



**RHONDDA CYNON TAF**

# **CYNGOR BWRDEISTREF SIROL**

## **RHONDDA CYNON TAF**

Adroddiad Blynyddol Safonau'r Gymraeg

2023–2024

Wedi'i baratoi yn unol â gofynion

Mesur y Gymraeg (Cymru) 2011

Ebrill 2024

# CYNNWYS

<b>Cyflwyniad</b>	<b>3</b>
<b>Uned y Gwasanaethau Cymraeg</b>	<b>5</b>
<b>Gwaith sy'n parhau</b>	<b>7</b>
<b>Prosiectau ac Ymgyrchoedd o'r Newydd</b>	<b>11</b>
<b>Cwynion</b>	<b>13</b>
<b>Sgiliau Cymraeg Staff: Safon 170(2)(A)</b>	<b>22</b>
<b>Hyfforddiant ar Gyfer Staff: Safon 170 (2)(B) ac (C)</b>	<b>23</b>
<b>Llenwi Swyddi Gwag: Safon 170 (Ch)</b>	<b>23</b>
<b>Rhagor o wybodaeth</b>	<b>23</b>
<b>Atodiad 1 – Hunanwerthusiadau Gwasanaethau 2023-2024</b>	<b>24</b>

## Cyflwyniad

### Safonau'r Gymraeg

Derbyniodd Cyngor Rhondda Cynon Taf ei Hysbysiad Cydymffurfio terfynol gan Gomisiynydd y Gymraeg ar 30 Medi 2015. Roedd yr Hysbysiad yn ymdrin â'r ddyletswydd sydd ar y Cyngor i fodloni 171 o Safonau sy'n ymwneud â'r Gymraeg, a gafodd eu pennu gan Lywodraeth Cymru o dan Fesur y Gymraeg (Cymru) 2011. Cafodd cais i herio 14 o'r Safonau ei gyflwyno i'r Comisiynydd ar 29 Mawrth 2016. Yn dilyn ystyriaeth ac ymgynghori pellach, penderfynodd Comisiynydd y Gymraeg na ddylid cymhwyso unrhyw gamau i 9 o'r Safonau oedd yn destun her ac y dylid cymhwyso amrywiad i 5 o'r Safonau oedd yn destun her. Cafodd yr Hysbysiad Cydymffurfio diwygiedig ei gyflwyno i Gyngor Bwrdeistref Sirol Rhondda Cynon Taf ar 9 Medi 2016. Mae modd ei weld yn llawn yma.

### Gweledigaeth

Mae Cyngor Rhondda Cynon Taf wedi ymrwmo i greu amgylchedd sy'n annog ei drigolion i ddefnyddio'r Gymraeg wrth gysylltu â'r Cyngor. Mae'r Cyngor hefyd yn cefnogi'i staff i ddefnyddio'r Gymraeg yn y gweithle. Yn ogystal â gweithio tuag at gydymffurfio'n llawn â gofynion Safonau'r Gymraeg, bydd y Cyngor yn gwneud ei orau glas i sicrhau ei fod yn darparu gwasanaethau yn unol â holl bolisiau a strategaethau allweddol Llywodraeth Cymru mewn perthynas â'r Gymraeg. O 2024 ymlaen, bydd Cynllun Corfforaethol newydd y Cyngor yn cynnwys y Gymraeg ymhlith ei brif flaenoriaethau, er mwyn sicrhau bod cynllunio ar gyfer cyflenwi gwasanaethau yn Gymraeg a pharchu hawliau staff a thrigolion i ddefnyddio'r iaith yn cael sylw ar y lefel strategol uchaf bosibl.

### Llywodraethu ac Atebolrwydd

Yn 2022, sefydlodd y Cyngor Is-bwyllgor Cabinet ar Faterion y Gymraeg. Mae'r pwyllgor yn cynnwys 5 aelod o'r Cabinet. Mae'r is-bwyllgor, a ddisodlodd **Grŵp Llywio'r Cabinet ar faterion y Gymraeg**, wedi ei sefydlu i sicrhau dull Awdurdod-gyfan wrth gyflenwi gwasanaethau drwy gyfrwng y Gymraeg, yn unol â Mesur y Gymraeg (Cymru) 2011, yn benodol y Safonau statudol sy'n ymwneud â'r Gymraeg. Mae'r is-bwyllgor yn un sy'n gwneud penderfyniadau, felly mae modd gwneud penderfyniadau polisi sy'n ymwneud â'r Gymraeg yn lleol, heb orfod ceisio cymeradwyaeth pwyllgor llawn y Cabinet. Mae'r aelodau hefyd yn darparu cyfeiriad strategol o ran rhoi'r ddeddfwriaeth neu'r polisiau yma ar waith, ynghyd ag unrhyw bolisiau lleol ynglŷn â'r Gymraeg, a chefnogi Uned Gwasanaethau Cymraeg y Cyngor i gyflawni ei dyletswyddau. Yn ogystal â hynny, mae Pwyllgor Trosolwg a Chraffu trawsbleidiol y Cyngor yn craffu ar Adroddiad Blynyddol Safonau'r Gymraeg a Strategaeth 5 Mlynedd Hybu a Hyrwyddo'r Gymraeg a'r cynnydd yn ei herbyn lle bo hynny'n briodol.

### Dolenni cyswllt i Bolisiau a Blaenoriaethau'r Cyngor

Mae ymrwymadau'r Cyngor o dan Safonau'r Gymraeg yn cael eu cynnwys ym mhrif ddogfennau sefydliadol yr awdurdod gan gynnwys y Cynllun Corfforaethol 2020-24 (Gwneud Gwahaniaeth) a'r Cynllun Strategol Cymraeg mewn Addysg. Yn ogystal â hyn, mae polisiau mewnol, megis polisiau Adnoddau Dynol, yn prif ffrydio materion y

Gymraeg sy'n fwy effeithiol na pharatoi polisïau unigol i fynd i'r afael â materion y Gymraeg. Mae blaenoriaethau'r Cyngor yn cael eu llywio gan ddeddfwriaeth gan gynnwys Deddf Llesiant Cenedlaethau'r Dyfodol (Cymru) 2015 a Deddf Gwasanaethau Cymdeithasol a Llesiant 2016, sy'n gosod dyletswydd ar y Cyngor i gryfhau'r Gymraeg. Mae'r ddeddf gyntaf yn ei gwneud hi'n ofynnol i gyrff cyhoeddus weithio tuag at saith nod llesiant. Un o'r rhain yw 'Cymru â diwylliant bywiog lle mae'r Gymraeg yn ffynnu'. Bydd Cynllun Corfforaethol newydd y Cyngor i'w weithredu o 2024 ymlaen yn cynnwys y Gymraeg fel un o'i brif flaenoriaethau, gydag un o'i bedair thema yn cwmpasu 'Diwylliant, Treftadaeth a'r Gymraeg'. Bydd hyn sicrhau bod y Cyngor yn ymrwymo ymhellach i nodau'r ddeddf hon, ac yn cyfrannu'n llawn i sicrhau gwaddol i Eisteddfod Genedlaethol Pontypridd 2024 ar draws y fwrdeistref sirol. Mae'r ail Ddeddf yn gofyn i sefydliadau gwasanaeth cyhoeddus ystyried anghenion ieithyddol eu defnyddwyr wrth ddarparu gwasanaethau gofal a chymorth.

### **Rhoi Adroddiad**

Dyma'r wythfed flwyddyn lawn o roi Safonau'r Gymraeg ar waith yn unol â Mesur y Gymraeg (Cymru) 2011.

Mae'r adroddiad yma, a fydd yn cael ei gyhoeddi erbyn 30 Mehefin, yn bodloni Safonau 158 a 164 ac yn nodi sut mae'r Cyngor wedi cydymffurfio â'r Safonau Atodol canlynol:

- Safonau Cyflenwi Gwasanaethau
- Safonau Gweithredu
- Safonau Llundio Polisïau

Mae'r adroddiad hefyd yn cyflwyno data ar y dangosyddion gofynnol fel a ganlyn:

- nifer y staff sy'n meddu ar sgiliau Gymraeg (Safon 151).
- nifer y staff a fynychodd y cyrsiau hyfforddi a restrir yn Safon 128 os cawson nhw eu cynnig yn Gymraeg (Safon 152).
- canran cyfanswm y staff a fynychodd unrhyw gyrsiau a restrir yn Safon 128 (Safon 152).
- nifer y swyddi newydd a'r swyddi gwag a gafodd eu categoreiddio fel swyddi sy'n gofyn (i) bod sgiliau yn y Gymraeg yn hanfodol; (ii) bod angen dysgu sgiliau yn y Gymraeg unwaith y bydd rhywun yn cael ei benodi i'r swydd; (iii) bod sgiliau yn y Gymraeg yn ddymunol; neu (iv) nad oedd sgiliau yn y Gymraeg yn angenrheidiol (Safon 154).
- nifer y cwynion y derbyniodd y Cyngor (Safon 150).

## Uned y Gwasanaethau Cymraeg

Mae'r Cyngor yn cydnabod y dylid rhoi blaenoriaeth uchel i Safonau'r Gymraeg oherwydd y risgiau sydd ynghlwm â pheidio â chydymffurfio â nhw a hefyd oherwydd ei ymrwymiad i greu amgylchedd sy'n annog ei drigolion i ddefnyddio'r Gymraeg wrth gysylltu â'r Cyngor ac i gefnogi staff i ddefnyddio'r Gymraeg yn y gweithle. Mae'n cydnabod bod angen cefnogaeth y Cyngor cyfan i allu cynnig a hyrwyddo Gwasanaethau Cymraeg o'r cyswllt cyntaf.

Mae'r Cyngor yn buddsoddi mewn Uned Gwasanaethau Cymraeg gadarn sy'n cynnwys carfan o 13 gyfieithwyr, tîm o swyddogion polisi, tiwtor Cymraeg, swyddog yr Eisteddfod Genedlaethol, a staff gweinyddu a rheoli. Mae'r Uned yn gweithio i gefnogi holl wasanaethau'r Cyngor drwy wneud y canlynol:

- rhoi cyngor a chymorth i'r holl wasanaethau ynglŷn â'u cyfrifoldebau statudol o dan y Safonau
- cyfieithu dogfennau ar gyfer y cyhoedd
- darparu tiwtor Cymraeg mewnol
- nodi meysydd lle mae diffyg cydymffurfiaeth posibl
- cofnodi cwynion cwsmeriaid
- adrodd ar ddatblygiadau i Is-bwyllgor y Cabinet ar faterion y Gymraeg
- cyfieithu ar y pryd yng nghyfarfod y Cyngor llawn ac mewn cyfarfodydd eraill sy'n agored i Aelodau (e.e. pwyllgorau craffu)
- rhoi cymorth cyfieithu ar y pryd i bob maes gwasanaeth arall fel gwasanaethau cyfreithiol, adnoddau dynol, addysg
- bod yn bresennol yn y Fforwm Iaith
- cydweithio â sefydliadau Cymraeg yn y gymuned fel sy'n briodol
- cynrychioli'r Cyngor mewn cyfarfodydd allanol a bod yn brif gyswllt â Chomisiynydd y Gymraeg ac Adrannau perthnasol yn Llywodraeth Cymru
- cynnig cymorth ar draws adrannau ar gyfer hyrwyddo'r Gymraeg yn gyffredinol
- cydlynu a chysylltu â materion sy'n ymwneud â Chynllun Strategol Cymraeg mewn Addysg
- cydlynu a chysylltu â Fframwaith Strategol Mwy na Geiriau Llywodraeth Cymru
- rhoi cefnogaeth bwrpasol i Eisteddfod Genedlaethol Cymru sydd i'w chynnal yn RhCT yn 2024
- darparu cymorth yn rhan o Fwrdd Llywodraethu swydd Pencampwr Addysg Cymraeg De-Ddwyrain Cymru, sydd wedi'i hariannu gan Lywodraeth Cymru
- arwain ar ddarparu cyngor polisi'r Gymraeg a chydymffurfio i Gydbwyllgor Corfforaethol De Ddwyrain Cymru

Mae'r Cyngor yn buddsoddi mewn Uned fel ymateb rhagweithiol i'r amgylchedd statudol a'r math o waith y mae angen ei wneud i geisio cynorthwyo holl wasanaethau'r Cyngor i fodloni'r Safonau mewn modd mwy cost-effeithiol.

Mae Uwch Swyddog Cydymffurfio a Pholisi a Swyddog Cymorth Cydymffurfio yn monitro cyflawniad y gwasanaethau ar draws y Cyngor ac yn sicrhau eu bod nhw'n cydymffurfio â'r Safonau hynny sy'n berthnasol iddyn nhw. O ganlyniad i hyn, mae'r rolau yn rhoi cyfle i'r Cyngor ddarparu cymorth lliniaru pellach i wasanaethau wrth nodi unrhyw wendidau posibl yn y gwaith i fodloni gofynion y Safonau, yn ogystal â pharhau â rhai o ddyletswyddau mwy traddodiadol hen swydd Swyddog y Gymraeg. Mae'r swyddi cymharol newydd hyn wedi'u gwreiddio yn Uned y Gwasanaethau Cymraeg, a'r Cyngor yn ehangach erbyn hyn. Er enghraifft, mae'r Uwch Swyddog Cydymffurfio

a Pholisi yn cydweithio'n rheolaidd â swyddogion cydraddoldeb, swyddogion data a swyddogion cyflawniad corfforaethol y Cyngor i asesu effaith polisiau, paratoi teclyn data cynhwysfawr i swyddogion y Cyngor ei ddefnyddio, a monitro cyflawniad holl adrannau'r Cyngor yn erbyn Safonau'r Gymraeg. Mae'r Swyddog Cymorth Cydymffurfio hefyd wedi ailddechrau gweithgarwch awdit yr Uned a oedd wedi'i oedi yn ystod cyfnod Covid-19. Hyd yn hyn mae wedi cynnal awdit cynhwysfawr o adrannau mwyaf poblogaidd gwefan y Cyngor, ac awdit o holl dderbynfeydd y Cyngor, i sicrhau cydymffurfiaeth ar lefel gorfforaethol. Bydd y Swyddog Cymorth hefyd yn gweithio fel swyddog cyswllt cyntaf ar gyfer ymholiadau o ddydd i ddydd parthed y Safonau a materion eraill o ran y Gymraeg gan staff Cydbwyllgor Corfforaethol De Ddwyrain Cymru. Eto eleni, mae Swyddfa Comisiynydd y Gymraeg wedi bod yn hael o ran rhoi adborth cadarnhaol am y ffordd y mae Cyngor Bwrdeistref Sirol Rhondda Cynon Taf yn cyflawni'i ddyletswyddau o ran y Safonau.

