in accordance with Standards 158, 164 and 170.

Leisure Services

Following the adoption of the new Leisure Strategy in autumn 2022, Leisure Services have been working with Menter Iaith Rhondda Cynon Taf and the University of South Wales to try and increase the use of Welsh by instructors in their fitness classes. The Council faces challenges in recruiting trainers who speak Welsh or feel confident to use their Welsh in their work, so it was decided to hold some training sessions to help current instructors incorporate more Welsh in their classes. It is hoped that this will encourage instructors with limited Welsh skills to use some Welsh for the first time. It is also hoped that it will help instructors who can speak Welsh fluently to feel more confident and prepared to hold more sessions through the medium of Welsh in the future, thereby increasing the service's Welsh language offer.

Occupational Health

The Occupational Health Service have introduced a new online referral and counselling tool for staff with mental health concerns, called Wellbeing with Cari. This tool is also available in Welsh – Lles gyda Cari. By ensuring that the tool was also available in Welsh, the service not only acted in line with the proactive offer made in the Council's HR policies for staff to use Welsh in discussions of a sensitive nature, but also emphasised the importance of language choice when requesting and receiving care and treatment.

Corporate Performance – Climate Change Strategy

As part of the Council's new Climate Change Strategy, a new virtual Welsh language platform has been established on Teams, namely 'Gofod Gwyrdd'. Gofod Gwyrdd gives staff the opportunity to discuss matters pertaining to climate change and its impact on their work in the Council through the medium of Welsh. It is also a space to share Welsh language resources about this subject.

COMPLAINTS: STANDARD 158(2) 164(2) 170(2)(d)

The following complaints were received, or continued to be investigated, during/in 2022–2023:

| Complaint Date | Nature | Via | Outcome / Response |
|-----------------------------|--|-------------------------------------|---|
| August 2021 (now closed) | Adult Services: Allegation that a Welsh language assessment was not provided to a client. | Welsh Language Commissioner (CS054) | Following a statutory investigation the complaint was not determined to be valid by the Welsh Language Commissioner. It was found that the Council had complied with the necessary Standards when interacting with the client but the Commissioner recommended 4 action steps in order to improve the experience of service users wishing to use the Welsh language. |
| April 2022 | Highways: Complaint about a bilingual street sign. The complainant claimed that the sign was too big and interfered with the view from the window of their house, and that the increased size was because the Welsh name of the street had been added to it. They also complained that a Welsh name had been added to the English sign while English names were not added to monolingual Welsh street signs, and that the Welsh name 'Coedlan Byron' was an incorrect translation of 'Byron Avenue'. | A member of the public | Complaint not upheld. The Council responded to the complainant by noting its statutory duty in accordance with the Welsh Language Standards to add the Welsh name of the street to the sign when renewing it, and the Council's policy of ensuring that every street has a Welsh name. The response also noted that the new sign was not larger than the previous sign. Referring to resources such as Geiriadur yr Academi, the Council explained that the translation was suitable. |
| May 2022 | Libraries: Complaint about translating 'exhibition space' as 'gofod arddangos'. | A member of the public. | Complaint not upheld. The Council responded by stating that 'gofod' is an appropriate translation |

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| | | | in this context, referring to resources such as the Geiriadur yr Academi. |
| July 2022 | Registry Office: Complaint about the lack of Welsh language service and an inability to provide a Welsh language registrar to register a death. | A member of the public. | Complaint partially upheld. The Welsh Language Services Unit reminded the department of their statutory duties to provide a registration service through the medium of Welsh, including a reception/telephone service. The member of the public received an apology and the department ensured that a Welsh-speaking registrar was available for the individual to register the death. |
| July 2022 | Communications and Press: Complaint about automatic translation on Facebook. | A member of the public. | Complaint not upheld. The Welsh message on Facebook was correct, but the automatic English translation provided by Facebook was incorrect, and this had given the complainant the impression that the Welsh must also be incorrect. It was explained to the complainant that the Welsh was correct, and that the Council had no ownership over the automatic English translation. |
| August 2022 | General: Complaint about receiving bilingual correspondence. The complainant did not want to receive any correspondence in Welsh | A member of the public. | Complaint not upheld. The Council responded by explaining that in certain situations it has a duty to send correspondence in Welsh in accordance with the Welsh Language Standards, and that it also has a duty to promote the |

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| | | | Welsh language in accordance with local and national policies and strategies. It was also noted that some situations arise where it is possible for the Council to contact a member of the public in English only where it is aware of that individual's relevant language choice. |
| September 2022 (See another complaint about the same issue below) | Communications and Press: Complaint about the lack of an equivalent message in Welsh for an English message on Twitter regarding the death of Queen Elizabeth II. | A member of the public. | Complaint upheld. The member of the public received an apology for this shortcoming, and an explanation that a Welsh message had been published within a few hours to match the English message. |
| September 2022 (See another complaint about the same issue above) | Communications and Press: Complaint about the lack of an equivalent message in Welsh for an English message on Twitter regarding the death of Queen Elizabeth II. | A member of the public. | Complaint upheld. The member of the public received an apology for this shortcoming, and an explanation that a Welsh message had been published within a few hours to match the English message. |
| September 2022 | Housing: Complaint about the lack of an option to contact the Housing Options team on the Welsh side of the website, while there were contact options available on the English side. | A member of the public via the Welsh Language Commissioner (CS1050) | After the Council provided further information, and responded proactively by carrying out work to ensure that the relevant web pages were now compliant, the Commissioner decided that there was no need to carry out a full investigation into this case. This was because they were satisfied that there was no systemic failure in terms of the website's compliance, and that this was an isolated |

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|---------------|--|--|--|
| | | | incident. |
| October 2022 | Highways: A post on a Facebook group drawing attention to a typing error on a street sign in Porth. | Message on Facebook Group 'Arwyddion Cymraeg Gwael' | After the Welsh Language Services Unit informed the Highways department of the post, they proceeded to change the sign in order to prevent an official complaint from possibly being submitted. |
| November 2022 | Education: Complaint about an English-only presentation and resources by the Council given to parents in one of the County's Welsh medium schools. The complaint also stated that the Welsh questionnaire distributed as part of the presentation was 'erroneous'. | A member of the public via the Welsh Language Commissioner (CS1080) | The Council has admitted that it has failed to meet the expectations of the Welsh Language Standards in relation to the presentation given, but noted that it has provided appropriate bilingual resources, and that it has already shared guidelines for organising bilingual meetings with staff in order to avoid failures of this type. Nevertheless, the Welsh Language Commissioner has decided to proceed with a full investigation into this matter - that investigation is currently ongoing. |
| December 2022 | Payments: A page on the Council's Welsh payments website (parking fine) contained sections that were in English only | A member of the public. | Complaint upheld. After considering the matter, the department decided that the page in question was an unnecessary part of the payments process, and it was decided to remove the page from the system on the Welsh and English sides of the website. |
| January 2023 | Highways: Complaint about two English-only road signs and an English-only sign on a green electrical box in Efail Isaf. | A member of the public via the Welsh Language Commissioner (CSG1098) | After the Council provided further information, the Welsh Language Commissioner determined that the |

