



Welsh Language Standards Implementation Plan

The Welsh Language (Wales) Measure 2011 established a legal framework to impose duties on certain organisations to comply with standards in relation to the Welsh language by way of sub-legislation (Welsh Language Regulation Standards). The standards issued to the City of Cardiff Council are listed in 'The City of Cardiff Council Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011'.

This document has been created to comply with the following standards which the City of Cardiff Council is under a duty to comply with - 157, 163, 169 and 159, 165, 171. This document will state how we intend to comply with the service delivery standards, policy making standards and the operational standards issued to the Council by the Welsh language commissioner. It also states our arrangements for overseeing, promoting and facilitating these standards.

A copy of the standards issued to the City of Cardiff Council and which are referred to within this document are available from www.cardiff.gov.uk/bilingualcardiff

The Council is committed to realising our vision of creating a truly bilingual Capital city for Wales and we are already complying with 83% of the requirements of the standards through our previous Welsh Language Scheme.

We note below additional measures that have been put in place to ensure compliance with any new requirements resulting from the new Welsh language standards.

SERVICE DELIVERY STANDARDS

HOW WE INTEND TO COMPLY	PROMOTING & FACILITATING	OVERSEEING
<p>CAPTURING LANGUAGE CHOICE SAP CRM has been designed to record service users' language choice. Some directorates (e.g. Social Care) record language choice on their own databases which are maintained by the service area.</p> <p>CORRESPONDENCE All external Council emails as well as the new corporate letterhead will include the following statement within footer the in order to comply with the requirements of standards 2, 3 & 7.</p> <p><i>Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg a Saesneg a byddwn yn sicrhau ein bod yn cyfathrebu â chi yn eich dewis iaith boed yn Gymraeg, yn Saesneg neu'n ddwyieithog dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn creu unrhyw oedi.</i></p> <p><i>The Council welcomes correspondence in English and Welsh and we will ensure that we communicate with you in the language of your choice, whether that's English, Welsh or bilingual as long as you let us know which you prefer. Corresponding in Welsh will not lead to any delay.</i></p> <p>Guidelines on Communicating Bilingually have been published on the Bilingual Cardiff intranet page to assist staff on complying with these requirements.</p> <p>TELEPHONE CALLS New staff guidelines on Welsh language calls have been published to assist staff in complying with these requirements.</p>	<p>In order to promote and facilitate the implementation of the standards, the Council has created and updated guidelines for staff. These include:</p> <ul style="list-style-type: none"> • A summary of the 'Service Delivery Standards' • Communicating Bilingually • Bilingual Reception Service • Holding Meetings Bilingually • Welsh Language Calls • Guidance Note: Bilingual Signage & Official Notices • Translation <p>These guidelines are available for staff on the Bilingual Cardiff Intranet and have been regularly promoted to staff through established communication channels including the monthly Core Brief and 'Welsh Matters' newsletters which are distributed to all staff. Regular articles have also appeared on the Council's intranet homepage.</p> <p>In advance of the standards the Communication team and Bilingual Cardiff have coordinated a promotional campaign which includes regular articles, staff drop in sessions and posters across main Council offices.</p> <p>Reception signs (standard 67) and email</p>	<p>All Directorates have been asked to complete a mapping exercise to identify standards that pose a challenge to their teams, and to include relevant actions within their service delivery plans.</p> <p>Specific actions relating to complying with the standards have been included in all service area business plans for 2016/17 as well as actions relating to ensuring sufficient capacity to deliver bilingual services.</p> <p>Each director has overall responsibility for implementing the Welsh language standards within their own directorate including record keeping and monitoring.</p> <p>The leader of the Council holds the portfolio for the Welsh language in order to</p>

The vast majority of telephone calls are received by the Council's C2C contact centre which has a dedicated team Welsh language team.

On the central phone directory staff can filter to view all Welsh language speakers within their service areas / directorates.

MEETINGS

New staff guidelines on holding bilingual meetings have been published to assist staff in complying with these requirements.

The Bilingual Cardiff team will provide in-house simultaneous translation services for all directorates and services areas.

DOCUMENT & FORMS

Meetings (41)

Bilingual agendas and minutes will be uploaded via the Cardiff Modern.Gov site.

The Council's web content request form and translation request form remind all staff to include the following wording in accordance with standards 49 and 50A

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

This form is available in Welsh / Mae'r ffurflen hon ar gael yn Gymraeg.