Mae Tiwtor y Gymraeg rhan-amser hefyd yn trefnu a chyflwyno cyrsiau a sesiynau dysgu Cymraeg i holl weithwyr y Cyngor. Yn y gorffennol, bu'r Cyngor yn talu darparwyr allanol (e.e. Canolfan Cymraeg i Oedolion Prifysgol De Cymru) i gynnal sesiynau i staff mewnol ond doedd y rhain ddim yn llwyddiannus gan nad oedden nhw'n berthnasol i'r meysydd gwasanaeth priodol. Hyd yn hyn (31 Mawrth 2024), mae'r tiwtor mewnol wedi dysgu 94 aelod o staff, gan gynnwys Cynghorwyr, yn 2023/24 ar wahanol lefelau. Mae hyn ar ben y staff sydd wedi cwblhau Cymraeg Lefel 1, sydd erbyn hyn yn gwrs ar-lein. Eleni, mae'r Tiwtor yn paratoi cwrs Lefel 1 penodol ar gyfer staff arlwyyo sydd heb fynediad i'r adnodd ar-lein, er mwyn sicrhau bod cymaint o staff â phosibl yn gallu manteisio ar yr hyfforddiant. Mae'r Cyngor yn parhau i weithio mewn partneriaeth â phrosiect Cymraeg Gwaith Llywodraeth Cymru gan sicrhau bod modd i staff y Cyngor fanteisio ar gymorth a thiwora ar-lein. Yn ogystal â hyn, mae'r Cyngor, ar nifer o achlysuron, wedi cefnogi unigolion i gyflawni cwrs preswyl am wythnos yn Nant Gwrtheyrn ac yn parhau i annog meysydd gwasanaeth i gefnogi dysgu trwy ddsbarthiadau yn y gymuned. Er mwyn paratoi ar gyfer staffio stondin y Cyngor yn Eisteddfod Genedlaethol RhCT 2024, bydd 10 aelod o staff sy'n siarad Cymraeg yn mynychu cwrs preswyl yn Nant Gwrtheyrn ym mis Ebrill 2024, i'w helpu i fagu hyder wrth siarad Cymraeg â'r cyhoedd yn ystod y Brifwyl.

Mae cyfieithwyr Uned y Gwasanaethau Cymraeg yn gwneud cyfraniad anhepgor i ymdrechion y Cyngor i gydymffurfio â Safonau'r Gymraeg, trwy ddarparu gwasanaethau cyfieithu testun a chyfieithu ar y pryd o'r radd flaenaf i holl adrannau'r Cyngor yn ôl y gofyn. Erbyn hyn mae gan yr uned Flaen Gyfieithydd sy'n rheoli'r gwaith cyfieithu a phrawf ddarllen o ddydd i ddydd, pedwar Uwch Gyfieithydd sy'n canolbwyntio ar waith y Gwasanaethau Democraataidd ac yn darparu cymorth prawf ddarllen, ac wyth cyfieithydd. Er mwyn cydnabod arbenigeddau amrywiol y staff cyfieithu presennol a darpar staff, anghenion y Cyngor, a darparu cyfleoedd datblygu proffesiynol, mae swyddi uwch gyfieithydd a chyfieithydd bellach wedi'u rhannu'n swyddi cyfieithu testun yn unig neu'n swyddi cyfieithu testun a chyfieithu ar y pryd – mae tri uwch gyfieithydd a thri chyfieithydd hefyd yn gyfieithwyr ar y pryd o dan y trefniant hwn ar hyn o bryd, a gallai'r sawl sydd yn gyfieithwyr testun weithio tuag at ddod yn gyfieithydd ar y pryd yn rhan o'u datblygiad proffesiynol pe dymument. Dau o'r uwch gyfieithwyr ar y pryd sy'n cydlynu'r elfen hon o ddatblygu proffesiynol i'r staff eraill, a hynny yn sgil y ffaith eu bod nhw wedi graddio â thystysgrif ôl-raddedig mewn cyfieithu ar y pryd. Eleni, mae trydydd uwch gyfieithydd wedi cychwyn ar y dystysgrif ôl-raddedig mewn cyfieithu ar y pryd hefyd er mwyn sicrhau bod yr uned yn parhau i

ddarparu gwasanaeth o'r safon uchaf bosibl. I'r perwyl hwn hefyd, mae'r blaen gyfieithydd a'r uwch gyfieithwyr wedi mynychu hyfforddiant ar gywiro a chynnig adborth ar waith cyfieithwyr llai profiadol, sydd hefyd wedi cyfrannu at eu datblygiad proffesiynol hwy a'r cyfieithwyr y maent yn prawf ddarllen gwaith ar eu rhan.

O ran y gwasanaeth mae'r uned gyfieithu yn ei darparu, mae 2023/24 wedi gweld sawl datblygiad cadarnhaol. Yn dilyn symud pencadlys y Cyngor o Gwm Clydach i Bontypridd, bu'r uwch gyfieithwyr ar y pryd yn rhoi cymorth i'r Gwasanaethau Democrataidd wrth sefydlu'r system cyfieithu ar y pryd newydd yn Siambr newydd y Cyngor, er mwyn sicrhau y profiad gorau posibl i'r sawl sy'n dymuno defnyddio'r Gymraeg mewn cyfarfodydd yno. Yn sgil gwaith archwilio swyddogion polisi'r uned i arferion gwahanol adrannau'r Cyngor wrth gynnal cyfarfodydd, a'r ffaith bod ymwybyddiaeth staff o'r angen i gynnal cyfarfodydd yn ddwyieithog wedi cynyddu o ganlyniad i hyn, mae'r uned gyfieithu wedi derbyn sawl cais i gyfieithu ar y pryd gan adrannau sydd prin wedi defnyddio'r gwasanaeth o'r blaen. Yn ogystal â hynny, wrth gynnal sesiynau 'Bitesize' ar Safonau'r Gymraeg i staff ledled Cyngor, cynhaliwyd 3 sesiwn yn benodol ar gyfieithu, er mwyn sicrhau bod staff yn ymwybodol o'r gwasanaeth a sut i'w defnyddio, ac i bwysleisio pwysigrwydd cyfieithu proffesiynol a sicrhau amser ar gyfer trosi wrth gynllunio gwaith.

## **Gwaith sy'n parhau**

Dyma grynodeb o ddatblygiadau yng ngwaith parhaus yr uned, yn ystod 2023/34:

### **Asesu Effaith ar y Gymraeg**

Cyflwynodd y Cyngor ei Fframwaith ar gyfer Asesu Effaith ar y Gymraeg newydd yn 2021-22, ac ers hynny, mae'r broses newydd wedi dechrau gwreiddio'n gadarn yn rhan o waith craffu ar benderfyniadau yn y sefydliad. Mae Uwch Swyddog Cydymffurfio a Swyddog Cymorth Cydymffurfio yn gweithio gyda swyddogion ar draws y Cyngor yn feunyddiol yn darparu cymorth iddynt ar y modd y gallai eu cynlluniau arfaethedig effeithio ar y Gymraeg a'i siaradwyr yn y gymuned a'r gweithle, ac i ddatblygu mesurau i wneud y mwyaf o unrhyw effaith gadarnhaol a lliniaru ar gyfer unrhyw effeithiau negyddol. Yn ogystal ag adborth ysgrifenedig a chyfarfodydd anffurfiol, bob mis cynhelir Panel Asesu Effaith. Ymhlith aelodau'r panel mae swyddogion cydymffurfio, uwch swyddogion annibynnol o adrannau'r Cyngor, ac aelodau'r uwch dîm rheoli. Mae hyn nid yn unig yn gyfle ychwanegol i fireinio'r asesiad effaith gyda chymorth swyddogion hynod profiadol, ond mae'n sicrhau bod y broses asesu effaith yn hysbys ac yn cael blaenoriaeth ym mhob maes gwasanaeth ac ymhlith cyfarwyddwyr y Cyngor hefyd, sy'n golygu bod ei phwysigrwydd yn rhaeadru trwy'r sefydliad.

Mae'r effaith hon i'w weld yn natur y gweithgarwch ychwanegol yn y maes hwn ar draws y Cyngor yn ystod y flwyddyn ddiwethaf. Yn rhan o gyfres o sesiynau 'Bitesize' ar Safonau'r Gymraeg a materion cysylltiedig i staff, cynhaliwyd sesiynau ar Asesu Effaith ar y Gymraeg, lle y mynychodd 50 aelod o staff ar draws y Cyngor. Gydag arweiniad oddi wrth y Gwasanaethau Cymraeg, ym mis Ionawr 2024, cyflwynodd yr adran Adnoddau Dynol ddiweddiad i'w phrosesau Rheoli Newid, sydd nawr yn cynnwys adran benodol ar gyfer asesu unrhyw effaith ar y Gymraeg a allai ddod o ganlyniad i newidiadau o ran staffio. Mae'r adran hon yn gofyn i reolwyr nodi pa effaith y bydd unrhyw newidiadau yn ei chael ar allu'r maes gwasanaeth i ddarparu

gwasanaethau yn y Gymraeg a bodloni Safonau'r Gymraeg, a sut y byddant yn parhau i wneud hyn wedi'r newid heb ddibynnu'n ormodol ar y gwasanaeth cyfieithu neu siaradwyr Cymraeg o wasanaethau eraill. Mynychodd swyddogion Uned y Gwasanaethau Cymraeg gyfarfod o brif swyddogion yr adran er mwyn cynnig arweiniad pellach iddynt yn y maes wrth iddynt ddechrau rhoi'r broses newydd ar waith yn y meysydd gwasanaeth maent yn gyfrifol amdanynt. Yn ogystal â hynny, bu nifer o uwch swyddogion a chyfarwyddwyr y Cyngor yn mynychu sesiynau Comisiynydd y Gymraeg ar Asesu Effaith ar y Gymraeg yn ystod y flwyddyn. Mae hyn oll yn dyst i'r ffaith bod y Cyngor yn rhagweithiol wrth asesu effaith ar y Gymraeg, a bod y broses hon yn cael blaenoriaeth amlwg ar draws y sefydliad.

Gyda hynny mewn golwg, mae Uned y Gwasanaethau Cymraeg yn diweddarau'i dogfen Canllaw ar gyfer Asesu Effaith ar y Gymraeg yn gyson, a'r bwriad ar gyfer 2024/2025 yw ei diwygio'n llawn, ynghyd â'r Erfyn ar gyfer Asesu Effaith ar y Gymraeg. Bydd y fersiynau diwygiedig hyn yn tynnu ar yr hyn rydym wedi'i ddysgu yn ystod y tair blynedd gyntaf o weithredu'r fframwaith newydd, yn ogystal ag adborth gan y sawl sydd wedi cyflawni asesiadau effaith yn ystod y cyfnod. Bydd hefyd yn gyfle pellach i'r Uned gyfathrebu negeseuon pwysig o du gwaith y Comisiynydd yn maes hwn, trwy gyhoeddiadau i staff am yr adnoddau newydd a sesiynau hyfforddi pellach.

### **Cynllun Strategol Cymraeg mewn Addysg 2022-2032**

Mae'r Uned wedi parhau i gefnogi'r gwaith o gydlynu Cynllun Strategol Cymraeg mewn Addysg y Cyngor a chymorth cysylltiedig ar gyfer pennu'r cynllun gweithredu ar gyfer y 5 mlynedd gyntaf, a'r is-grŵp marchnata.

### **Strategaeth 5 Mlynedd ar gyfer Hybu a Hyrwyddo'r Gymraeg 2022-2027**

Ers cymeradwyo'r [Strategaeth newydd ar gyfer Hybu a Hyrwyddo'r Gymraeg](#) a'r [cynllun gweithredu cysylltiedig](#) yn ystod 2022-2023, mae adrannau'r Cyngor yn parhau i weithredu'r camau a'r blaenoriaethau a nodwyd. Er y darlun Cymru-gyfan siomedig a gafwyd yn ffigyrau Cyfrifiad 2021, roedd y sefyllfa'n fwy addawol yn Rhondda Cynon Taf ei hun, lle y bu cynnydd o 2.8% yn y niferoedd sy'n siarad Cymraeg, o 27,779 i 28,556. Mae'r cynnydd hwn yn dyst i gyfraniad ac ymrwymiad staff y Cyngor a'i aelodau etholedig i wella gwasanaethau a bodloni targedau. Mae'r strategaeth newydd yn ceisio adeiladu ar y llwyddiant hwn, ac yn anelu at gynyddu nifer y siaradwyr yn RhCT o 5%. Ym mis Mehefin 2024, byddwn yn dechrau ar y gwaith o asesu'r cynnydd hyd yma yn erbyn y strategaeth newydd a'i gynllun gweithredu cysylltiedig gan gyflwyno adroddiad i Is-bwyllgor y Cabinet ar faterion y Gymraeg ym mis Hydref.

### **Cymraeg Lefel 1**

Yn ystod 2021/22 a 2022/23, oherwydd newidiadau i system feddalwedd Adnoddau Dynol y Cyngor, roedd oedi o ran gallu gweithredu ar ddata sgiliau iaith gweithwyr newydd y Cyngor. Roedd hyn yn golygu nad oedd modd darganfod pa staff oedd yn dechrau ar eu swyddi newydd heb fodloni'r maen prawf hanfodol o feddu ar sgiliau Cymraeg Lefel 1, a'u cofrestru ar gyfer cwrs Cymraeg Lefel 1 y Cyngor i'w gwblhau yn rhan o'u cyfnod prawf, fel oedd arfer digwydd yn fisol. Roedd y cwrs dal ar gael yn ystod y cyfnod hwn, ond roedd cofrestru unigolion yn dibynnu'n llwyr ar



ymwybyddiaeth eu rheolwr, yn hytrach na derbyn gwahoddiad ffurfiol gan y Gwasanaethau Cymraeg. Serch hynny, ers dechrau 2024, mae'r data bellach ar gael, ac yn gynnar yn 2024/25 bydd swyddogion y Gwasanaethau Cymraeg yn mynd ati i roi system ar waith o wahodd aelodau staff newydd perthnasol i gwblhau'r cwrs yn ystod eu cyfnod prawf o hyn allan. Byddan nhw hefyd yn gweithredu cynllun arall i sicrhau bod y sawl na chafodd y cyfle yn ystod y blynyddoedd blaenorol yn cwblhau'r cwrs hefyd.