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| | | | Council did not have a case to answer. It was found that the Council had acted in accordance with the relevant Standards as the signs in question had not been renewed since at least 2009, and the green box is not owned by the Council. |
| February 2023 | Waste Services: Complaint about a lack of Welsh signs in one of the Council's community recycling centres. | A member of the public. | Complaint upheld. The Waste Services were reminded of their duties to provide Welsh/bilingual signs, and the relevant signs are being changed to bilingual ones, with the Welsh appearing first. |

DRAFT

STAFF WELSH LANGUAGE SKILLS: STANDARD 170(2)(a)

As noted in last year's report, due to major changes in our Human Resources systems, only limited data was reported. New data kept in accordance with Standard 151 based on the requirements of Standard 127 will not be available for reporting until 2023-24.

TRAINING FOR STAFF: STANDARD 170 (2)(b) and (c)

There was no change from the 2022-2023 position with regards to training on Recruitment & Advertising, Performance Management, Complaints and Disciplinary procedures, Induction, Dealing with the Public and Health and Safety, based on the records kept in accordance with Standard 152 based on the requirements of Standard 128.

RECRUITING TO EMPTY POSTS: STANDARD 170 (ch)

The following figures are kept in accordance with Standard 154 based on the requirements of Standard 136. From September 2017 all new posts are designated Welsh essential Level 1 (basic Welsh) with options for managers to recruit on level 2 to level 5 depending on post. The number of posts at level 1 to 5 are as follows:

| | | |
|-----------------------|----|------------|
| Welsh Language Skills | L1 | 485 |
| Welsh Language Skills | L2 | 9 |
| Welsh Language Skills | L3 | 2 |
| Welsh Language Skills | L4 | 0 |
| Welsh Language Skills | L5 | 9 |

Further information:

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Appendix 1 Service Self-evaluations

Highway Maintenance and Management

The Highway Maintenance and Management Service continues to embrace the Welsh Language Standards and accordingly has expanded the services it provides through the medium of Welsh.

Following recruitment there are now a number of members of staff (10+) within the Service who have a reasonable knowledge of spoken and written Welsh and staff are encouraged to attend courses to learn the language.

When we undertake residents consultations or when there are 'letter drops', all communications are undertaken bilingually i.e. through the medium of English and Welsh. As part of any public exhibitions there is always the presence of Welsh speaking staff to answer / converse in Welsh with the public if so required.

During the routine maintenance of sign or street nameplate renewal, all replacement signage is now bilingual. Provision of new street names is now Welsh only, thus further promoting the Welsh Language.

Potential areas for improvement:

Continue to encourage staff to take up learning opportunities in the Welsh language

Community Wellbeing and Resilience Service

The Service continues to strive to provide its services through the Welsh language and comply with the requirements of the Welsh Language standards.

All written material available to the public, including online information and applications are available bilingually and all initial points of contact with the public are bilingual. Children and Family Centre receptionists as well as the central Business Support Team answer all phones and greet members of the public bilingually.

Language skills are strengthened through recruitment where possible, although it is not always possible to recruit individuals with the necessary skills for the post who also have the necessary Welsh Language skills. When engaging with services, families are always asked for their language preferences and Welsh language speakers assigned to work with individual families.

All new staff across the Community Wellbeing and Resilience Service are supported to complete the LA's Introduction to Welsh training and fully supported to complete any further training in work time.

The Youth Engagement and Participation Service has a dedicated Welsh speaking Youth Engagement Officer in each of the 4 Welsh secondary schools. The YEO offers support to young people to improve their resilience; delivers accredited courses and they are also the main point of contact for all after school provision offered by the service to young people. There were also activities offered throughout the school holidays through the medium of Welsh. There is also a Welsh speaker in every YEPS role, which ensures all young people can access a Welsh speaking youth worker across all areas of the service, e.g. Transitional Support/Mental Health and Wellbeing.

YEPS is playing a lead role in the Welsh in Education Strategic Plan (WESP) 2022-2032 Outcome 5: More opportunities for learners to use Welsh in different contexts in school. The Youth Service Manager is attending regular meetings and has a key role in formulating, implementing and evaluating the progress of WESP in relation to YEPS' role in schools and youth clubs. The Funding Flexibilities Team are also represented on the WESP subgroup and have actions relating to Flying Start Welsh Medium provision as part of Outcome 1: More nursery/three-year-old learners receive their education through the medium of Welsh. In this respect CWRS plays a key part in helping the Council achieve its 10-year vision.

The delivery of Welsh medium play opportunities remains a known gap in provision as a result of limitations in the external market. This is due to a lack of play providers that can confidently deliver through the medium of Welsh. The service has an historic SLA with Menter Iaith which is currently being reviewed to ensure the provision effectively meets the requirements of the PSA.

All Talk and Play (TAP) video resources are available in Welsh and English and a number of staff within the team are currently learning Welsh to be able to extend the reach of the service and provide early language support for Welsh. There isn't currently a high demand for service delivery through the medium of Welsh so our one Welsh speaking member of staff is able to sufficiently meet demand. This will be reviewed in line with future demand and as part of future recruitment.

Each childcare setting has a Welsh Language Champion who promotes and encourages the incidental use of Welsh. The Benefits of Bilingualism booklet is circulated within all LA Childcare settings for staff to share with parents.

All Flying Start childcare settings use observational and assessment monitoring tool scores for the Welsh language element of the tool. Those identified as not having adequate conversational Welsh skills will be referred for additional Welsh Languages courses. The Benefits of Bilingualism booklet is circulated within all FS commissioned and LA Childcare settings for staff to share with parents.