SIGNS & NOTICES

Strategic Planning, Highways, Traffic & Transportation directorate will ensure that the Welsh first bilingual signage requirement is in all relevant tenders, contracts etc and that this requirement is implemented and monitored. The requirement for Welsh text to be positioned first has also been reiterated to all contractors.

New guidance note on signs & notices have been published to make staff aware of these requirements.

signature logos (standard 134) are also available to staff on the Bilingual Cardiff intranet page as well as a copy of the full standards, annual monitoring reports, and online translation request form.

The web content and translation request form have both been updated to remind staff to include the corporate statements to comply with standards 2, 3 & 7 (Correspondence), 49 (forms) and 50A (documents).

TRANSLATION & POLICY ADVICE

Bilingual Cardiff provides a full Welsh-English and English-Welsh translation and simultaneous translation service for all Council directorates.

The team offer guidance and advice to all Council staff, along with organisations, companies and individuals who provide services on behalf of the Council, on issues regarding the Welsh language, translation and the Council's commitment under the statutory Welsh Language Standards.

WELSH LANGUAGE COORDINATORS & CHAMPIONS

The Council has a network of Welsh language coordinators and champions across our various Service Areas, who support the work of Bilingual Cardiff in implementing the Welsh Language Standards. The role of the members includes

- Ensuring that their Service Area complies with the Council's Welsh Language standards.

ensure that it receives status at the highest level within the authority.

The Council's Annual Monitoring Report on the Welsh language will go before full Council prior to being sent to the Welsh language commissioner to ensure that all councillors are aware of progress against the Welsh language standards and highlight any areas in need of improvement.

WEBSITES & ONLINE SERVICES

Welsh language requirements are actively considered as part of any project brief or new project mandate as part of the statement of requirements.

ICT will continue to advise customers of their responsibility to provide Welsh language material for all customer facing projects at the project brief phase of all IT related projects. It is the customer's responsibilities to determine whether they require bilingual aspects of any new system after receiving this advice so it is their responsibility to satisfy themselves that they are meeting the standards.

The Web Team will conduct manual audit of all sections of www.caerdydd.gov.uk to ensure Welsh is published on every page. This will involve checking pages, forms, docs, links, etc.

English / Cymraeg option appears in global navigation of the website. This provides direct link between English and corresponding Welsh content.

RECEPTION SERVICES

New guidelines on bilingual reception services have been published to assist staff in complying with these requirements.

We continue to implement the Council's Corporate Welsh Language Skills Strategy which aims to increase the number of staff with Welsh language skills in frontline posts. This Strategy ensures that the linguistic requirements of all frontline posts are assessed and designated Welsh essential, Welsh desirable or no linguistic requirement accordingly.

We continue to provide a flexible package of corporately funded Welsh language courses for staff run by Welsh for Adults (Cardiff University). Staff can attend over 100 courses across Cardiff & the Vale of Glamorgan at times and locations what suit them and their

- Feedback on issues relating to the Welsh language from the Service area to the group, and vice versa if necessary.
- Feedback on any complaints or issues regarding the Welsh language from services users to the group.
- Distribute relevant documentation and information within service areas.
- Coordinate response for the Annual Monitoring Report for individual service area.

The coordinators network meet on a monthly basis.

CORPORATE WELSH LANGUAGE SKILLS STRATEGY

The Welsh Language Skills Strategy (WLSS) was approved by full Council, with full Unions support, in 2009. The purpose of the WLSS is to ensure that we have staff with the linguistic skills required to provide a bilingual service at first point of contact.

The strategy provides a practical toolkit to help managers in assessing their Welsh language requirements, so that certain posts can be advertised as 'Welsh essential' and current staff can be offered Welsh language training.

WELSH LANGUAGE TRAINING

Staff are supported to use their Welsh language skills when communicating with the public. Currently staff can choose from over 100 approved courses in Cardiff University or in the community, varying from total beginners to fluent speakers at a time and location that best

work.

AWARDING GRANTS

Relevant grant documents have been updated to reflect the new requirements and all grant applicants are asked their language preference.

AWARDING CONTRACTS

Tender specifications have been updated to reflect the new requirements.

New "Selling to the Council Guide" will include the following statement.