### **Dysgu Cymraeg**

Eleni gwelwyd y bedwaredd ymgyrch ffurfiol, integredig i annog staff i ddysgu Cymraeg yng Nghyngor RhCT. Yn ystod haf 2023, cafodd ein poster a llyfryn gwybodaeth yn hysbysebu'r holl ddarpariaeth gymunedol a rhithwir eu hanfon at holl staff y Cyngor. Yn sgil hyn roedd cyrsiau mewnol y Cyngor wedi'u llenwi erbyn amser dechrau'r cyrsiau ym mis Medi, gyda 94 wedi cofrestru ar gyfer gwersi. Rydym wedi dychwelyd i gynnal rhai gwersi wyneb yn wyneb yn achlysurol erbyn hyn ac mae hyn wedi bod yn boblogaidd. Serch hyn, oherwydd yr hinsawdd economaidd sydd ohoni mae nifer o staff yn ei chael hi'n anodd cydbwysu gwersi a beichiau gwaith uwch felly bydd gwaith yn mynd yn ei flaen i atgoffa rheolwyr o hawliau staff i gael amser i ddysgu'r Gymraeg, a phwysigrwyd hynny i allu'r Cyngor i gyflenwi gwasanaethau'n effeithiol. Byddwn ni'n adolygu'r ddarpariaeth ar gyfer y flwyddyn nesaf yn unol â'r adborth rydym yn ei dderbyn

### **Cylchlythyr yr Uned**

Mae Uned y Gwasanaethau Cymraeg yn parhau i ddosbarthu cylchlythyr chwarterol i staff y Cyngor er mwyn tynnu sylw at rai o'n prif feysydd gwaith ac i gynorthwyo â'r ymdrechion i gydymffurfio â Safonau'r Gymraeg ar draws y Cyngor. Mae hyn yn dilyn y newid yn y ffordd mae'r Cyngor yn cyfathrebu'n fewnol fel sefydliad â chynifer o staff yn gweithio gartref yn fwy aml yn dilyn y pandemig Covid-19. Mae'r cylchlythyr yn parhau i gael ei bostio ar grŵp Facebook caeedig y Cyngor ar gyfer staff. Y nod yw sicrhau bod cynifer o staff â phosibl yn ei ddarllen, gan gynnwys staff â mynediad cyfyngedig i gyfrifiadur. Dros y flwyddyn ddiwethaf, mae'r cylchlythyr wedi codi ymwybyddiaeth am yr Eisteddfod ei hun a digwyddiadau cysylltiedig, wedi hyrwyddo ein sesiynau gwybodaeth ar y Gymraeg, wedi dosbarthu'r canllawiau diweddaraf, ac wedi hysbysu staff am Strategaeth Hyrwyddo'r Gymraeg y Cyngor.

### **Eisteddfod Genedlaethol Rhondda Cynon Taf 2024**

Ym mis Mawrth 2023, lanswyd ymgyrch Eisteddfod Rhondda Cynon Taf drwy gynnal achlysur yn nhafarn y Lion, Treorci. Roedd hyn yn arwydd o ddechrau 18 mis o baratodau a fyddai'n gweld pwyllgorau apêl lleol yn cael eu sefydlu gyda'r bwriad o godi arian tuag at ddod â'r Eisteddfod yn ôl i RCT, am y tro cyntaf ers Aberdâr 1956. Dros y misoedd nesaf, cyfarfu gwirfoddolwyr lleol i sefydlu pwyllgorau yn ardaloedd Cwm Rhondda, Cwm Cynon a Thaf-Elái a dechreuodd y gwaith ar unwaith. Roedd digwyddiadau lleol yn cael eu trefnu, ac yn parhau i gael eu trefnu o hyd, nid yn unig i godi arian ond i fynd ati i hyrwyddo'r Gymraeg yn gadarnhaol a dod â phobl o gefndiroedd amrywiol at ei gilydd.

Ym mis Mehefin 2024 ymwelodd digwyddiad Cyhoeddi'r Eisteddfod ag Aberdâr, a

dyma oedd y profiad cyntaf o'r Eisteddfod a'r Orsedd i lawer o drigolion lleol. Derbyniodd y digwyddiad adborth hynod o gadarnhaol a dangosodd i drigolion lleol fod yr Eisteddfod yn agored i bawb, gan chwalu'r myth blaenorol bod rhaid i chi fod yn siaradwr Cymraeg i'w mwynhau.

Mae'r Cyngor yn parhau i weithio'n agos gyda'r Eisteddfod gan gefnogi pwyllgorau apêl lleol ac yn fwyaf diweddar wrth ddatblygu ôl troed yr Eisteddfod yn RhCT – gan weithio mewn partneriaeth i nodi seilwaith y gellir ei ddefnyddio i helpu i cynnal yr ŵyl. Y disgwyl yw y bydd 160,000+ o ymwelwyr yn cyrraedd RhCT ar gyfer wythnos gyntaf mis Awst, felly mae swyddogion y Cyngor yn gweithio'n agos gyda busnesau lleol i'w helpu i loywi eu sgiliau Cymraeg gyda'r bwriad o gynnig Croeso Cynnes Cymreig i bawb sy'n ymweld â'n trefi.

Mae themâu gwaddol hefyd wedi eu hadnabod, gyda phwyslais ar effaith ieithyddol yr Eisteddfod. Mae pamffled dwyieithog wedi ei baratoi yn ddiweddar i helpu pobl RhCT i loywi unrhyw sgiliau Cymraeg sydd ganddynt yn barod, ond hefyd i'w helpu i sgwrsio'n Gymraeg tra bydd yr Eisteddfod yma. Pan fydd yr Eisteddfod dod i ben ar 10 Awst 2024, bydd swyddogion y Cyngor yn defnyddio momentwm yr Eisteddfod i barhau i weithio tuag at adeiladu ar ganlyniadau Cyfrifiad diweddar a welodd gynnydd yn y Gymraeg yn cael ei defnyddio'n lleol..

## **Ymgyrchoedd Diwylliannol**

Hyrwyddodd Gwasanaethau Cymraeg yr Ymgyrchoedd Diwylliant canlynol yn ystod 2023-2024:

### **Dydd Gŵyl Dewi**

Ar gyfer Dydd Gŵyl Dewi eleni, postiodd Uned y Gwasanaethau Cymraeg negeseuon ar gyfrifon cyfryngau cymdeithasol y Cyngor yn gofyn i'n dilynwyr gymryd rhan yn y dathliadau. Yn ogystal, cafodd baner Dewi Sant ei godi mewn digwyddiad arbennig tu allan i'r Llys Cadwyn ym Mhontypridd ar y 1 Mawrth, gyda cynrychiolwyr o blith uwch reolwyr yr awdurdod lleol, y cyngor tref a phlant o Ysgol Gynradd Maes-Y-Coed yn bresennol.

### **Diwrnod Shwmae Su'mae**

Ar gyfer Diwrnod Shwmae Su'mae eleni, gan wneud defnydd o becyn hyrwyddo y Fenter Iaith, postiodd Uned y Gwasanaethau Cymraeg gyfres o negeseuon ar ein cyfrifon cyfryngau cymdeithasol yn annog trigolion i gychwyn eu sgwrsiau gyda 'Shwmae', i gychwyn dysgu Cymraeg ac i wrando ar restr chware o ganeuon Cymraeg a grëwyd yn arbennig ar gyfer Diwrnod Shwmae. Ymhellach, fel pob blwyddyn, cafodd y faner Diwrnod Shwmae Su'mae ei godi tu allan i'n swyddfeydd (ar y pryd) yng Nghwm Clydach.

### **Diwrnod Santes Dwynwen**

Eleni, mi ddatlodd Cyngor RhCT Ddiwrnod Santes Dwynwen trwy bostio cyfres o negeseuon ar ein cyfrifon cyfryngau cymdeithasol yn hyrwyddo nifer o ddigwyddiadau lleol yn ymwneud â Diwrnod Santes Dwynwen a pwyllgorau apêl yr Eisteddfod ar y cyd.

## **Dydd Miwsig Cymru**

Lluniodd Uned y Gwasanaethau Cymraeg gyfres o negeseuon ar y cyfryngau cymdeithasol yn hyrwyddo rhestrau chwarae Cymraeg, gigs a sesiynau cerddorol Cymraeg lleol. Yn ogystal, cafodd deunyddiau Dydd Miwsig Cymru, ar gael ar wefan Llywodraeth Cymru a ddyluniwyd ar gyfer plant ysgol, eu rhannu gydag ysgolion y Fwrdeistref Sirol.

## **Prosiectau ac Ymgyrchoedd o'r Newydd**

Yn ystod 2023/24, bu'r Gwasanaethau Cymraeg yn rhoi'r prosiectau a'r ymgyrchoedd canlynol ar waith, a pharatoi dogfennau ac adnoddau perthnasol o'r newydd, er mwyn cryfhau cydymffurfio yn bellach, a chynyddu'r defnydd o'r iaith, a'i phroffil, ymhlith y gweithlu ac yn y gymuned:

### **Cynllun Gwarantu Cyfweiliad i Siaradwyr Cymraeg Lefel 3 neu Uwch**

Cymeradwyodd Cabinet Rhondda Cynon Taf gynllun recriwtio newydd a fydd yn gwarantu cyfweiliad am swydd i unrhyw ymgeiswyr sy'n siarad Cymraeg Lefel 3 neu uwch (ar yr amod eu bod yn bodloni'r holl feini prawf hanfodol hefyd). Er i'r Cyngor weithio'n galed dros y blynyddoedd i wreiddio Safonau'r Gymraeg, recriwtio siaradwyr Cymraeg a gwella sgiliau Cymraeg ei staff cyfredol, mae hunanwerthusiadau blynyddol gwahanol wasanaethau'r Cyngor yn parhau i amlygu bod angen rhoi blaenoriaeth i sicrhau bod gennym ddigon o siaradwyr Cymraeg ar draws y Cyngor, ond yn arbennig ymhlith y staff rheng flaeni'r perwyl hynny, bu'r Gwasanaethau Cymraeg yn llunio'r cynllun newydd hwn i ymateb i'r her hon a'r galw cynyddol am wasanaethau Cymraeg. Yn dilyn ei gymeradwyo gan y Cabinet yn Hydref 2023, nododd Swyddfa Comisiynydd y Gymraeg ei bod yn croesawu'r datblygiad arloesol hwn. Bydd y cynllun yn cael ei brif-ffrydio i holl bolisiau recriwtio'r Cyngor, a'r Gwasanaethau Cymraeg yn cydweithio a'r adran Adnoddau Dynol ar ofynion technegol ac ymarferol ar gyfer rhoi'r polisi ar waith, a'r gobaith yw y bydd yn barod i'w weithredu rywbryd yn 2025.

### **Sesiynau Cnoi Cil ar y Safonau**

Yn dilyn derbyn cwyn CS1080 trwy law Comisiynydd y Gymraeg am ddiffyg Cymraeg mewn cyfarfod a gynhaliwyd gan y Cyngor i rieni un o ysgolion uwchradd y sir, penderfynodd y Gwasanaethau Cymraeg fod angen ymgyrch benodol i atgoffa staff o ddyletswyddau'r Cyngor o dan Safonau'r Gymraeg. Mae wyth mlynedd wedi mynd heibio ers i'r Cyngor ddod yn ddarostyngedig i'r safonau yn 2016, ac er bod gweithgareddau helaeth wedi'u cynnal bryd hynny i gyflwyno'r Safonau i weithlu'r Cyngor, mae nifer o aelodau staff naill ai wedi symud i sefydliadau eraill, neu staff iau wedi'u dyrchafu i swyddi rheoli yn y cyfamser. Mae staff y Gwasanaethau Cymraeg, wrth gwrs, yn rhoi cyngor polisi a chydymffurfio yn gyson i adrannau'r Cyngor yn unigol, ond teimlid ei bod yn hen bryd cynnal ymgyrch ledled y sefydliad i ail-gyflwyno'r Safonau i staff mewn rôlau newydd, a rhoi'r cyfle i eraill eu hatgoffa eu hun o'r gofynion. I'r perwyl hynny, cynlluniodd y Gwasanaethau Cymraeg 6 o sesiynau 'Cnoi Cil ar y Safonau' gwahanol, i drafod elfennau amrywiol ar feysydd sy'n flaenoriaeth i'r Cyngor o ran parhau i sicrhau cydymffurfiaeth gadarn – roedd un sesiwn yn cynnig trosolwg o'r safonau a'r gofynion eraill o ran deddfwriaeth, a'r pum sesiwn arall yn mynd i'r afael â threfnu cyfarfodydd, gohebu â'r cyhoedd, cyfieithu, recriwtio, ac asesu effaith polisi ar y Gymraeg. Mae pob sesiwn wedi'i chynnal dair gwaith yr un hyd yn

hyn, ac mae 919 o aelodau staff wedi cofrestru ar eu cyfer. Y bwriad yw cynllunio cylch newydd o sesiynau ar gyfer 2024/25, ar themâu yn cynnwys creu fideos Cymraeg a dwyieithog, cynnal a threfnu cyrsiau hyfforddi ac addysg, a rheoli staff sy'n siarad neu dysgu Cymraeg.

### **Rhestr Wirio ar gyfer Trefnu Cyfarfodydd**

Adnodd arall a baratowyd gan y Gwasanaethau Cymraeg yn dilyn derbyn cwyn CS1080 trwy law Comisiynydd y Gymraeg oedd Rhestr Wirio Trefnu Cyfarfodydd ac Achlysuron Dwyieithog. Dyma ddogfen PDF rhyngweithiol sy'n cynnwys pedair rhestr wirio i bobl eu defnyddio wrth drefnu gwahanol fathau o gyfarfodydd neu achlysuron (cyfarfodydd â gwahoddiad, cyfarfodydd yn ymwneud â lles, cyfarfodydd agored, ac achlysuron mae'r Cyngor yn eu trefnu neu'u hariannu), i wirio eu bod wedi cydymffurfio â'r safonau perthnasol a threfnu cyfieithu a chyfieithu ar y pryd lle bo angen. Yn ogystal a lle i dicio i ddweud eu bod wedi cwblhau camau angenrheidiol, mae hefyd lle i'r trefnwyr ysgrifennu nodiadau er mwyn cadw cofnod o manylion eraill sy'n berthnasol i'r safonau. Mae'r rhain wedi'u rhannu â holl staff y Cyngor, ac maent ar gael ar y fewnwyd, ac mae'r adborth a dderbyniwyd gan y sawl sydd wedi'u defnyddio hyd yn hyn wedi bod yn gadarnhaol iawn.