All commissioned partners have to comply with The Welsh Language Standards as appropriate to the service being delivered. The Flexible Funding Team identifies which of the 170 Welsh Language Standards are relevant to the contracted service and these are listed within the service specification prior to tender. The Monitoring Officers undertake quarterly monitoring visits to ensure contract compliancy including an annual compliancy check on the Welsh Language Standards.

A separate Welsh Language Standards Audit is undertaken with providers on an annual basis by the Monitoring Officers. The findings from the audit are reported back to providers as part of their annual performance review meeting and any non-compliance is identified as requiring urgent action. There are not many projects that have a fluent Welsh speaker that can deliver a fully Welsh medium service upon immediate request. The majority of providers are compliant in respect that literature and materials that go out to the public are bilingual and that they have mechanisms in place that upon request another Welsh speaking member of staff can either pick up the call or ring back and then undertake assessment/ support etc. There are currently seven English medium commissioned childcare settings that do not have a Welsh speaker available

The Welsh Language Standards Audit is a quality assurance framework to ensure the monitoring of all local authority-managed childcare settings and commissioned providers against the elements of childcare that are providing impact for children. Flying Start also contributes towards Outcome 1 of the 2022-2032 WESP – 'More nursery / three-year-old learners receive their education through the medium of Welsh'.

In response to meeting the targets within outcome 1 of the WESP - To increase the take up of Welsh medium places, the Funding Flexibilities team have reviewed the commissioning arrangements by introducing a new Flexible Framework. The introduction of the Flexible Framework has offered the opportunity for any Welsh medium childcare providers (subject to meeting predetermined QA standards) the opportunity to become a FS approved provider without having to go through a competitive tendering process. The team worked in partnership with Mudiad Meithrin to promote the opportunity with its members and as of November 2022 the number of approved Welsh Providers has increased from 9 to 19. This offers more choice to parents and better geographical spread across RCT and this will in turn increase the take up of Welsh medium FS places, leading to an increase in parents choosing Welsh medium education for their child.

To promote the Flying Start childcare bi-lingual offer a leaflet 'The Bilingual Journey' was produced in collaboration with Mudiad Meithrin. The leaflet will now be sent to all Flying Start eligible parents with the childcare registration form when the child is 18 months old. The leaflet is intended to remind parents that the Flying Start Offer is also available through the medium of Welsh.

Potential areas for improvement:

Continue to support staff wishing to develop their Welsh language skills.

Continue to monitor the take up of Welsh medium Flying Start childcare as a result of the introduction of the approved supplier commissioning approach.

Continue to monitor compliance with Welsh Language Standards of commissioned providers

Continue to seek to stimulate the market to increase the delivery of Welsh medium play opportunities

ICT & Digital

Through the Digital Strategy we are seeking to ensure that services are fully inclusive of the Welsh Language. A Welsh language impact assessment was undertaken at the outset of the Digital Strategy development to ensure robust consideration of

- The principles and requirements of the Welsh Language Standards (No.1) Regulations 2015 to ensure compliance with the Welsh Language (Wales) Measure 2011.

The Service provides its services and complies with Welsh Language requirements, in accordance with the standards and with the Welsh Language Measure. We provide or support the following: –

- Offer Contact Centre assistance in both the medium of English & Welsh;
- Offer Service Desk assistance in both the medium of English & Welsh;
- Support Welsh Medium Schools in the provision of ICT;
- Support the procurement of Welsh language Systems and software;
- Digital & IM Bulletins are bilingual
- All published data protection guidance and key documents are bilingual.
- All Data Protection Privacy notices are bilingual
- Bilingual email footers, out-of-office messages.
- Offer Welsh Language Translation software tools (Cysill) that can be deployed to staff as needed;
- Provide Global Email Messages to all staff, members and Schools bilingually;

- Deployed Welsh Language Interface tools through MS Office (Cysgair) to all staff within the Council.
- Provide the ability to have Welsh Language MS Office full functionality;
- Staff attendance at Welsh Language Courses.
- Applying Welsh Language questions to our procurement process for tendering
- Welsh Translation software available through the introduction of M365
- Webcasting (Committee Meeting) providing Welsh Subtitles.
- Bilingual website and splash page- website bilingual for all information and transactions
- Online forms bilingual
- Worked with the Welsh Language Unit to ensure that key social care documentation in WCCIS captures the preferences of service users & their carers in relation to the use of the Welsh language

Potential areas for improvement:

Ensuring that new digital service projects fully consider these requirements.

Democratic Services and Communication

Consultation & Engagement

- All Consultation and Engagement documents are available in the Welsh language. We assist the Welsh language department with their own consultations. The department continues to support staff members who want to learn Welsh to help them with engaging with Welsh speakers at the various engagements, which we deliver.
- We have introduced a new question to be used in surveys, to assess the impact that any change will have on the Welsh language or Welsh speakers, which is line with the requirements of the Welsh Language Act, it is used to inform Welsh Impact Assessments and for service to assist with their decision making.
- We provide a bi-lingual option for online or offline public meetings.
- All consultation responses are used to inform Equality Impact Assessments and Welsh Impact Assessments. The Data Analyst role is to support and provides the research and evidence required by services to take projects/proposals forward.

Cabinet & Communications

- Communications team support the promotion of Welsh language events and awareness days.
- Communications team continue to provide advice to service areas around the use of the Welsh language in their communications.

Potential areas for improvement:

Where practicably possible, improving further how we simultaneous publish content in both languages

Adult Services - Outstanding

Public Protection and Regulatory Services

- Managers are supporting staff to undertake Welsh language training. This year, Welsh language training is being provided to 2 people from the Food and Health and Safety Team, one from Registrars and two from Trading Standards. There are several fluent Welsh speakers throughout Public Health and Protection this currently meets the demand from the businesses and residents
- All Food and H&S information leaflets sent to businesses are bilingual.
- The food hygiene inspection reports captures if business want correspondence bilingually, this information sits within the Civica system to inform other teams.
- Social media messaging is provided in English and Welsh.
- A number of births and death registrations this year have been conducted in the medium of Welsh, at the request of the customer; similarly, ceremonies are offered to be conducted in the medium of Welsh and whilst this is infrequent, one is booked for 2023. The demand this year has increased, although it remains representative in relation to the number of appointments made. It will be subject to ongoing review in relation to ensuring sufficient Welsh speakers are available within the service area. It is noted that having several staff able to speak Welsh within a service area does make it easier for competence to be maintained as staff are recommended to use the language on a day-to-day basis
- The Stopford system in Registrars is being programmed with English and Welsh e-mail confirmations and reminder notifications. These same messages can also be pushed out from telephone appointments.
- The scripts used in the TTP service includes an introduction of asking the citizen in which language this wish to conduct the call. There are a number of Welsh speakers available should they be required. We also send all messaging and letters bilingually.