### **Cyflwyniadau i Reolwyr**

Yn ogystal â chynnal sesiynau 'Bitesize' i staff ar draws y Cyngor, bu swyddogion y Gwasanaethau Cymraeg yn rhoi sesiynau hwy i wahanol grwpiau o reolwyr ar draws y Cyngor. Yn ystod mis Medi 2023, rhoddwyd cyflwyniad ar Safonau'r Gymraeg yn sesiynau gwybodaeth i reolwyr chwe-misol y Cyngor a fynychwyd gan 455 o aelodau o staff rheoli'r Cyngor. Yn sgil hynny, derbyniwyd gwahoddiad i gynnal sesiynau wedi'u teilwra i Uwch Reolwyr y Cyngor er mwyn iddynt allu cynllunio gwaith a'r gweithlu'n fwy strategol o safbwynt y Gymraeg. Yn dilyn hyn derbyniodd y Gwasanaeth geisiadau pellach i fynychu cyfarfod o uwch rheolwyr yr adran Addysg a Gwasanaethau Cynhwysiant, i gyflwyno mewn rhagor o fanylder a awgrymu datrysiadau i reolwyr ar yr heriau penodol sy'n codi ymhlith eu gwasanaethau wrth geisio cydymffurfio â rhai o'r safonau. Bu swyddogion y Gwasanaethau Cymraeg hefyd yn mynychu cyfarfod o flaen swyddogion yr adran Adnoddau Dynol er mwyn rhoi arweiniad pellach ym maes asesu effaith newidiadau staffio ar y Gymraeg.

### **Llyfryn Rho Gynnig ar y Gymraeg**

Yn dilyn gwaith yn 2022/23 i lansio prosiect busnesau 'Cymraeg Gyfeillgar' ar stryd fawr Treorci, mae Uned y Gwasanaethau Cymraeg wedi adeiladu ar hyn yn ystod 2023/24 er mwyn cynyddu'r ymwybyddiaeth o'r Gymraeg a'r defnydd ohoni yn ein prif drefi eraill ar draws y sir, gan gynnwys Pontypridd ac Aberdâr, er mwyn paratoi busnesau ar gyfer yr Eisteddfod Genedlaethol. Mae'r Uned wedi paratoi llyfryn dwyieithog yn cyflwyno sawl agwedd ar yr iaith i berchnogion a gweithwyr busnesau'r trefi, gan gynnwys ystyr enwau lleoedd lleol, cyfleoedd yn yr ardal i ddysgu, gwella a defnyddio'u Cymraeg, a thudalennau o eirfa ac ynganu i'w defnyddio wrth wasanaethu'r cyhoedd. Yn gynnar yn 2024/25 bydd y Gwasanaethau Cymraeg yn cyfrannu at ymgyrch i ddsbarthu'r llyfryn ar draws y sir a chodi ymwybyddiaeth o'r iaith, yr Eisteddfod a'i gwaddol.

## Cwynion

Dyddiad y gŵyn	Natur	Drwy law	Deiliant/Ymateb
Tachwedd 2022	Adran Addysg: Cwyn am gyflwyniad ac adnoddau uniaith Saesneg gan y Cyngor i rieni yn un o ysgolion Cymraeg y Sir. Roedd y gŵyn hefyd yn nodi bod yr holiadur Cymraeg a ddosbarthwyd yn rhan o'r cyflwyniad yn 'wallus'.	Aelod o'r cyhoedd drwy law Comisiynydd y Gymraeg (CS1080)	Cyfaddefodd y Cyngor ei fod wedi methu â bodloni disgwyliadau Safonau'r Gymraeg mewn perthynas â'r cyflwyniad a roddwyd, ond nododd ei fod wedi darparu adnoddau dwyieithog priodol, a'i fod eisoes wedi rhannu canllawiau ar gyfer trefnu cyfarfodydd dwyieithog gyda staff er mwyn ceisio osgoi methiannau o'r math yma. Serch hynny, penderfynodd Comisiynydd y Gymraeg fwrw ymlaen ag ymchwiliad llawn i'r mater yma. Wedi ymchwiliad trylwyr i'r mater, penderfynwyd nad oedd y Cyngor wedi torri Safonau mewn perthynas â safon y Gymraeg ar y deunyddiau a ddarparwyd, ond ei fod wedi torri safon mewn perthynas â threfnu cyfarfodydd dwyieithog. Lluniwyd cynllun gweithredu gan y Cyngor a nododd y byddai swyddogion y Gwasanaethau Cymraeg yn cynnal cyfres o sesiynau 'Bitesize' am Safonau'r Gymraeg a chyflenwi gwasanaethau yn Gymraeg, er mwyn i staff y Cyngor gael eu hatgoffa o'u dyletswyddau. Mae'r Cyngor hefyd wedi

			paratoi Rhestr Wirio Trefnu Cyfarfodydd Dwyieithog a'i rhannu ar hyd a lled adrannau'r Cyngor.
Gorffennaf 2023	Adran Cyflogaeth, Addysg a Hyfforddiant: Cwyn am achlysur gwobrwyo i ddisgyblion ysgol lleol a gynhaliwyd gan y Cyngor. Honnodd yr achwynydd fod y rhan fwyaf o'r cyflwyniad wedi bod yn Saesneg, y deunyddiau ysgrifenedig a ddefnyddiwyd yn wallus o ran y Gymraeg, a bod holiadur ddim ar gael yn Gymraeg ar yr un pryd â'r Saesneg.	Aelod o'r Cyhoedd drwy law Comisiynydd y Gymraeg (CS1180)	Ymatebodd y Cyngor i gadarnhau ei fod yn gyfrifol am yr achlysur. Cyfaddefodd fod safon y Gymraeg ar y deunyddiau yn is na'r hyn y mae'n ei ddisgwyl, a chadarnhaodd nad yr Uned Gyfieithu oedd wedi darparu'r cyfieithiad. Nododd fod y cyflwynydd wedi agor a chloi'r achlysur yn Gymraeg, a bod siaradwyr gwadd wedi cyflwyno yn Gymraeg yn ystod yr achlysur hefyd. Cyfaddefodd nad oedd yr holiaduron ar gael yn Gymraeg o'r cychwyn, ond roedd swyddog wedi mynd ati i'w hargraffu yn dilyn y cais ac roeddent ar gael o fewn 10 munud. Penderfynodd y Comisiynydd gynnal ymchwiliad llawn i'r materion hyn, a daeth i'r penderfyniad fod y Cyngor wedi torri Safon 36 gan drin y Gymraeg yn llai ffafriol. Mae'r Cyngor wrthi'n atgoffa holl adrannau'r Cyngor o'u dyletswyddau wrth drefnu cyfarfodydd, gan rannu'r Rhestr Wirio Trefnu Cyfarfodydd Dwyieithog gyda hwy. Bydd yn darparu adroddiad pellach ar hyn i'r Comisiynydd maes o law.
Awst 2023	Y Prifffyrdd: Cwyn	Aelod o'r	Nid y Cyngor oedd yn

	<p>fod arwyddion uniaith Saesneg ar waith ger un o orsafoedd trên y fwrdeistref sirol tra bo Trafnidiaeth Cymru yn cynnal gwaith atgyweirio.</p>	<p>Cyhoedd drwy law Comisiynydd y Gymraeg (CS1182)</p>	<p>gyfrifol am yr arwydd. Yn hytrach cwmni Amey Infrastructure (oedd yn cynnal y gwaith atgyweirio ar ran Trafnidiaeth Cymru) oedd yn gyfrifol, ac wedi symud arwydd dwyieithog y Cyngor. Roedd y Cyngor wedi ceisio cysylltu ag Amey Infrastructure ar sawl achlysur i gael gwared ar yr arwydd heb lwyddiant, felly gyrrwyd y mater ymlaen at Drafnidiaeth Cymru.</p>
<p>Rhagfyr 2023</p>	<p>Ymgysylltu a Chyfranogiad leuenctid: Cwyn fod y gwasanaeth heb lwytho fideos Cymraeg i'w wefan, a'i fod wedi llwytho fideos Saesneg yn unig.</p>	<p>Aelod o'r Cyhoedd drwy law Comisiynydd y Gymraeg (CS1218)</p>	<p>Cyfaddefodd y Cyngor ei fod wedi peidio â chyrraedd y safon ddisgwyliedig parthed y mater hwn mewn ymateb i'r Comisiynydd. Nododd hefyd y gwaith roedd yr adran eisoes wedi'i wneud i unioni'r camgymeriad, sef: tynnu'r fideos ar unwaith a chynnal arolwg lawn o'r wefan dan sylw; rheolwyr yr adran yn mynychu sesiwn hyfforddiant arbennig ar greu fideos dwyieithog a fydd yn cael ei llunio gan y Gwasanaethau Cymraeg; ail-ddosbarthu coeden benderfynu'r Cyngor ar greu fideos; ac ychwanegu cam yn y broses ar gyfer cyhoeddi fideos er mwyn i reolwyr sicrhau eu bod yn cydymffurfio. Ar sail hyn, penderfynodd y Comisiynydd bod y Cyngor wedi torri dwy safon, ond nododd nad</p>

			oedd angen cynnal ymchwiliad gan fod camau priodol eisoes wedi'u cymryd i sicrhau na fyddai hyn y digwydd eto.
Mai 2023	Y Priffyrdd: Derbyniodd y Cyngor sylwadau ar X gan drigolyn oedd yn anfodlon ar 'Coedlan Hunters' fel cyfieithiad ar gyfer 'Hunters Avenue'.	Aelod o'r Cyhoedd (neges ar X)	Cwyn ddim yn ddilys. Darparodd y Gwasanaethau Cymraeg wybodaeth ynglŷn â'i dealltwriaeth o'r enw, sef bod 'Hunters' yn cyfeirio at briod enw ac nid y gair Saesneg am 'heliwr/helwyr'. Ymatebodd adran y Priffyrdd yr achwynydd gan nodi hynny, a'i wahodd i gynnig unrhyw wybodaeth neu dystiolaeth oedd ganddo oedd yn mynd yn groes i'r canfyddiad hwn. Nid yw'r Cyngor wedi clywed rhagor hyd yma, felly mae'r arwydd gwreiddiol dal ar waith.
Mai 2023	Y Wasg: Cwyn am gyhoeddiad ar broffil X y Cyngor yn cynnwys llun o staff a chynghorwyr yn dal baner swyddogol achlysur Coroni'r Brenin. Nododd y gŵyn nad oedd y faner yn ddwyieithog gan awgrymu y dylid dileu'r cyhoeddiad.	Aelod o'r Cyhoedd	Cwyn ddim yn ddilys. Cysylltodd swyddogion y Gwasanaethau Cymraeg ag adran y Wasg a gadarnhaodd fod neges wedi'i chyhoeddi yn Gymraeg hefyd. O ran y faner, esboniwyd mai baner swyddogol y Goron oedd hon, ac nad yw, felly, yn ddarostyngedig i'r Safonau.
Mai 2023	Ymgysylltu: Nid oedd yr achwynydd eisiau derbyn gohebiaeth Gymraeg, neu roedd eisiau derbyn gohebiaeth gyda'r Saesneg yn ymddangos yn	Aelod o'r Cyhoedd	Cwyn ddim yn ddilys. Ymatebodd swyddogion gan gyfeirio at Safon 4 sy'n ei gwneud hi'n ofynnol i'r Cyngor anfon gohebiaeth safonol yn y ddwy iaith.



	gyntaf.		
Mehefin 2023	Gwastraff a Gofal y Strydoedd: Cwyn am y ffaith bod deunyddiau'n hyrwyddo newidiadau i gasgliadau gwastraff yn ddwyieithog. Nid oedd yr achwynydd eisiau deunyddiau Cymraeg.	Aelod Cyhoedd	o'r Cwyn ddim yn ddilys. Ymatebodd swyddogion gan gyfeirio at Safon 4 sy'n ei gwneud hi'n ofynnol i'r Cyngor anfon gohebiaeth safonol yn y ddwy iaith.
Gorffennaf 2023	Y Priffyrdd: Cwyn am gyfieithu enw'r stryd 'Clive Place' yn 'Maes Clive'. Roedd yr achwynydd o'r farn mai 'Lle Clive' yw'r cyfieithiad cywir.	Aelod Cyhoedd	o'r Cwyn ddim yn ddilys. Gan dynnu ar adnoddau safonol megis Geiriadur Prifysgol Cymry a Geiriadur yr Academi, darparodd swyddogion y Gwasanaethau Cymraeg ymateb, yn darparu rhesymeg a thystiolaeth gadarn dros ddewis 'Maes Clive' fel y cyfieithiad mwyaf addas yn y cyd-destun hwn.
Gorffennaf 2023	Adran Gwastraff a Gofal y Strydoedd: Arwydd yn anghywir y tu allan i gyfleuster ailgylchu 'The Shed' (partner allanol) yn Llantrisant. 'Grab a Bargain' wedi'i gyfieithu i 'Chrafangia Bargen'.	Aelod Cyhoedd	o'r Cwyn yn ddilys. Er mai partner allanol sy'n rhedeg y safle, mae'r arwydd yn cynnwys logo'r Cyngor. Mae'r sefydliad partner allanol wedi derbyn 'Bachu Bargen' fel cyfieithiad cywir ac addas ac wedi diwygio'r arwydd.
Gorffennaf 2023	Y Wasg: Cwyn am safon wael cyfieithiad awtomatig Facebook.	Aelod Cyhoedd	o'r Cwyn ddim yn ddilys. Adran y Wasg wedi ateb yr achwynydd i ddweud bod hyn y tu hwnt i reolaeth y Cyngor.
Gorffennaf 2023	Gofal y Strydoedd: Aelod o staff wedi ymateb i Gynghorydd yn gofyn iddo yrru ei e-byst yn ddwyieithog yn hytrach nac yn	Aelod Cyngor	o'r Cwyn yn ddilys. Anfonwyd ymddiheuriad at y Cynghorydd, ac atgoffwyd yr aelod o staff penodol, a'r adran ar ei hyd, o bolisïau'r Cyngor ar ohebu yn unol

	Gymraeg yn unig.		â dewis iaith, a threfniadau o ran derbyn cymorth gan yr Uned Gyfieithu wrth ymateb i negeseuon yn y Gymraeg.
Gorffennaf 2023	TGCh a Digidol: Cwyn am dderbyn neges Saesneg trwy'r system 'Diweddariad am Wasanaethau'. Roedd yr achwynydd eisiau derbyn gohebiaeth yn Gymraeg, ond roeddent wedi llenwi'r ffurflen gofrestru yn Saesneg.	Aelod o'r Cyhoedd	Cwyn ddim yn ddilys, ond cofnod y Cyngor o ddewis iaith yr unigolyn wedi'i ddiwygio i sicrhau y bydd yn derbyn gohebiaeth Gymraeg o hyn allan. Ymatebodd y Cyngor i ymddiheuro, ond gan egluro bod llenwi ffurflen Saesneg yn cael ei dderbyn gan Gomisiynydd y Gymraeg fel arwydd o ddewis iaith, ac felly dyna pam yr anfonwyd gohebiaeth Saesneg yn yr achos hwn.
Gorffennaf 2023	Y Swyddfa Gofrestru: Cwyn am arwyddion yn Swyddfa Gofrestru Pontypridd a oedd yn methu â chydymffurfio - y Saesneg i'r chwith neu uwchben y Gymraeg.	Aelod o Staff	Cwyn ddim yn ddilys. Mae'r arwyddion wedi bod yno ers o leiaf 2010, pan symudodd y gwasanaeth i'r adeilad dan sylw, ac felly ddim yn ddarostyngedig i'r Safonau. Yn unol â pholisi'r Cyngor, bydd unrhyw arwyddion newydd sy'n cael eu gosod neu'u hadnewyddu yn ddwyieithog gyda'r Gymraeg yn ymddangos yn gyntaf.
Awst 2023	Parciau a Chefn Gwlad: Cwyn am ddiffyg gwasanaeth Cymraeg mewn gwersi beicio ym Mharc Gwledig Cwm Dâr. Staff wedi ymateb yn ystod y wers trwy ddweud y byddai'r plant Saesneg eu hiaith	Aelod o'r Cyhoedd	Cwyn yn ddilys. Ymateb wedi'i anfon at yr achwynydd ymddiheuro am brofiad ei blentyn yn ystod y wers, gan nodi bod y diffyg cydymffurfio wedi'i achosi gan ddiffyg goruchwyliaeth. Atgoffwyd staff yr adran bod angen trin dewis iaith unigolion â pharch

	yn teimlo'n wedi'u heithrio pe bai'r sesiwn yn cynnwys y Gymraeg.		a pheidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg, er mwyn sicrhau na fydd rhywbeth fel hyn yn digwydd eto.
Awst 2023	Y Wasg: Cwyn bod gwahaniaeth yn yr wybodaeth rhwng neges Gymraeg a neges Saesneg ar y cyfryngau cymdeithasol.	Aelod o'r Cyhoedd	Cwyn yn ddilys. Cafodd ymateb ei anfon i'r achwynydd gan egluro'r neges yn fwy clir. Atgoffwyd staff o'r angen am eglurder yn y maes hwn wrth symud ymlaen.
Hydref 2023	Iechyd y Cyhoedd: Aelod o'r cyhoedd heb dderbyn gohebiaeth yn Gymraeg, a'r Cyngor wedi tybio mai Saesneg oedd y dewis iaith heb ofyn.	Aelod o'r Cyhoedd	Cwyn yn ddilys. Wedi trafodaethau gyda'r Gwasanaethau Cymraeg, roedd yr adran berthnasol wedi tynhau ar eu trefniadau ac atgoffa pob aelod o staff i barchu dewis iaith y cleient. Mae'r adran hefyd wedi gosod maes newydd ar y system sy'n galluogi'r cleient i nodi dewis iaith.
Tachwedd 2023	Gwasanaethau Gwastraff a Gofal y Strydoedd: Cwyn am arwydd uniaith Saesneg yng Nghanolfan Ailgylchu Trefforest.	Aelod o'r Cyhoedd	Cwyn yn ddilys. Swyddogion y Gwasanaethau Cymraeg wedi cysylltu â'r adran berthnasol i drefnu bod arwydd newydd ddwyieithog yn cael ei osod.
Ionawr 2024	Gwasanaeth y Llyfrgelloedd: Cwyn am ddiffyg Gwasanaeth Cymraeg yn llyfrgell Pontypridd. Yr achwynydd yn honni ei fod wedi bod i'r llyfrgell ar fwy nag un achlysur ac wedi methu â chael gwasanaeth Cymraeg. Cwynodd hefyd nad yw staff yn gwisgo'r	Aelod o'r Cyhoedd	Cwyn yn ddilys. Wedi trafodaeth gyda swyddogion y Gwasanaethau Cymraeg am sefyllfa staffio'r llyfrgelloedd ar hyn o bryd, ymatebodd swyddog o Wasanaeth y Llyfrgelloedd i'r achwynydd yn ymddiheuro i'r achwynydd, gan egluro'r sefyllfa'n fwy manwl, sef bod siaradwyr Cymraeg y safle yn gweithio'n

	bathodyn iaith gwaith.		<p>rhan amser, ac ymdrechion i benodi staff Cymraeg pellach wedi bod yn aflwyddiannus. Roedd yr ymateb hefyd yn nodi'r trefniadau sydd yn eu lle er mwyn cynnig gwasanaeth Cymraeg i'r cyhoedd yn absenoldeb swyddogion sy'n siarad Cymraeg, sef bod modd i staff ffonio siaradwyr Cymraeg sy'n gweithio mewn llyfrgelloedd eraill i ddarparu gwasanaeth dros y ffôn.</p> <p>Pwysleisiodd y Gwasanaethau Cymraeg i Wasanaeth y Llyfrgelloedd fod angen iddynt flaenoriaethu recriwtio staff sy'n siarad Cymraeg, a bod angen atgoffa staff i wisgo cortyn gwddf/bathodyn iaith gwaith lle bo hynny'n briodol. Anfonwyd cortynnau gwddf iaith gwaith y Cyngor at yr adran er mwyn bodloni hyn.</p>
Ionawr 2024	Y Priffyrdd: Cwyn ynglŷn â dyluniad a thestun yr arwyddion wrth gyrraedd a gadael pentref Brynnau Gwynion.	Aelod o'r Cyngor	Cwyn yn ddilys. Gweithiodd yr Uned Gyfieithu gyda'r adran berthnasol i gywiro'r arwyddion a diwygio'r dyluniad. Cafodd arwyddion newydd sy'n cydymffurfio eu codi wedi hynny.
Chwefror 2024	Y Swyddfa Gofrestru/Refeniw a Budd-daliadau: Cwyn am ddiffyg gwasanaeth Cymraeg gan y Gwasanaeth	Aelod o'r Cyhoedd	Archwiliad yn parhau – llunnir ymateb i'r achwynydd maes o law pan ddaw'r archwiliad i ben.

	<p>Cofrestru ac Adran Treth y Cyngor wrth geisio cofrestru marwolaeth a chau cyfrifon yr unigolyn oedd wedi marw. Hefyd, roedd y gwaith papur o ran Treth y Cyngor yn uniaith Saesneg - tanseilio'r gwasanaeth 'Dywedwch Wrthym Unwaith yn y Gymraeg' yn ôl yr achwynydd.</p>		
Chwefror 2024	<p>Y Prifffyrdd: Arwydd ffordd wedi'i gamsillafu'n Heol-y-Mynych yn lle Heol-y-Mynach.</p>	<p>Aelod o'r Cyhoedd</p>	<p>Cwyn yn ddilys. Cysylltodd swyddogion y Gwasanaethau Cymraeg â'r adran berthnasol a chafodd arwydd ei godi gyda'r sillafiad cywir 'Heol-y-Mynach'.</p>

## Sgiliau Cymraeg Staff: Safon 170(2)(A)

Mae'r adran yma'n nodi nifer y gweithwyr/deiliaid swyddi oedd â sgiliau Cymraeg hyd at 31 Mawrth 2024. Mae'r ffigurau yma'n seiliedig ar y cofnodion sy'n cael eu cadw yn unol â Safon 151, yn seiliedig ar ofynion Safon 127.

Blwyddyn	Staff */**	Math o staff	Dim sgiliau	% â sgiliau
23-24	7128	Staff sydd ddim yn gweithio mewn ysgolion	3064	42.99
			<b>Rhugl</b>	<b>%</b>
			693	9.73
			<b>Cymraeg Lefel 1</b>	<b>%</b>
			2744	38.50
			<b>Cymraeg Lefel 2</b>	<b>%</b>
			370	5.19
			<b>Cymraeg Lefel 3</b>	<b>%</b>
			146	2.05
			<b>Cymraeg Lefel 4</b>	<b>%</b>
			158	2.22
			<b>Cymraeg Lefel 5</b>	<b>%</b>
			535	7.51

\*Dydy'r niferoedd hyn ddim yn cynrychioli nifer y gweithwyr – maent yn cynnwys cyflogaeth luosog, hynny yw, lle mae un gweithiwr yn dal sawl swydd. Mae'n cynnwys gweithwyr achlysurol hefyd.

\*\* 116 (1.56%) heb gofnod

## Hyfforddiant ar Gyfer Staff: Safon 170 (2)(B) ac (C)

Does dim newid wedi bod ers y sefyllfa yn 2022-2023 o ran hyfforddiant ar gyfer Recriwtio a Hysbysebu, Rheoli Cyflawniad, Gweithdrefnau Cwyno a Disgyblu, Ymsefydlu, Delio â'r Cyhoedd ac Iechyd a Diogelwch, yn seiliedig ar y cofnodion a gafodd eu cadw yn unol â Safon 152 sy'n seiliedig ar ofynion Safon 128.

## Llenwi Swyddi Gwag: Safon 170 (Ch)

Caiff y ffigyrau canlynol eu cadw yn unol â Safon 154, yn seiliedig ar ofynion Safon 136. Ers mis Medi 2017, mae'n hanfodol bod pob swydd newydd yn gofyn am Gymraeg Lefel 1 (Cymraeg sylfaenol) gydag opsiynau i reolwyr recriwtio ar lefel 2 i lefel 5 gan ddibynnu ar y swydd. Mae nifer y swyddi ar y lefel rhwng 1 a 5 fel a ganlyn:

Lefelau Sgiliau Cymraeg	L1	<b>250</b>
Lefelau Sgiliau Cymraeg	L2	<b>4</b>
Lefelau Sgiliau Cymraeg	L3	<b>1</b>
Lefelau Sgiliau Cymraeg	L4	<b>0</b>
Lefelau Sgiliau Cymraeg	L5	<b>5</b>

\*Yn dilyn cyflwyno systemau AD a recriwtio ar-lein newydd ar draws y Cyngor, dim ond data o ddiwedd Gorffennaf ymlaen sydd ar gael. Yn ar gyfer 2024/25, bydd data cyflwn ar gael.

\*\* Yn dilyn cyflwyno systemau AD a recriwtio ar-lein newydd ar draws y Cyngor, nid yw'r cwestiwn ynghylch lefel y sgiliau Cymraeg sydd eu hangen yn orfodol bellach, gan nad yw'r system yn caniatáu hyn. Mae rheolwyr sy'n hysbysebu swydd yn cael eu hannog yn yn bwrpasol i gwblhau'r cwestiwn, ac mae pob hysbyseb yn cael ei yn cael ei hadolygu gan y garfan recriwtio cyn ei chyhoeddi i geisio sicrhau cydymffurfio.

## Rhagor o wybodaeth

Uned y Gwasanaethau Cymraeg,  
Cyngor Bwrdeistref Sirol Rhondda Cynon Taf,  
Canolfan Dysgu Gydol Oes Garth Olwg,  
Pentre'r Eglwys,  
Pontypridd,  
CF38 1RQ.  
Ffôn: 01443 570001  
E-bost: [Swyddoglaith@rhondda-cynon-taf.gov.uk](mailto:Swyddoglaith@rhondda-cynon-taf.gov.uk)

# Atodiad 1 – Hunanwerthusiadau Gwasanaethau 2023-2024

## Adult Services

### How well is the service delivering Welsh language provision and promoting the Welsh Language?

#### Evaluation

We continue to respond effectively to the requirements of the Welsh Language Standards and Welsh Government's "More than just words: A Strategic Framework for Promoting the Welsh Language in Health, Social Services and Social Care" - working closely with colleagues in the Council's Welsh Language Team to ensure we are complying with these requirements. We also monitor our external service providers to ensure their compliance. No issues have been identified.

As reported in previous annual evaluations, Adult Services make an active offer of communication in Welsh if it is someone's preference. People who prefer to receive services and support through the medium of Welsh are highlighted in our system. All our publications are bilingual, ensuring compliance with the Standards. Staff are aware of the requirements of the Standards and what it means for how they work. We also train and develop staff to encourage them to learn Welsh and provide briefings and reminders on the offer of services in Welsh.

The total number of new assessments completed for Adult Services during 2022/23 was 8,315. There was evidence of the active offer of the Welsh language in 8,199 cases (98.9 %). The offer was accepted in 46 cases down from 80 in 2021/2022

During 2023 no specific work to develop our Welsh Language offer was completed although an active offer of training for all staff from beginner to improver is consistently circulated

Welsh Language Impact Assessments have been completed for the

- Home Care contract transfer ([Public Pack](#))[Agenda Document for Cabinet, 23/10/2023 10:30 \(moderngov.co.uk\)](#)
- LD day service review ([Public Pack](#))[Agenda Document for Cabinet, 20/11/2023 12:30 \(moderngov.co.uk\)](#)LD supported living contract transfer ([Public Pack](#))[Agenda Document for Cabinet, 23/10/2023 10:30 \(moderngov.co.uk\)](#)

#### Identified areas for improvement.

With the support of the Council's Welsh Language Team, Review our progress in meeting the More than just words requirements and develop a plan to support performance and improvement for the next 2-4 years.

Regarding the statutory enforcement action from the Welsh language Commissioner regarding compliance with Standard No. 27 adult services will



- Maintain a record of all meetings where invitations were sent to external bodies / persons (which does not relate to the wellbeing of the attendees)
- Of those meetings maintain a record of the offer for attendees to use the Welsh language at meeting
- How people wishing to use the Welsh language at the meeting were supported to do so

## **Arts, Culture, Libraries and Community Development**

### **How well is the service delivering Welsh language provision and promoting the Welsh Language?**

#### **Evaluation:**

All staff are trained to a minimum of Level 1 Welsh Language. Staff are Welsh learners or fluent in Welsh. As staff gain additional skills it is the responsibility of managers to update the information to ensure an accurate reflection of Welsh language skills among their teams.

In adherence with the Welsh Language Standards, all public facing documents and digital messages are bilingual.

All websites are bilingual; however, there are challenges in ensuring compliance due to capacity, particularly social media responses.