Potential areas for improvement:

Continue to identify and implement opportunities to where the Welsh language can be used across all service areas

Streetcare & Waste Services

The service is reviewing and working towards full compliance with the Welsh Language Standards in terms of policy documents, correspondence, face-to-face contact (including on signage and equipment) and website information with the public. The service did not receive any complaints from the Commissioner and have not had to deal with any service requests through the medium of Welsh in 2020/21. Colleagues from customer care assisted us during this process. Staff are advised on induction on our service requirements under the Welsh Language Act and the services will strive to

continue to encourage staff who wish to learn the language or support staff who wish to receive information in Welsh.

Potential areas for improvement:

To offer staff who deal with members of the public on a daily basis Welsh Language training

Community Services

Since the introduction of I-Trent, the Council has been unable to obtain Welsh Language Skills information for staff. The relevant information is being recorded on the system, however, there is currently no way of getting the information out. Discussions with Payroll are ongoing, and it is hoped that a major upgrade that is due to be implemented in Q4 will address the problem. The figures are required to be included in our WLS annual report which has to be published in June each year.

There is also a requirement for services to complete a Welsh Language Impact Assessment (e.g. WL Promotional Strategy Impact Assessment) for any decisions that are made around service or policy changes which need to be published. The WLS works closely with Legal and Democratic and Communications Services to ensure that all Council services are compliant.

The WLS team is available to offer support to all service areas across the Council, however, due to a small number of issues being raised by the WL Commissioner and updates received on compliance with some WL Standards, it is felt that more awareness raising and promotion needs to take place with managers and staff to encourage the improvement of their WL skills. As such, in the new year the WLS will reconvene a meeting of key service officers that was originally set up when the WL Standards were reintroduced, to support the development of WL skills across service areas. Currently there are 40+ staff on Welsh Language learning sessions as well as some members also taking up the opportunity to improve their WL skills.

Employment support grant funded programmes continue to offer WL sessions as part of our pre-employment training programmes, however, take up to date has been very low. The service will look to further embed this provision and explore opportunities to develop a Welsh Language employment route in the new employment support programme from April 2023. The WL sector has also been identified as a priority sector across the region by the Cardiff City Regional Skills Partnership.

Adult Community Learning has recently entered into a Service Level Agreement with Menter Iaith RCT to trial delivery of Welsh medium courses and depending on the successful implementation, has the potential to be continued and expanded in the next financial year. They have recently become a partner member of the ACL Strategic and Operational groups. We will also seek opportunities to recharge translation costs to grant funded programmes this year and in the future.

Staff are clear in respect of the requirement to identify an individual's language of choice and to respond to any communication received in the language of choice. Information on clients WL skills is recorded as part of the registration process for clients on to our grant funded programme provision through ACL and Employment support.

All written documentation and publicity comply with the relevant Welsh Language Standards. All social media posts are bilingual and changes to website pages are sent for translation so that any changes are available in both languages simultaneously. There have been no official complaints in relation to the Welsh language offer of Community Services, however, there has recently been a small number

of complaints received for other service areas across the Council. These have been dealt with swiftly with the help of the WLS team and to date have not resulted in a full enquiry by the Welsh Language Commissioner.

However, it has prompted discussions about additional support, awareness raising for managers and staff across the Council. It is likely that a working group of key officers from across the Council that was set up previously to look at compliance with WL Standards, will be reinstated. This will assist the promotion of the use of the WL across the council as well as raising awareness of legal requirements.

As previously mentioned in this document, the Council's Five Years Strategy for the Promotion of the Welsh Language 2022-26 has been developed and an action plan is also now in development as the new Census data has been published in detail. A WLIA was also undertaken recently as part of this process and was presented to panel, and along with the report to SLT and the WL Cabinet Sub-Committee in September. The draft action plan is due to go to Scrutiny in March 2023.

There have been ongoing challenges in relation to recruitment of Translators that highlights the importance of recruiting fluent Welsh speakers, wherever possible across service areas, so that they can provide information bilingually without the need to call upon the translation service.

There will be increasing opportunities to promote the Welsh Language to both staff and residents as part of the Eisteddfod, which will be held in RCT in 2024. The Council has invested in the creation of an Eisteddfod officer post to support engagement in the Eisteddfod which sits in the WLS, but support will also be given from across the other service areas in Communities Services.

Potential areas for improvement:

Expand the opportunities for RCT staff to improve Welsh language skills and explore in work support funding opportunities through SPF

Embed and expand Welsh medium provision in grant funded programmes of delivery

Seek opportunities to recharge translation costs to grant funded programmes

Raise awareness for Managers across Service Areas regarding compliance with WL Standards.

Leisure, Parks, Countryside & Bereavement Services (LPC&B), Visitor and Heritage Attractions

- All Welsh language policies are implemented. All digital platforms, signage and hard copy marketing is bilingual.
- Staff are supported to attend 'Cwrs Cymraeg Lefel 2'.
- Approximately 10% of staff have knowledge of the Welsh language.
- Welsh Language Services audited Leisure Services social media posts. The report advised that not all posts were bilingual. There is now an understanding and agreement that in some cases due to the urgent nature of some posts at site level translation is not possible. We do have a suite of statements e.g. pool closed due to unforeseen circumstance that can be used. Where we are unable to provide the Welsh translation we state this in the post.

- Welsh Language Services are supporting Leisure Services to identify and build confidence in Welsh speakers to assist with the social media posts.
- Most front-line staff and all new employees have completed 'Cwrs Cymraeg Lefel 1' as part of the job specification essential criteria.
- A Welsh Language Impact Assessment was carried out as part of the Sport and Physical Activity Strategy 22-27 where the assessment was deemed to have a positive impact on the Welsh language.
- In partnership with the Urdd deliver Welsh language swimming lessons in Llantrisant Leisure Centre and Rhondda Sports Centre
- Leisure Services are currently advertising to recruit Welsh speaking swimming instructors and fitness coaches to be able to provide an enhanced Welsh language service.
- Within Bereavement Services all onsite signage is bilingual and RCT paperwork is also bilingual. However, some of the statutory paperwork (medical forms) is not bilingual. RCT are not able to change this, it would need to be a directive from Welsh Government.
- Welsh language services are offered by the funeral directors.
- The service needs to work to identify Welsh speaking medical referees.
- Within Heritage Services a review of existing historic signage currently taking place to ensure that current bilingual standards are met.
- Supporting Community Centre committees to understand and implement the council's Welsh language policies

Potential areas for improvement:

Sport and Physical Activity Services (including Leisure Services, Sport and Health RCT)

Work with Welsh Language to enhance the number of pre-translated social media posts available for centres.

Work with ICT to ensure that all staff have access to a PC and log in ensuring completion of Welsh Language and other council core training.

Identify staff who are fluent in Welsh to assist with social media posts. Work with Welsh Language Services to develop confidence classes for these staff.

Recreation Managers to ensure that all fitness class details are uploaded bilingually via the MIS system.

Explore the demand for Welsh language activities.

Heritage Service & Visitor Attractions

Continue to work with Welsh Language to enhance the number of pre-translated social media posts available for sites.

Undertake review of all existing website content to ensure it meets with current Welsh language standards.

Bereavement Services

Work to identify Welsh speaking medical referees.

Community Centres

Support the committee to better understand and implement the council's Welsh language policy.

Encourage staff to undertake the to attend 'Cwrs Cymraeg Lefel 2'.

Education & Inclusion Service

- The co-constructed WESP has been widely consulted upon and scrutinised, and there is a clear mandate for delivering on the WESP from 2022 to 2032. There has been clear communication with all senior managers to ensure that the WESP will be embedded within every existing policy decision going forward. All SMT members are leading on each of the seven outcomes of the WESP and partners are heavily involved in the co-construction and delivery of the plan to ensure effective outcome delivery.
- Welsh Language Impact Assessments (WLIAs) are written and formally scrutinised for all policy changes including all school reorganisation proposals.
- As a Council we continue to ensure swift access to Welsh medium publications and communications, the development of Welsh language skills in the workplace and the expansion of Welsh medium provision across the county borough.
- The £252M Band B investment programme includes numerous proposals for enhancing Welsh medium provision, in addition to significant investment already completed in the Cynon Valley. Capacity across Welsh medium settings are regularly reviewed in line with WESP priorities.
- RCT has the highest number of seven-year-olds across the region attending Welsh medium education, and the ambitious plans for further investment will hopefully ensure further growth. However, a slight decline in the number of learners accessing Welsh medium pre-nursery and nursery placements was evident during 2021/22 and will require careful monitoring.
- The Council has developed new purpose-built childcare and early years settings and adapted school buildings to meet demand for Welsh medium provision on key strategic sites. Transition rates from key phases in the Welsh medium sector, remain generally high in RCT but further work is needed to improve transition from nursery to reception and from key stage 4 to 5 at secondary.
- The Council has maintained its drive to support the Welsh language through this difficult period, continuing to meet the needs of learners and providing continuity of the language and accessibility throughout.

- There are significant workforce pressures in our schools, particularly in the secondary WM sector but also in the primary phase. This is deeply concerning particularly as schools are also struggling to recruit supply staff. The workforce pressures are significant locally, regionally and nationally.
- The Education Directorate continues to work progressively to deliver our WESP, which shows a strong commitment to developing and improving the number of places for pupils to be taught through the medium of Welsh. The new WESP for 2022-2032 has been co-constructed with key partners, widely consulted upon, pre-scrutinised by Scrutiny Committee and approved by both Cabinet and approved by Welsh Government. To ensure that the WESP is high profile across all areas in the Directorate, a steering group has been established which is chaired by the Education Director. Each member of SMT leads on each of the WESP's seven outcomes, and each chair the sub-committees that have been tasked with co-constructing the actions to be delivered during the first five years of the delivery plan. There is good representation in meetings, and both English and Welsh medium schools in attendance. To ensure the effective co-ordination of the WESP, a new graduate has been appointed to co-ordinate this work.
- Welsh Language Impact Assessments (WLIAs) are written and formally scrutinised for all policy changes including all school reorganisation proposals. This has most recently been the case for the new Education and Inclusion Service's Strategy as well as the WESP. Welsh Language Services are heavily involved in the developing and scrutiny of the WLIAs for all relevant proposals and provide effective support and challenge.
- The Council maintained its drive to support the Welsh language through the COVID-19 pandemic, continuing to meet the needs of learners and providing continuity of the language and accessibility throughout. We continued to communicate and provide services bilingually throughout the pandemic, including guidance for schools, parents and carers, new school signage and all social media posts.
- Welsh language provision was available in our childcare hubs during lock down and in our school summer holiday clubs and SHEP provision. This provided much needed opportunity for children to interact and communicate in Welsh.

Welsh Medium Provision

- There are sufficient surplus spaces in Welsh medium settings across the county borough to meet potential future growth, and pro-active steps have been taken to enhance capacity in two schools where this was needed. Capacities of all Welsh medium schools are reviewed regularly and the surplus capacity within Welsh medium settings requires further reduction to meet the WESP priorities.
- The Band B funding envelope has been significantly enhanced and the £252M investment programme include numerous proposals for enhancing Welsh medium provision, including proposals for a new all through school for Ysgol Cwm Rhondda and to deliver extensive new facilities for Ysgol Llanhari.