Where third sector commissions are in place, the Welsh Language Service has played an advisory role in ensuring contracts highlight the specific Welsh Language Standards that they are required to meet. This element of the contract is subject to monitoring by the Commissioning Team.

Service areas are clear on how they contribute to the Council's [Five Year Strategy for the Promotion of the Welsh Language 2022 – 2027](#).

Service areas also feature in the [Welsh in Education Strategic Plan 2022 – 2032](#) and contribute to its successful delivery.

There are challenges in respect of ensuring access to Welsh language customer services in services where there are multiple delivery locations. This is especially true of the One 4 All and Library Service. Some of this has been addressed through staff attending Welsh language refresher courses and releasing staff for regular Welsh language classes.

In relation to the School Library Service, the appointment of two Welsh speaking staff who can promote the services to Welsh medium schools has contributed to three Welsh language schools joining the service this year.

All staff are aware of the importance of offering a Welsh language service and aware of the systems in place in their service areas to ensure that they can be accomplished.

The Head of Service is fluent in Welsh. The Director of Public Health, Protection and Community Services is also fluent in Welsh.

This provides the capacity to deal with any HR-related issues in Welsh and to actively promote the offer in relation to Standards 101-109 among the wider services' workforce.

### **Evaluation:**

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Within the Community Development Team's Community Grant programme, the Neighbourhood Network Fund and Shared Prosperity Community Fund applications ask applicants to consider the use of Welsh Language opportunities within their project, and if so, how.

This approach helps embed our commitment to the Welsh Language practically into our day-to-day delivery.

Within the CAT Business Case Template and Assessment, we ask;

*Please detail whether your service will be accessible/available through the Welsh Language. Either:*

- *Face to face;*
- *Written Documentation;*
- *Electronic Information.*

*Please provide evidence of Welsh Language Policy (if appropriate).*

*Extent to which the proposed service will be accessible/available through the Welsh Language.*

*Do they have a Welsh Language Policy?*

The Library Service has achieved the Welsh Public Library Standards quality indicator target of 4% in relation to percentage expenditure on Welsh medium books and online resources. This has continued to generate a demand for services in Welsh, although the level of issues has not returned to pre-pandemic levels. The Schools Library Service now has 2 fluent Welsh language speakers which has increased the offer through the medium of Welsh to schools and workshops within libraries.

Gartholwg Lifelong Learning Centre is a key provider of Welsh language provision, including adult community learning classes, theatre productions and performances by local Welsh language schools and groups. RCT Theatre's also programme and produce Welsh language provision that is staged at the theatres and tours nationally, as well as providing participatory activities; however, these are all limited by availability of suitable product and facilitators.

All service areas are engaged in supporting the visit of the Eisteddfod Genedlaethol to RCT in 2024 and are considering its legacy as part of the Community Workstream group.

### **Identified areas for improvement.**

Increase provision of Welsh language activity across service areas and encourage across community groups.

Extend opportunities for staff to improve Welsh language skills.

## **Children's Services**

### **How well is the service delivering Welsh language provision and promoting the Welsh Language?**

#### **Evaluation:**

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, culture or language.

As part of our assessment process an active offer of Welsh is made to children and families and their preferences recorded. 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.

December 2023 data states the following Welsh language proficiency in Children's Services staff:

- 9.6% of RCT staff reported as being fluent Welsh speakers.
- 38.8% of RCT staff have Level 1 Welsh Language skills.
- 42 members of Children's Services staff have Level 4 or 5 Welsh.
- There are 12 members of Residential staff who speak Welsh.

As part of the implementation of our Residential Transformation Strategy 2022-2025 a [Welsh Language Impact Assessment](#) was completed in January 2023. This was completed with the support of the Welsh Language Service, whose support we utilise as a service as required.

There are currently 11 members of staff within residential settings in RCT that are Welsh speakers. This includes a residential home manager.

The main findings of the Impact Assessment were:

“Overall, the Residential Transformation Strategy will have a neutral impact on the Welsh language, as its focus is to reduce the number of children looked after outside of RCT by enabling them to be looked after within the Local Authority. However, the strategy offers the potential to have a positive impact on the Welsh language. There will be less children looked after out of county, and outside of Wales, as a result of the strategy, meaning there will be greater opportunities for children looked after to both learn Welsh, and develop their Welsh language skills”.

As per the Council's Statutory Welsh Language Standards, all employment opportunities will require candidates to have Welsh essential Level 1 skills before successfully gaining employment within Children's Services. Welsh essential Level 2 to 5 skills will be listed as desirable when creating job descriptions for new roles. The aim will be to increase the number of Welsh speaking staff.

Children's Services encourages and supports staff to take up Welsh language training whilst in employment, to develop their Welsh language skills.

The service utilises social media to connect with residents of RCT e.g. Instagram, Twitter. All social media correspondence is distributed in both Welsh and English.

Work is required to ensure we are meeting the Welsh Language Standards in particular with regard to organising meetings. Meeting with Welsh Language Services required to clarify as guidance is likely to have a significant impact on our daily business.

### **Identified areas for improvement.**

To review the services' compliance with the Welsh Language Standards, develop an action plan in consultation with Welsh Language Services.

*To regularly monitor and use data on staff Welsh language skills.*

*During 2024 -5 we will need to check compliance with Mwynn Geriau.*

## **Communications and Engagement**

### **How well is the service delivering Welsh language provision and promoting the Welsh Language?**

#### **Evaluation:**

#### **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.
- A dedicated Welsh language facebook page has been established for Welsh communications. This has been necessary as incorrect automatic translations from

Facebook were creating incorrect messages and people disputing the accuracy of translations.

[Cyngor Rhondda Cynon Taf Facebook](#)

### **Identified areas for improvement.**

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

## **Community Safety and Community Housing**

### **How well is the service delivering Welsh language provision and promoting the Welsh Language?**

#### **Evaluation:**

All service areas ensure compliance with the Welsh Language Standards as below:

- All signs, notices and publications displayed in both Welsh and English (bilingual is preferred).
  - Posters are displayed indicating that people are welcome to converse in the medium of Welsh.
  - Fluent staff/learners wear an identifiable badge/lanyard.
  - There are staff involved in the delivery of the service who are fluent in the Welsh Language or Welsh Learner
  - Identified the service is actively promoted through the medium of Welsh.
  - Confirmed all certificates, brochures, leaflets, signage, etc. available through the medium of Welsh (bilingual is preferred)
  - Verified that all public events /meetings promoted in Welsh Confirmed a translator is arranged if 10% or more indicate they wish to use the Welsh Language
- #### **Websites and App**
- English Language page indicate that a Welsh Language page is also available.
  - Social Media posts are posted bilingually at the same time and Out of Office and Email signatures are bilingual.

Despite the above we will ensure all managers constantly review their Welsh language responsibilities to ensure we are complying with the national standards and better understand the number of Welsh speakers in each service area.

The new Allocation Scheme when completed will also require a Welsh Language Impact Assessment to be undertaken in due course:

### **Identified areas for improvement.**

- The new RCTCBC Allocation Scheme will require a Welsh Language Impact assessment to be undertaken as part of this process.
- Introduce an annual evaluation of Welsh Speakers within the Service area to clearly measure the extent of Welsh Language skills present in the Service to support delivery in the Welsh medium.

- Work with the Welsh Language Service to understand better the requirements of Standard No. 27 and create service specific guidance to support staff to deliver effectively against this.
- 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

## **Community Services**

### **How well is the service delivering Welsh language provision and promoting the Welsh Language?**

#### **Evaluation:**

Since the introduction of I-Trent, the Council has experienced ongoing issues with obtaining Welsh Language Skills information for staff. More recently, information on staff skills levels has been able to be reported but as yet has not been made available to individual service managers. As and when these reports become available Community Services will record improvements to staff skill levels in future on an annual basis.

This year, eight members of staff from the Work and Skills service have taken up the offer to attend WL courses at varying skills levels. These courses are delivered over a one year period and should be completed by the end of the academic year in June 2024.

The Work and Skills service has recently introduced a number of Welsh Language Taster session to encourage engagement of residents across the County Borough. There has been low up take of some of these sessions, however, provision offered in Garth Olwg LLC has proved successful with learners wanting to continue onto a beginners WL course. The service will continue to offer and embed WL provision into programme delivery and as part of our pre-employment training programmes. Actions for the service are included in the [WL Promotional Strategy Delivery Plan](#) and will be reported against on a quarterly basis.

Welsh Language has also been recognised as a potential priority sector regionally with the opportunity to deliver provision in the medium of Welsh being explored and becoming part of a regional commissioning framework being led by Torfaen.

Adult Community Learning has again entered into a Service Level Agreement with Menter Iaith RCT this year for the delivery of Welsh medium courses and taster sessions. They also regularly attend the ACL Strategic and Operational group meetings and support discussions and planning of WL provision across RCT with partners.

We have implemented a process across the service this year to recharge translation costs to grant funded programmes.

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 continues to be recorded as part of the registration process for clients on to our grant funded programme provision through ACL and Work and Skills services.

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, as there has recently been a small number of complaints received for other service areas across the Council, all staff have been encouraged to attend the programme of Bite Size training sessions being offered by WLS.

The Procurement exercise undertaken for commissioning of external provision for SPF Multiply included WL provision ability and requirements to adhere to WL standards set out as part of the contract requirements. The Council's WLS advised on what standards were applicable to the tender process.

All tutors continue to be encouraged to use a 'Welsh word of the day' into their sessions.

The service is represented on the community workstream group set up to support the National Eisteddfod coming to RCT in August 2024. Staff will support with promotion of the event, including opportunities for volunteering, fundraising and sponsorship to clients and employers across the County Borough.

### **Identified areas for improvement.**

- Further promotion to Community Services staff of opportunities to improve WL skills level and monitor skills level of staff across the service.
- Explore opportunities to further expand Welsh medium provision in grant funded programmes of delivery.
- Monitor staff attendance at WL training sessions to ensure staff compliance knowledge with WL Standards is improved.
- Nominated staff members to become WL champions for the service.

### **Community Wellbeing and Resilience Services**

#### **How well is the service delivering Welsh language provision and promoting the Welsh Language?**

##### **Evaluation:**

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, as well as being the main point of contact for all after school provision offered by the service to young people. 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.

Additional targeted Welsh language provision has been offered for Welsh speaking young people this year; these activities have been staffed solely by Welsh speaking staff to ensure that over 200 young people are able to participate through Welsh. These activities have been delivered during the school day, during after school provision and during the school holidays. The majority of after school Welsh language activities were well attended; some examples include robotics in Ysgol Gyfun Rhydywaun had 29 attendees, and 25 at dance sessions at Ysgol Llanhari. Young people were also offered weekly lunchtime drop-in sessions at the 4 Welsh medium schools where young people could receive information, advice and guidance these sessions were well attend with 17 at Rhydywaun, 23 at Garth Olwg, 25 at Llanhari and 23 at Cwm Rhondda. Even though most activities have been well attended, it has been identified that further work needs to be done for young people to have an opportunity to use the Welsh language away from the school site, as many see it as a 'School language'. There are plans in place to run a joint activity in February half term for young people from the four Welsh medium schools to come together and socialise with peers through the medium of Welsh.

YEPS continues to support RCT Welsh Language events, ensuring young people are provided with as many opportunities to develop the Welsh language as possible; the service supported and provided activities at Parti Ponty in the summer, additionally, as the National Eisteddfod is coming to Rhondda Cynon Taf in 2024, 5 young people from the youth forum, accompanied by YEPS staff, attended this year's event in North Wales. It was an opportunity for young people, some fluent Welsh speakers and some non-Welsh speaking young people to experience the event for the first time. They were tasked with gathering information and create a [short video](#) to share with other young people in RCT in order to promote the Eisteddfod and increase the interest and knowledge about the Welsh language. These 5 young people will take in active role

in trying to encourage young people from RCT to attend the Eisteddfod when it's in Pontypridd next year. The Youth Service Manager is also part of the newly established Eisteddfod 2024 – Community Workstream, so YEPS will continue to play a prominent role in this event in the 4 coming year.

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.

YEPS also actively support and promote third sector Welsh language youth provision; Menter Iaith are an approved provider of RCT and successfully bid to deliver a joint project with Urdd Gobaith Cymru. This project aims at engaging Welsh speaking young people to participate in further Welsh language provision. They are given the opportunity to develop their own after school provision at the 4 Welsh medium secondary schools in RCT and the local college. Some of the older young people attending these sessions will also have an opportunity to become volunteers and gain formal qualifications based on their volunteering. This project will also link with YEPS project such as the County Youth Forum to ensure that Welsh language provision is not delivered in isolation to other provision. YEPS have also supported two Menter Iaith staff complete their youth and community qualifications. This support included access to free training, mentoring, supervision and session observations for the Menter Iaith staff.

The delivery of Welsh medium play opportunities remains a known gap in open access play 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. Consequently, a Welsh Language Impact Assessment has been submitted to as a revised proposal to strengthen the offer of Welsh language within existing provisions. [welshlanguageimpactassessment OAP September 23 V2.docx](#)

To aid consistency across the Play-Youth contracts, a revised Quality Assurance and Compliance framework has been devised, which includes quarterly monitoring of compliance with the relevant Welsh Language standards; this is being piloted with Play Providers during Qtr 4 and will be rolled out across all Play-Youth commissioned provision throughout 2024-25. A priority across Play and Youth from 24-25 will also be to implement an annual Welsh Language Standards audit across all commissioned services.

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.

As part of the LA nursery transfer a [Welsh Language Equality Impact Assessment](#) tool

was completed.

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 [compliance check](#) on the Welsh Language Standards. The Welsh Language compliance check list has been reviewed this year following concerns raised by Providers and the Funding Flexibilities and Quality Assurance Team has met with the Welsh Language Team to discuss the standards. To support the Flying Start Providers, the Quality Assurance and Funding Flexibilities Team have each identified a Welsh Language lead and the QA Team will be developing a suite of bi-lingual forms that will be made available to settings to support with translation costs.

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.

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 Approved Providers List. The introduction of the Approved Provider list 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 at November 2023 the number of approved Welsh Providers was 18 with 2 pending approval. 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.

Working in partnership with Mudiad Meithrin has resulted in a setting who had previously been reluctant to deliver Flying Start, to make an application. The [application form](#) for placements has been revised to capture parents that may not have a strong language preference. Where a parent ticks ‘Dont mind’ the aim will be to offer a Welsh language placement. The partnership continues to review areas of improvement, including ways in which to increase incidental Welsh within English

language settings.

To promote the Flying Start childcare bi-lingual offer a leaflet '[The Bilingual Journey](#)' was produced in collaboration with Mydiad Meithrin. The leaflet is 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.

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#### **Identified areas for improvement.**

- Continue to support staff wishing to develop their Welsh language skills.
- Continue to recruit Welsh Approved childcare providers and actively encourage the take up of Welsh medium Flying Start childcare
- 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
- Continue to provide opportunities for young people to socialise through the medium of Welsh outside of the school environment

#### **Council Business Unit**

#### **How well is the service delivering Welsh language provision and promoting the Welsh Language?**

##### **Evaluation:**

- Welsh Language provision - The service continue to take forward a positive approach to the provision of the Welsh language as required by the Welsh Language Standards through the provision of bilingual agenda's / minutes and the provision of translation at Committee meetings where needed. Members were surveyed on their language preference for correspondence and for the purposes of conducting meetings through their preferred language. 90% stated that English was their preferred language with 10% preferring to converse/receive information through the medium of Welsh. Moving forward, in order to directly support our Welsh speaking Members in meetings, the simultaneous Welsh translation service has now been provided specifically for those committees where the membership includes Welsh speaking Members. This will also be offered where Democratic Services has been informed in advance of any public speakers wishing to converse through the medium of Welsh. 16% of Members are currently learning Welsh. In order to promote the Welsh language and increase the confidence of new learners, the Council Business Unit in conjunction with Welsh Language Services will be offering all Members the opportunity to undertake bespoke and dedicated Elected Member

Welsh classes. Information on these free sessions led by the Council's Welsh Language Tutor have recently been provided to Members.

- In addition to the above, through the [Leaders Scheme of Delegation](#) the Welsh Language Cabinet Sub Committee has now been made into a decision-making Body, to reflect the importance of the Welsh Language. This Committee allows Members and Officers to look at policy development and service trends to strengthen Welsh language across the Council for the benefit of Members.
- Council meetings that are webcast provided the audience with the choice of an English or Welsh audio channel.
- The Council took forward the use of the Zoom platform to take forward their virtual Committee meetings due to the bilingual opportunities within the software, therefore ensuring the Welsh Language Standards were continually met. Recordings to the virtual meetings are available on the council website with a choice of English or Welsh translations available.
- A dedicated translation booth is available within the Council Chamber which assists both translators and Members and provides a better experience for those Members using the translation provision.
- Assisting in the creation and formation of the Impact Assessment Review Panels which looks to strengthen impact assessments for the benefit of the community and its residents, amending the cabinet and committee reporting style to reflect the statutory required socio-economic duty as well as the Welsh language impact assessment requirements.
- Publishing of agenda within the required Statutory guidelines with all agenda's being bilingual as in accordance with the Welsh Language Standards.
- Dedicated translation team who work closely with the Council Business Unit
- Dedicated Welsh language classes for Elected Members with the Council's Welsh Language tutor
- Specific Welsh Language training for Chairs and Vice Chairs as part of the Members Induction Programme to promote Welsh Language etiquette within Committee settings
- Bi-lingual correspondence with all elected Member via email
- Interaction of staff within the Council business unit to use Welsh in the workplace through the AFRER project.
- Utilising the Modern Gov app, allowing Members to have a language preference when accessing Committee papers.

#### **Identified areas for improvement.**

- Working with translation to see if further documents i.e. – non decision Committee meetings can take forward bilingual materials (Minutes). This is constantly open to review by the Council Business unit and translation team.
- Work may need to be taken forward with the translation Unit in respect of the receipt of E-petitions through the Modern Gov system has previously indicated – although we are aware of a wider review being taken forward by Welsh Government.
- Working with the translation unit with the production of e-learning modules to ensure that they are available bilingually to Members.
- Review of the democracy pages within the Council website to ensure the Welsh language standards are complied with in all areas.

## Education and Inclusion Services

### How well is the service delivering Welsh language provision and promoting the Welsh Language?

#### Evaluation:

##### Services in the Welsh language

- The Estyn inspection of January 2023 identified that improving provision for Welsh, for example through late immersion opportunities, specialist ALN provision and improving the outcomes for Welsh in English Medium schools, is at an early stage of development. The report recommended: **R2 Strengthening approaches to Welsh Medium Education, for example by improving access and support for learners with additional learning needs and providing opportunities for late immersion for learners.**
- RCT's 'Taith Iaith' (late immersion scheme) was introduced in September 2023. The scheme provides opportunities for non-Welsh speaking pupils in Years 2–6 to be immersed in the language, with the support of the immersion team. The demand for provision in its first term has exceeded expectations with 11 pupils across 7 different schools currently accessing support. An [Overview of Taith Iaith](#) provides further detail on positive engagement with schools and improvements of Welsh language skills for the first cohort of pupils. If the demand for the service continues to increase, we will need to discuss next steps with Welsh Government to identify suitable funding streams to support the growth of the scheme.

##### Welsh language impact assessments

- Welsh language impact assessments (WLIA) are written and formally scrutinised for all policy changes which includes school reorganisation proposals. RCT Welsh Language Services support us with completing and scrutinising WLIAs for all relevant proposals. WLIAs have been prepared for the following proposals:
  - [Proposal to develop a new special school](#) in RCT: The [WL Impact Assessment](#) outlines that although the new special school will be English medium, the use of Welsh in the new curriculum will be promoted and the school will be encouraged to achieve the 'Cymraeg Campus' Welsh Language Charter, a programme which supports English medium schools in promoting Welsh and a 'Welsh ethos' in schools. All current special schools and units in RCT have signed up to the charter through CSCJES, with 3 having achieved the bronze award within the first year. This proposal will assist with delivering the WESP targets, namely an increase in the provision of Welsh medium education for learners with ALN.
  - Proposal for a new school in the Glyn-coch area – this proposal involves the closure of 2 existing English medium primary schools (Cefn Primary and Craig yr Hesg Primary) and the creation of 1 new English medium community primary school on the existing site of Craig yr Hesg and the adjacent land. Although the school will be English medium, it will include a Welsh medium childcare and early years setting on the school site and any parents/carers of pupils accessing this provision will be made aware of the journey into Welsh medium education and supported through this journey if they wish to do so.
  - Proposal to establish two new Welsh medium primary phase LSCs in the new Welsh medium school in Rhydyfelin – this will be the first Welsh medium



provision of its type in RCT and will widen opportunities available to learners with ALN to learn the Welsh language. Learners accessing this provision will have access to a range of additional extra-curricular activities in line with their peers, through the medium of Welsh. This supports the delivery of our WESP targets by increasing the Welsh medium provision available to learners with ALN.

- Proposal to close Rhigos Primary School – although this proposal relates to an English medium school, this could have a positive impact on the Welsh medium primary school in the area (YGG Penderyn) as the school currently sits within YGG Penderyn’s catchment area. The school building at YGG Penderyn is relatively new and the school has surplus capacity. Since the consultation process for this proposal began, 3 pupils have already made the switch to YGG Penderyn and are currently being supported by RCT ‘Taith Iaith’ late immersion scheme team.

### **Compliance with Welsh language standards**

- To ensure we provide the appropriate level of services in Welsh, all members of the service must complete ‘Welsh Language Standards – Compliance Awareness’ e-training module when they join the service. Additional to this, in recent weeks all members of staff in the service area have been encouraged to undertake further training provided by Welsh Language Services to ensure everyone is aware of the actions to take when dealing with correspondence, impact assessments, recruitment, arranging meetings and translation in line with the Welsh language standards. Some training sessions have already been delivered and further sessions will continue to be delivered through to the spring term.

### **Grant funded projects and proposals**

- There is currently 22.8% surplus capacity in Welsh medium primary schools and 27% surplus capacity in Welsh medium secondary schools in RCT so there are sufficient surplus places to meet potential future growth. There has been significant investment in Welsh medium education across the county borough:
  - In the Cynon area, £4.7M was invested in YGG Aberdar to increase capacity at the school through providing four new classrooms, an extension to the existing school hall and new outdoor areas. The project also included a dedicated onsite childcare facility invested via the Welsh medium capital grant.
  - YG Rhydywaun also benefitted from an investment of £12.1M to increase the number of places available at the school and to deliver brand new, improved facilities.
  - The works for the new Welsh medium school in Rhydyfelin on the existing site of the dual language Heol y Celyn Primary School have completed. The school is currently going through the transition from dual language to Welsh only and will be YGG Awel Taf from September 2024. This project has increased school capacity by 93 pupil places and will significantly improve the Welsh medium offer in the locality.
  - A brand new £18M Welsh medium school is currently being constructed in the Rhondda area for YGG Llyn y Forwyn. This will be the first ever new-build Welsh school in the Rhondda area. This project will deliver significantly improved learning environments for pupils in this area of the county borough. The project is on track for the school to open to learners from September 2024. This project will also include an onsite dedicated childcare facility to support the

continuum of Welsh medium education through a seamless transition into Welsh medium primary education.

- Following challenges faced with recruitment of specialist staff, the new Welsh medium LSC provision at Ysgol Garth Olwg is now established. The provision opened to learners from September 2023 and 4 learners are currently accessing the support. The Access and Inclusion team are actively promoting the opportunities available to learners who wish to remain in Welsh medium secondary education.
- In July 2023, a Capital Childcare Grant was put forward for 3 separate proposals, 2 of these being for Welsh medium provision. Approval has been received for the project at Penderyn and following an appeal against the decision, verbal approval has been provided for the £1.5M project at Castellau. Once formal approval has been received, we will move forward with these projects. Both proposals will deliver improved facilities for Welsh medium childcare settings which supports us to achieving our WESP outcomes.

### **WESP Progress Updates**

- The Education Directorate continues to work progressively with partners internally and externally to deliver our WESP targets which highlights the strong commitment to developing and improving Welsh language provision in our schools and childcare settings. In July 2023, the WESP Annual Review Report was prepared and returned to Welsh Government for consideration. The report provided overall summaries of progress against each outcome and potential risks and mitigating actions were identified. The feedback received by Welsh Government was positive and it was highlighted that the in-depth analysis which we undertook provided valuable insights into many areas of concern. As a result, we have been asked if the Outcome 7 section of the report can be shared more widely as an example of good practice.
- Under the new Flying Start commissioning model, Welsh medium places can be offered to those who are eligible for provision. There are currently 18 settings who have become approved providers and can provide Welsh medium childcare places. The Flying Start team and Mudiad Meithrin continue to work on increasing the number of providers who are approved providers and are in talks with 3 further settings to join the approved provider list. Since April 2023, of the 563 places offered, 90 (18%) opted for Welsh medium provision which is an increase on the previous term and a positive step forward towards increasing the numbers accessing Welsh medium Flying Start provision.
- In 2022-2023, the number of year one learners accessing Welsh medium education decreased by 3 learner places from 524 (2021-2022) to 521. However, the number of three-year-olds accessing Welsh medium pre-nursery and nursery has slightly increased from 561 (2021-2022) to 569 (2022-2023). In order to achieve our WESP targets, this needs to increase significantly. We will continue to work with partners across the region to market and promote the Welsh medium provision offer in RCT and will continue to monitor carefully.
- Transition rates between each key stage of education remain fairly stable with high levels of transition rates from foundation phase through to key stage 4. The transition from key stage 4 to key stage 5 is the lowest, however this is the same for English medium schools. We will continue to work with WESP partners and

Welsh medium secondary schools to promote the post-16 offer at schools to encourage retainment in Welsh medium education.

- All Welsh medium primary schools and Welsh medium secondary schools in RCT are engaged with the Siarter Iaith programme. All Welsh medium primary schools have achieved the bronze award and 5 schools have gone on to achieve the gold award. 2 Welsh medium secondary schools have achieved the bronze award and 1 has achieved the silver award.
- All English medium primary schools have now engaged with the Siarter Iaith Cymraeg Campus programme. A total of 44 have achieved the bronze award, 23 have achieved the silver award and 2 have achieved the gold award. Of the 11 English medium secondary schools in RCT, 2 have yet to engage with the programme. 4 schools have achieved the bronze award. All special schools and units in RCT are engaged with the programme and 3 have achieved the bronze award.

### Marketing and promotion

- A social media campaign was launched in October 2023 across the Council's corporate social media platforms. The campaign will run for 10 weeks and includes videos prepared by Mudiad Meithrin and Welsh Government which promote Welsh medium early years, Welsh medium education and late immersion. Our WESP officer is part of a working party with local authority officers across the region for a regional approach to marketing and promoting Welsh medium education. A dedicated Welsh medium promotional champion has been appointed in Cardiff Council to support this project.
- A National Eisteddfod Schools working party has been established to raise awareness and raise funds towards the National Eisteddfod which is being held in RCT in August 2024. The group has had the initial meeting where officers from the Eisteddfod team attended to provide an update. Information leaflets have been prepared in Welsh and English and shared with all schools with the encouragement to share these with parents/carers through their communication channels. The education team are currently working on a school engagement strategy which should be ready to share with schools by the end of the term in preparation for the new year. A range of activities have already been held throughout the county borough and this will only increase as we near the Eisteddfod.

### Workforce – local authority officers

The table below contains most recent data on local authority staffing figures and specifically numbers within the Education department with Welsh language skills.

Rhondda Cynon Taf Local Authority Staffing Figures	Total No. of Staff	Excluding Catering Staff
The total number of staff in the local authority	10,676	
The total number of staff who are <b>fluent</b> in Welsh	832	
The total number of other staff who have any skills in the Welsh language	1,145	
Total number of staff in the Education Department (not teachers)	3,601	2,990

The total number of those staff who are fluent in Welsh	283	264
The total number of other staff in the Education Department who have any skills in the Welsh language	476	447
The total number of jobs advertised as "Welsh Essential" in 2022-2023	Not captured	

### Workforce – Teachers/school based staff

The table below is derived from PLASC and outlines the total percentage of teachers employed by the local authority who are able to teach through the medium of Welsh for the previous five academic years, up to and including the 2022-23. The data for 2022-23 demonstrates a drop in the percentage of qualified teachers teaching Welsh as a first language in comparison with 2021-2022, however the data also demonstrates an increase in the number of qualified teachers teaching other subjects through the medium of Welsh and the number of teachers who are able to teach through the medium of Welsh but are not doing so in their current post.