- There has been significant investment in Welsh medium education in the Cynon Valley with improvement works recently completed. In the primary sector a £3.69M investment has been completed this summer 2022 for YGG Aberdâr that has increased Welsh medium places. The new facilities include four new classrooms, an extension to the existing school hall, a new flexible learning resource area, new outdoor areas and increasing parking capacity. The overall project also includes a new on-site childcare facility via the Welsh medium Capital Grant. In the secondary sector, an investment of £12.1M is nearing completion as part of Band B of the Sustainable Communities for Learning Programme and has increased Welsh medium places provided at Ysgol Gyfun Rhydywaun by a total of 187 (from 1,038 to 1,225). Works include a new eight-classroom block with community rooms, drama and music facilities, along with a new school reception, sports hall, fitness suite and changing rooms. The community will also be able to access some of these facilities as part of the development. Works to remodel and refurbish the existing school building are ongoing.
- A new Welsh medium primary school in Pontypridd/Rhydyfelin as part of wider school organisation proposals is under construction. This will see an increase in Welsh medium primary school capacity by 93 pupil places and will significantly improve the Welsh medium offer in the locality. The new headteacher for the school has been appointed.
- Significant improvements are planned for the Welsh medium sector in Dolau Primary School that will not only improve facilities but also significantly increase Welsh medium capacity in the south of the county borough. The new extension at Dolau Primary School is progressing, to meet the capacity demands created by significant housing developments. This extension will provide additional capacity for Welsh medium pupils thus serving the wider community and the new housing development. This increase in numbers will also support Ysgol Llanhari to increase pupil numbers in the secondary phase.
- The Council has developed new purpose-built childcare and early years settings and adapted school buildings to meet demand on key strategic sites. Welsh medium early years' provision has been expanded and funded by the Welsh Government's Welsh Medium and Childcare Offer Capital Grant funding streams. Over the last three years many projects have been completed including YGG Ynyswen, YGGG Llantrisant, YGG Evan James, some sites have had brand new childcare provisions established including Dolau Primary, YGG Abercynon, with YGG Aberdâr the most recent to open in September 2022.
- Under the new Flying Start commissioning model, Welsh medium places are now spot purchased as and when they are required. There are currently 16 settings available to deliver services through the medium of Welsh but changes to the commissioning process will mean more Welsh medium Flying Start childcare places will be available to those families that choose it.
- A decline in the number of learners accessing Welsh medium pre-nursery and nursery placements was evident during 2021/22 – from 597 to 561. This will require careful monitoring.
- RCT has the highest number of seven-year-olds across the region attending Welsh medium education, and the ambitious plans for further investment will hopefully ensure further growth.

Despite these statistics, numbers have remained relatively stable over time as demonstrated on the WESP tracker. However, an increase of 0.1% was seen in the number of learners attending Welsh medium primary schools in RCT in 2021/22.

- Transition rates from key phases in the Welsh medium sector, remain generally high in RCT but further work is needed to improve this from nursery to reception and from key stage 4 to 5 at secondary.
- The change in a neighbouring local authority's transport policy has adversely affected numbers in two Welsh medium schools in RCT. Nevertheless, RCT continues with a transport policy that is supportive of cross regional arrangements.
- All WM primary schools are actively engaged in Siarter Iaith and have achieved at least the bronze award in Siarter Iaith. 29.4% achieved a bronze award, 58.8% have achieved a silver award and 11.7% achieved a gold award. Bronze and silver awards were also in 25% of Welsh medium secondary schools respectively.
- There is good engagement in Cymraeg Campus in 90.7% of EM primary schools and 46.1% of English medium secondary schools. The bronze award has been achieved in 15.8% of primary schools and the silver in 10.5% of schools. In the secondary English medium sector, the bronze award has been achieved in 7.7% of English medium schools.
- The regional service has recently piloted a new Cymraeg Campus framework for the special school sector and the bronze award has been achieved in 25% of special schools.
- ALN Welsh medium provision has been established in 2022/23 in Ysgol Gartholwg and there is a commitment to seek Cabinet approval for a proposal to establish ALN provision in the Welsh medium school planned for Rhydyfelin.
- The LA has recently established a Welsh medium Marketing Group to ensure that there is growth in the Welsh medium and Welsh language sector, this work is at early stages of development. Access to digital information about Welsh medium education has improved.
- A Welsh language grant-funded immersion proposal has been submitted and approved by Welsh Government and plans are in development to establish a peripatetic provision in the county borough. The new posts required to deliver this provision, a teacher and two teaching assistants, are currently out to advert.

Workforce

- The School Workforce Annual Census for 2022 suggests that we have 104 advanced/proficient Welsh speakers in schools who are able to teach and work in Welsh but are not doing so currently. This aspect needs to be explored further to ensure that we are pro-actively tackling the gaps in the Welsh medium sector whilst also upskilling existing staff in the EM sector.

| | No Skills | Entry Foundation Intermediate | Advanced Proficient | Not Obtained |
|--|-----------|-------------------------------|---------------------|--------------|
| Teaching/working in Welsh in current post | 0 | 10 | 461 | 0 |
| Able to teach/work in Welsh but not doing so | 0 | 44 | 104 | 0 |
| Unable to teach or work in Welsh | 445 | 443 | 1 | 3 |
| Teaching Welsh as a subject only | 0 | 532 | 102 | 13 |

- Welsh language development PL for practitioners: Since April 2021, 323 practitioners from RCT have attended various levels of the Welsh language development professional learning aligned to the Welsh Language Competency Framework.
- Leadership of Welsh programme: 14 senior leaders from 14 English medium schools have attended the programme with a further two registered in autumn 2022. The programme is designed to support senior leaders to develop the Welsh language and culture on a whole school strategic level.
- Welsh oracy professional learning: 35 Welsh medium practitioners and 23 English medium practitioners have registered to attend new PL on developing Welsh oracy and synthetic phonics programme 'Tric a Chlic'.
- CSC has provided Gyda'n Gilydd with £10,000 funding in 2021/22 and an additional £10,000 in 2022/23 to work alongside WJEC to develop Welsh medium Level 3 vocational qualifications. Qualifications are currently being created for business, tourism, public services and sports.
- CSC has worked in partnership with Cardiff University's School of Welsh to develop and publish a new Welsh reading test for years 1-11 in Welsh medium schools. Nearly all practitioners who attended the associated professional learning state that they have a clear understanding of how to implement the new standardised Welsh reading test.
- CSC has provided governor training on Welsh in Education during 21/22 aimed at supporting governors to challenge and support school leaders. 13 governors attended and are now better equipped to challenge and support school leaders appropriately and report that it will impact on practice/behaviour.
- 15 teachers from RCT have attended the Welsh in a year sabbatical since 2017 including the two practitioners out of seven regional places attending in 2022/23. During 2022/23 a new two-term sabbatical programme is running with four teachers from RCT attending. CSC provides strong post sabbatical support which includes network meetings, sharing of good practice and resources, leadership of Welsh short course, bespoke 1:1 session with development officers and support to disseminate their knowledge and skills with other practitioners.

- LA data also suggests that there has been an increase in the number of staff who are able to teach Welsh as a first language from 8.8% (2020-21) to 14.1% (2021-22).
- Guidance in relation to the completion of the SWAC data has been provided by CSC to schools to ensure accurate completion.
- Funding provided for Gyda'n Gilydd (Welsh Medium Secondary Headteachers Association) to develop bespoke provision for the sector and work alongside WJEC to develop Welsh medium L3 vocational qualifications.

Potential areas for improvement:

Draft action plan for the delivery of the 2022-2023 WESP to be implemented and updated once feedback has been received from Welsh Government. .

Provision for Welsh language immersion to be progressed and staff appointed.

Continue to further develop and improve Welsh medium childcare and school environments, including through Band B sustainable communities for learning.

Develop an effective Marketing and Recruitment Plan to enhance growth in Welsh medium and Welsh language sector.

Improve transition rates into Welsh medium education, particularly from nursery into statutory education, and from key stage 4 to 5.

Undertake a robust data analysis of the workforce in Welsh medium sectors and English medium sectors in RCT so as to inform a strategic plan in partnership with HR to address the workforce pressures in the Welsh medium sector and grow the next generation of teachers and future leaders in this sector (Outcome 7 of the WESP).

Prosperity and Development

The Service has continued to work closely with the Welsh Language Unit in ensuring it complies with Welsh Language Standards. All documents and services are available bilingually including all correspondence and publications. The Service also has a number of staff who are able to communicate with service users through the medium of Welsh. The Service has also worked alongside the Welsh Language Unit to ensure all web pages and social media updates are bilingual.

The Service actively promotes Welsh in the workplace through encouraging staff to learn and speak Welsh. In addition, staff who have secured promotion within the Service are required to attend a Welsh Language course.

Advice has been sought from the Councils Welsh Language Department with regards to the completion of Welsh Language Impact Assessments for projects/reports delivered by the service.

The Planning Policy section engage the Welsh Language team in the Council to ensure that the multiple elements of work are translated as appropriate. This included formal documents, reports and also the existing and evolving website pages. This also includes the various and occasional consultations we undertake. Furthermore, the statutory LDP preparation process requires a

Sustainability Appraisal/Strategic Environmental Assessment of each formal stage of its preparation and end document. We have determined to evolve this process by incorporating the elements of the Welsh Language Act and Equalities Act into this LDP assessment process. This is known as an Integrated Sustainability Assessment.

Planning application publicity - press notices/site notices are all bilingual, in accordance with Welsh Language policy requirements.

Planning & Development Committee front agenda sheets and minutes are provided bilingually. Welsh translation services are available at all Planning & Development Committee meetings for both Elected Members and members of the public/third parties.

The Welsh Language is a running theme through the Delivery Action Plan, including promoting Welsh language training and translation, encouraging local businesses to use bilingual greetings and phrases, and promoting a warm Welsh welcome.

The **Design and Marketing** teams continue to work very closely with the Council's Welsh Language Unit ensuring all our design work complies with Welsh Government Language Standards. All documents, publications and digital media produced by us is bilingual. We also advise service areas, stakeholders and external partners about their responsibilities to meet these Welsh Language Standards.

As we prepare for the arrival of the National Eisteddfod to RCT in 2024, marketing are working with the Eisteddfod team to find new, unique and appealing ways to bring common Welsh language words and phrases into marketing and digital comms.

Potential areas for improvement:

With the National Eisteddfod of Wales due to be delivered in 2024, there is greater emphasis on how events can be delivered in Welsh, but also supported with a warm Welsh experience. Focus needs to be given not only to including Welsh acts/artists/suppliers, but also technology/equipment so that Welsh led events can be understood and interpreted by non-Welsh speaking visitors, thus improving engagement.

Children's Services

Children's Services are equally available to all members of the community irrespective of socio - economic background or protected characteristics.

The nature of our business is non-discriminatory, providing information advice and support to all who meet relevant thresholds regardless of ethnicity or culture.

We operate 24/7 365 days a year. Emergency Duty Team provides an out of office hour's response.

We continue prior to any meeting held with service users to establish the preferred method of communication that is recorded for immediate and future use.

The service takes advantage of social media to connect with residents of RCT i.e. Face book, Twitter.

Equalities Impact Assessments are undertaken prior to any strategic developments.

Access to the Services is through a single point which allows for a multi-agency response and consistency of approach.

Human Resources

The service continues to support staff to learn and practice welsh in the workplace. We ensure that all communications are available bi-lingually and that where there is sufficient demand training is provided in welsh or translated. An example of this is providing interview skills to a school using translation.

During the Influenza Programme 2022-we established an issue with the medical consent being bilingual following a complaint from a member of staff. This was discussed with Welsh translation team and we have now raised this to the standards commissioner for clarification (* consent forms the basis on which a nurse will administer the vaccine)

Carefirst Impact assessment- there was an issue with the website translation agreed by NPS so we facilitated a meeting between Welsh translation services and care first to rectify the Welsh translation issues.

Potential areas for improvement:

Ensure continued compliance with Welsh Language Standards.

Fleet Services

The Welsh Language Standards is considered in recruitment and Welsh Language requirements have been incorporated into the latest version of the Service's job descriptions.

Any new member of staff joining the team have been required to complete their Level 1 – Welsh Language Skills. One member of the team has continued their Welsh development by enrolling on the RCT Welsh language course

Although Fleet Services have little to no dealings directly with the public, any correspondence received in Welsh, is duly answered in Welsh.

At times, requests are made for bilingual vehicle graphics and dual language instructions in the wheelchair accessible vehicles. (This is quite a unique feature).

Moreover, all signage in and on vehicles, (where legislatively allowed), is bilingual. Should documentation be required for public use, this is also bilingual

Potential areas for improvement:

More staff “buy in” to learning Welsh

Future recruitment will focus on recruiting Welsh speakers to increase face-to-face Welsh language service provision

Ensure compliance of Welsh standards with regards to vehicle signage etc.

Accountancy and Performance Management Service

Seeks advice from the Council's Welsh Language Service in term of bilingual requirements for the publication of statutory documents (with the Council's Statement of Accounts and Corporate Performance Report produced bilingually);

Has operational guidance in place to assist staff (e.g. central repository to capture the language preference of customers);

Has not received any customer complaints around non-compliance with Welsh Language Standards; 6 officers have linguistic skill level 4 or 5; and

No officers have undertaken Welsh Language training within the service during the past 12 months.

Council Wide

Welsh language provision is an integral part of the Service Self-Evaluation framework, helping to demonstrate the corporate commitment to the use and promotion of the Welsh language. The collection of information via the self-evaluation process also helps Welsh Services to identify where specific support may be required across the Council and informs statutory reporting requirements.

Welsh Language is considered as part of the Council's annual Self-Assessment Report.

Potential areas for improvement:

Continue to offer opportunity for team members to undertaken Welsh language training.