<b>Total Percentage of Teachers who are able to Teach through the Medium of Welsh</b>					
	<b>Academic Year</b>				
	<b>2018-19</b>	<b>2019-20</b>	<b>2020-21</b>	<b>2021-22</b>	<b>2022-23</b>
<b>Qualified Teachers Teaching Welsh as a First Language</b>	10.9%	9.7%	8.8%	14.1%	10.9%
<b>Qualified Teachers Teaching Welsh as a Second Language (Only)</b>	38.6%	39.6%	36.3%	36.3%	36%
<b>Qualified Teachers Teaching Other Subjects through the Medium of Welsh</b>	8.4%	9.7%	11.2%	5.5%	8.7%
<b>Qualified Teachers Able to Teach through the Medium of Welsh, but not doing so</b>	6.3%	3.8%	3.4%	2.9%	4.2%
<b>Not Qualified to Teach through the Medium of Welsh</b>	35.9%	37.2%	40.3%	41.2%	40.2%

- Data available from SWAC 2022 demonstrates:
  - 52% of teachers in English medium schools in RCT have proficient Welsh language skills.
  - A total of 501 teachers in Welsh medium schools have proficient Welsh language skills.
  - Of the 115 schools in RCT with an ALNCo, a total of 20 have proficient Welsh language skills (12 of these work in Welsh medium schools, 12 have advanced skills (4 of these work in Welsh medium schools) and 13 have intermediate skills.
  - Across all schools in RCT, a total of 17 ALN support staff have proficient Welsh language skills (11 of these work in Welsh medium school), 9 practitioners have intermediate and 5 have higher Welsh language skills.

### Workforce – professional learning opportunities

- In 2022-2023:
  - 2 RCT practitioners undertook the Welsh in a Year Sabbatical scheme via CSCJES.
  - 4 undertook the one and two term sabbatical schemes.
  - 7 practitioners undertook Welsh language professional learnings courses.
  - 5 practitioners undertook the leadership of Welsh in English medium schools course.
  - 2 Welsh medium candidates achieved NPQH.
  - 1 primary and 1 secondary school practitioner undertook the Aspiring Headteachers Programme.
  - 1 primary school and 7 secondary school practitioners undertook the Middle Leaders Development Programme.
  - 1 all through school practitioner and 1 secondary school practitioner undertook the Senior Leaders Development Programme.

**Links:**

[WESP Annual Review Report Year 1](#)

[WESP Annual Review Report - Appendix A - SWAC Data](#)

**Identified areas for improvement:**

1. Evaluate the success of the immersion scheme following its first term of service and continue to monitor demand for the service. If demand continues to increase, we will need to discuss possible future funding streams with Welsh Government to support expansion of the scheme in RCT.
2. All members of staff in the Education Directorate to undertake the training sessions to ensure compliance with the Welsh language standards.
3. Continue to invest in Welsh medium childcare and education through the Sustainable Communities for Learning Programme to deliver improved facilities.
4. Continue to work with the regional promotional network to develop RCTs own marketing and promotional strategy, in co-ordination with neighbouring authorities and key partners.
5. Develop and implement a school engagement strategy for the National Eisteddfod to raise awareness of the festival and encourage engagement with all schools and activities in the lead up to the event.
6. Continue to work with Welsh medium secondary schools to improve transition rates between key stage 4 and 5.
7. Undertake robust data analysis of SWAC data and other sources of data which are available to inform a strategic succession plan to address current and anticipated future workforce pressures.
8. Actively ask attendees in external meetings with public bodies whether they require translation services.

**Highways Maintenance and Management**

**How well is the service delivering Welsh language provision and promoting the Welsh Language?**

**Evaluation:**

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.

#### **Identified areas for improvement.**

- Continue to encourage staff to learn Welsh where appropriate.

#### **Human Resources**

#### **How well is the service delivering Welsh language provision and promoting the Welsh Language?**

##### **Evaluation:**

##### **EET**

EET Team issued with a Welsh Language standards enforcement investigation. Liaising with Welsh Language Service Manager to provide evidence to meet Welsh Commissioners requirements.

50% of staff delivering the Education programme in schools are fluent Welsh speakers. Group and 1-1 Sessions are delivered in RCT Welsh -secondary and primary schools.

##### **Occupational Health proactive work:**

As part of our EQI and Welsh Language impact assessment for Viv up we identified an issue with 3<sup>rd</sup> party suppliers for support not being in Welsh, although this is not required as part of the national procurement framework, we sourced a new Welsh app called Cwtch and wellbeing website with Welsh content. We then negotiated with Viv up to add them to our EAP portal to enhance Welsh wellbeing support initiatives in Welsh as well as English. See our website <https://vivup.yourcareap.co.uk/UK/EAP>

We are fully compliant with Welsh Language Standards -Inform, Internet, RCT Source, Facebook, posters and events—all adhere to the standards

All staff use a bilingual introduction message when answering calls and our voice messaging service is in Welsh.

WLIA has been completed for Viv up and your care.

All of our appointment letters are bilingual and fully comply with the standards.

Participants on wellbeing bitesize and support sessions are asked for their language

preference prior to attending the sessions, Welsh language unit has agreed our wording for these sessions.

OH clients are asked for their language preference as part of the appointment letter, we have 1 Welsh speaking clinician in the team, but we have sourced a number of other Welsh speaking clinicians through the Occupational Health Services framework and our counselling preferred list.

### **Diversity and Inclusion:**

- All internet pages/published documents are fully compliant – amends were made following instructions from the Welsh language team in 2022/23.
- A WLIA has been completed for the SEP with advice being sought from the Welsh Language team.
- Team members have attended presentations from Welsh Language Commissioner relating to judicial reviews/compliance issues – relevant due to team's role on the Review Panel.
- External Disability Forum members are asked their language of preference on membership forms.
- Team members attending recent bitesize sessions to ensure we are complaint when hosting events/awareness sessions.
- The team is proactive in advising service areas that they need to complete a WLIA as well as an EIA, signposting to the Welsh Language team.
- Unfortunately, no current team members are Welsh Language speakers, though we have one learner.-

### **Employee Relations**

We work closely with the Welsh Language service to ensure that all policies are compliant with the Standards.

### **Evaluation:**

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-Currently working with the WLS to introduce a requirement for a Welsh language Impact assessment on the management of change document via a short version as an appendix.

-Also working with the WLS to introduce a guaranteed interview scheme for any candidates who meet the basic criteria for the role and have Welsh level 3 or above. (MoC and Appendix 4)

### **Workforce Development**

- The Workforce Development Team adheres to Welsh Language standards.
- The staff survey and Individual Performance review are available bilingually. The staff survey is available in Welsh; the online and postal reply options are bilingual and the telephone option has Welsh language provision. All staff annual Individual Performance Review guidance and templates are available bilingually and guidance states that if a member of staff would like their review in Welsh this request must be realised and guidance around this is available. All global email communications are also bilingual.
- For recruitment marketing; material and content is available bilingually and the Graduate Officer who undertakes this function is a fluent Welsh speaker.



- Global emails, posters and flyers for the promotion of staff benefits such as cycle to work, mobile phones and technology are all bilingual.
- A thorough Welsh Impact Assessment was also undertaken for the HR Strategy and Council Workforce Plan (both 2023-28). The most recent version is attached, the impact assessment will be updated as part of the annual strategy and workforce plan review.
- The team is in regular contact with Welsh Language Services in terms of work streams, Welsh translation requests and for general advice and guidance on adhering to Welsh Language Standards and promoting the Welsh language.
- Within the Workforce Development Team, one member of staff is a fluent Welsh speaker and another is at level 4.

#### **Identified areas for improvement.**

Provide refresher information to teams returning to the office on use of Welsh language to comply with the standards.

### **ICT and Digital Services**

#### **How well is the service delivering Welsh language provision and promoting the Welsh Language?**

##### **Evaluation:**

Through the Digital Strategy we seek 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 translation.
- 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
- Welsh Language narrative added to MS Teams meeting notices – available in 2024

#### **Identified areas for improvement.**

- Update MS Teams to allow for Welsh Language within a meeting notice

#### **Integrated Transport Unit**

#### **How well is the service delivering Welsh language provision and promoting the Welsh Language?**

##### **Evaluation:**

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 2023 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 three years, there has been a 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, from 3,388 to 3,229 in the 2022/23 academic year, and from 3,229 to 3,139 in the 2023/24 academic year – although indications are that the number of pupils attending Welsh Medium or Dual Language Schools is not falling.

A Welsh Language Impact Assessment (WLIA) was prepared for the proposed changes to Home to School Transport policy and was published alongside the cabinet report on the Council's website together with a consultation document that outlines the proposal in further detail and in accordance with the requirements of the Welsh Language (Wales) Measure 2011.

The initial WLIA exercise identified that there is a possibility of impacts on the Welsh language in respect of the proposal as there is a potential that the additional walking distance from home to school may discourage parents from putting their children into Welsh medium schools, in favour of nearer English medium catchment schools, with

a greater risk at the primary school level. However, the WLIA will be updated using the feedback received together with any additional data/information to further assess the impact on the Welsh language and assist Cabinet in reaching any final decisions on the proposal.

**Identified areas for improvement.**

Encourage more staff to learn Welsh.

**Leisure Sport and Parks including Bereavement Services and Visitor Attractions**

**How well is the service delivering Welsh language provision and promoting the Welsh Language?**

**Evaluation:**

**Leisure, Sport, and Parks**

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' and most front-line staff and all new employees have completed 'Cwrs Cymraeg Lefel 1' as part of the job specification essential criteria.

In partnership with the Urdd deliver Welsh language swimming lessons in Llantrisant Leisure Centre and Rhondda Sports Centre

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.

**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.

**Heritage and Visitor Attractions**

All Welsh language policies are implemented. All digital platforms, signage and hard copy marketing is bilingual.

The service is key in developing plans for the successful delivery of the Eisteddfod 2024 being held in Ynysangharad War Memorial Park in the summer of 2024. The event is a celebration of Welsh culture and will leave a legacy in the county borough.

**Identified areas for improvement.**

**Leisure, Sport, and Parks / Bereavement Services / Heritage and Visitor Attractions**

- Continue to support staff to attend Welsh language courses.
- Continue to ensure that all Welsh policies and standards are implemented.
- Bereavement Service e to work to identify Welsh speaking medical referees

## **Prosperity and Development**

### **How well is the service delivering Welsh language provision and promoting the Welsh Language?**

#### **Evaluation:**

The Service has continued to work closely with the Welsh Language Unit in ensuring it complies with Welsh Language Standards.

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.

We currently have 10 fluent Welsh speakers with one further being supported in Level 2 Welsh Language training. This is currently sufficient for our Service needs.

The Service have ensured that Welsh Language Impact Assessments are carried out when developing new strategies and policies such as the development of the Empty Homes Strategy [Empty Homes Strategy Welsh Language impact Assessment October 2022.docx](#) and the development of the ECO 4 Flex scheme [Eco 4 Flex Welsh Language Impact Assessment 2023.docx](#). The Eco 4 Flex Scheme will have a positive effect on the Welsh Language, Welsh speakers and Welsh learners, the scheme delivery will comply with the Welsh standards and will actively promotes the opportunity to communicate/engage with the Council in Welsh. It is envisaged that this work will also have a positive impact on the other core business activities that installers undertake while working both within RCT and Wales as a whole by raising their understanding of what is required and where to access support, including training resources for their own staff who may be keen Welsh learners. The Scheme will assist some of the most disadvantaged households in the county borough and allow them to engage with the Council through the medium of Welsh both in terms of advice and support services provided and through the grant application process by ensuring all information is produced bilingually along with promoting training and developing Welsh language skill of staff.

The Service has engaged the Welsh Language Service to ensure that the multiple elements of work on the Revised Local Development Plan are translated as appropriate. This included formal documents, reports and the existing and evolving website pages. This also includes the consultations we undertake. Furthermore, the statutory RLDP preparation process requires an Integrated Sustainability Appraisal/Strategic Environmental Assessment of each formal stage of its preparation and end document. We are 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 Service has also received planning applications in the medium of Welsh and this has not led to a delay.

The Welsh Language is a running theme through the Tourism Strategy 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 Service continues to work very closely with the 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.

**Further Evidence:**

[Welsh Language Impact Assessment Tool](#)

**Identified areas for improvement.**

Increased collaboration with Welsh Language organisations as there are opportunities to identify and develop cultural tourism projects for the benefit of visitors (USP) and residents (skills).

**Public Protection and Regulatory Services**

**How well is the service delivering Welsh language provision and promoting the Welsh Language?**

**Evaluation:**

- There is a new Welsh learner within TS, and three fluent officers. Within the Registrar Service there is one learner and three fluent casual officers (one new this year): the learner will be working alongside the fluent officers in ceremonies to improve confidence. As the delivery of the function is very prescriptive, and based on scripts for delivery this lends itself to an easier delivery of the function and will give learners more confidence to use their new language skills outside the delivery of the script.
- A number of birth registrations and ceremonies have been conducted in Welsh, or bilingually this year.
- Corporate 'Being Bilingual in RCT' leaflets are being placed within birth registration packs and on display in the Registrar reception.
- Translations have been finalised on all documentation to be sent automatically from the Stopford appointment system, the system will also capture preferred language.
- Social media messaging is published in Welsh and English.
- Encouraging and supporting staff to undertake Welsh language training. There are 4 Officers in the Environmental Protection & Housing Standards Team currently attending training courses and several fluent Welsh speakers are also in the team.

- The Environmental Protection & Housing Standards Team are in process of updating standard template letters in Flare to produce bilingual versions for Officer use.
- All staff were emailed to offer the opportunity of attending Welsh classes. 3 people from the Food and Health and Safety Team are undertaking classes.
- Leaflets/communications etc sent to the trade are bilingual.
- CTM PHSS – 2 team members are fluent Welsh speakers, have good written skills and are able to translate small documents or sentences as and when required. Another team member has recently started a Welsh Course which has been organised internally. The team are aware and compliant with Welsh Language Standards – any initial correspondence or advisory/update communications with service users are done bilingually with the aid of the Welsh Language Translation Department. Any Training Resources shared Regionally or Nationally are provided bilingually (see link within question 2 to our hand hygiene resource pack).

#### **Identified areas for improvement.**

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

#### **Streetcare and Waste Services**

#### **How well is the service delivering Welsh language provision and promoting the Welsh Language?**

##### **Evaluation:**

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 2023. Colleagues from customer care assisted us during this process.

All documentation regarding the 3 weekly collections and Winter Green bookings, including digital channels, were produced bi-lingually.

Grant funded projects through Keep Britain Tidy to tackle Chewing Gum in town centres were delivered with bilingual signage and awareness campaign materials.

The Waste web pages were also refreshed in 2023 in line with the new changes and campaigns. Both Welsh and English pages were simultaneously updated.

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.

#### **Identified areas for improvement.**

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