Corporate Estates

- The Service remains committed to the Welsh Language Standards and ensure that all relevant documentation is translated in a timely manner.
- Workplace signage and external signage is monitored by the Service.
- Training has been offered to staff and a member of the Property Information team has taken up this offer.
- The Service has not received any complaints.
- The recent Electric Vehicle Charging Strategy process engaged fully with the Welsh Language teams and took on board comments during the production of the strategy and accompanying report. The strategy and report were then considered by the (New) Equality and Welsh Language Board (E&WLB) and received a very positive response.
- The Service engaged with the Welsh Language Unit as part of the development of the Office Accommodation Strategy and took on board comments raised. The Strategy was considered by the Welsh Language Panel and the suggestions made by the Panel were incorporated into the Strategy, such as using the office accommodation to promote the use of the Welsh language by the use of Welsh speaking Hot desks where staff can communicate in the medium of Welsh and learners can practise speaking Welsh in the office environment.

Potential areas for improvement:

A representative from the Welsh Language Unit will be invited to future meetings of the Asset Management Working Group (next meeting Qtr 4 22/23) to advise on any Welsh language implications in the management of the property assets.

Pensions, Procurement & Transactional Services

Revenues & Benefits:

- Full review of webpages and online services/systems to ensure compliance with key protocols identified by the standards
- Case files updated with indicator where there is a preference for Welsh language contact/communication to ensure this is provided, although demand is limited
- Standing agenda item on Management Team Meetings

Pensions

- Pension documents and publications are available bilingually
- Website and Member Self Service bilingual

Payroll & Payments

- Payroll staff updates provided in bilingual format
- Payslips / P60's are bilingual (iTrent recruitment module will be bilingual on release early 2023)

Procurement:

- The Procurement Service has a positive working relationship with the Welsh Language Standards (WLS) Team & Translation Service.
- Requirements are embedded within the procurement process at all levels and advanced initiatives to promote and enhance the WLS standards within the supply chain are actively supported via the promotion of the 'Commissioning Partner Guide'

We've also worked with the WLS to create a manual for use by contractors. The manual has been created to help and support Council staff and Contractors to comply with the relevant Welsh Language Standards requiring bilingual signage.

Potential areas for improvement:

Continue to identify and record, customer 'language of choice'

Continue to offer opportunities to learn Welsh

Transportation Services

Our residents use transportation Services, irrespective of their first language. The Service ensures that the Learner Travel Policy, Information and Arrangements are fully compliant with the latest Welsh Language Standards. The Welsh Language is no less favourably treated than the equivalent Service provision in English. Standard letters for wide audiences are bilingual and roadside bus timetables, as well as all the material that promotes the Service's activities on the Council's website are in Welsh and English.

All parents can communicate with the Service in Welsh and records are kept. There are three Welsh speakers within the Service with a working knowledge of spoken and written Welsh. During 2021 the Service received no requests for correspondence or telephone calls from residents wishing to converse in Welsh. Again, there were no complaints about the Service's use of the Welsh Language during this period.

In the last two years, there has been a slight fall in the number of learners transported to Welsh Medium or Dual Language Schools, from 3,577 to 3,388 in the 2021/22 academic year, and from 3,388 to 3,229 in 2022/23 academic year – although indications are that the number of pupils attending Welsh Medium or Dual Language Schools is not falling.

An Equality Impact Assessment in June 2016 considered that the impact of the Learner Travel Policy, Information and Arrangements was substantially positive in its effects on the Welsh language community, eligibility to school transport was consistent and equitable. Several anomalies in delivery were removed from September 2018, but there have been none since that date.

Potential areas for improvement:

Encourage more staff to learn Welsh.

Legal Services

Legal Services as a non-front facing service has little contact with residents and members of the public. However, Legal Notices, Orders, road closure adverts and co-opted Member vacancies are all published bilingually as is Member Attendance. All Election declarations and announcements at the Count venues are made bilingually.

The service has a number of Welsh speaking staff which includes legal advocates and senior managers and as such the Service offers the opportunity to correspond with the Service, be it face to face, written or by telephone through the medium of Welsh as well as the conduct of both civil and criminal proceedings in Welsh. This ensures that those persons wishing to conduct their business through the medium of Welsh receive the same level of service as those who speak English which in turn ensures that the Council continues to meet the requirements set out in the Welsh Language Standards (WLS).

The service has received no complaints or investigations by the Welsh Language Commissioner during the period covered by this report and it continues to support the Council in its adherence to the Welsh Language Standards and assists officers from other services in dealing with complaints they may receive from the Commissioner as well as providing legal advice on the application of those Welsh Language Standards. It is clear there is correlation between the work of Legal Services and the Welsh language Unit as regards ensuring compliance with the Welsh Language Standards and the promotion of those standards across the Council. Close working relationships between the teams have aided this objective.

Potential areas for improvement:

Provide opportunities for non-Welsh speaking staff of the Welsh language courses run by the Council annually in an attempt to increase the numbers of staff who are comfortable with conversational Welsh.

Work more closely with the Welsh Language Unit to aid them in their interaction with the enforcement approach currently being adopted by the Welsh Language Commissioner.

Community Safety and Community Housing

Housing Solutions Team

An audit of the Housing Solutions web pages during Autumn 2022 following a complaint by the Welsh Language Commissioner resulted in a comprehensive review meaning that these are now fully compliant and up to date. No further action was pursued by the Commissioner given the Service's prompt response to resolving the issues identified (letter do be added in due course).

Homefinder Team

The Housing Service page on RCTCBC has been reviewed and updated to ensure Welsh Language compliance.

Homefinder has worked with Linguaskin this year to complete the full translation of the Homefinder RCT website, including the application process. This will be fully implanted in 2023/24

Cabinet Report

A Welsh Language Impact Assessment was completed as part of the Housing Support Grant Programme Strategy Strategaeth y Rhaglen Cymorth Tai (RCT) 2022-26

All provider contracts for support services also require our support providers to have Welsh Language policies in place and comply with the Welsh language standards relevant to the contract

Potential Areas for Improvement:

Ensure all Managers are aware of the detail of the Welsh Language Act and their responsibilities to keep their service areas under regular review to ensure compliance with the Welsh Language Standards

Implement Abrisas Welsh Language IT Module in 2023/24

Consider Web page Chatbot functionality which can be delivered in over 100 different languages will further allow our customers who wish to engage in the medium of Welsh an enhanced opportunity to do so using this function