"In accordance with the Welsh Language Standards (The City of Cardiff Council Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011) tenders may be submitted in the English or Welsh language. A tender for a contract submitted in Welsh will not be treated less favourably than a tender submitted in English (including, amongst other matters, in relation to the closing date for receiving tenders, and in relation to the time-scale for informing tenderers of decisions). The Council will communicate with tenderers in the language of their choice, whether that's English, Welsh or bilingual."

The Bilingual Cardiff team will provide in-house simultaneous translation services, and the standard Terms and Conditions for service contractors will contain an updated clause which addresses the new legislative requirements.

COURSES OFFERED BY A BODY

Adult Community Learning will contact all learners to ask their language preference (86) and include an additional question to this effect on their evaluation forms.

suits them.

There is a corporate budget for Welsh language training, therefore the courses are free for Cardiff Council staff (priority to frontline staff) and staff will get their hours credited for time attending courses.

WELSH LANGUAGE AWARENESS ONLINE TRAINING

The new online Welsh Language Awareness training module is available to staff on the Cardiff Learning Pool Site.

The aim of the course is for staff to:

- Understand of the importance of the Welsh language in the delivery of Council services within Wales.
- Understand their own role and responsibilities in delivering Welsh language and bilingual services.
- Assess how they currently deliver Welsh language services and identify areas for improvement.
- Understand and be able to use simple Welsh words and phrases that may be useful when dealing with Welsh speaking service users.

The online module will allow the Council to deliver awareness courses to around third of its workforce via the intranet.

POLICY MAKING STANDARDS

The Policy Integration Tool has been developed into the **Statutory Policy Screening Tool** to reflect the evolving policy context. If a strategy, policy or activity is being developed within the Council that is likely to impact people, communities or land use in any way then there are a number of statutory requirements that apply. Failure to comply with these requirements, or demonstrate due regard, can expose the Council to legal challenge or other forms of challenge.

Completing the Policy Screening Tool will ensure that all strategies, policies and activities of the City of Cardiff Council comply with relevant statutory obligations and responsibilities. Where a more detailed consideration of an issue is required, the Screening Tool will identify if there is a need for a full impact assessment, as relevant.

The main statutory requirements that strategies, policies or activities must reflect include:

- Equality Act 2010 - Equality Impact Assessment
- Welsh Government's Sustainable Development Bill
- Welsh Government's Statutory Guidance – Shared Purpose Shared Delivery
- United Nations Convention on the Rights of the Child
- United Nations Principles for Older Persons
- Welsh Language (Wales) Measure 2011
- Health Impact Assessment
- Habitats Regulations Assessment
- Strategic Environmental Assessment

The Policy Screening Tool allows the Council to meet the requirements of all these pieces of legislation as part of an integrated screening method that usually taken no longer than an hour. More importantly, it will ensure that the Council's approach is joined up and well informed.

Please refer to 'How We Intend To Comply' column (left)

The Statutory Screening Tool is embedded in the corporate process. All reports which require a formal cabinet decision must first of all complete a forward plan. The forward plan established if the strategy/policy or activity needs to be subject to the screening tool. If yes, then the process will be completed before the report goes to cabinet for final decision.

Bilingual Cardiff will continue offer advice on compliance and promote the requirements through internal communication channels.

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The tool is updated on a rolling basis as relevant officers with responsibility for specific areas highlight any change to the policy environment. For instance, the tool will be updated to reflect any specific requirements of Council policy emerging from the Welsh language (Wales) Measure 2011.

In this way we can encourage joined up decision making and ensure that any development work undertaken within the Council is aware of wider requirements and the potential impact on important matters such as the Welsh language.

To ensure the Welsh language is considered as a central component of any policy development work it has also been included alongside the 9 protected characteristics identified by the Single Equalities Act and features prominently in Everyone Matters (the Council's Strategic Equality Plan). This allows Welsh language to be mainstreamed along with the 9 protected characteristics across the organisation.

Within the screening tool itself, there is a section which prompts a consideration of any impact (positive, negative, neutral or uncertain) on the Welsh language. See below:

Will this Policy/Strategy/Project have a differential impact on any of the following:

- Disability
- Gender Reassignment
- Marriage & Civil Partnership
- Pregnancy & Maternity
- Race

- Religion/Belief
- Sex
- Sexual Orientation
- Welsh Language

The Screening Tool can be completed as a self-assessment or as part of a facilitated session, should further support be needed.

As a critical analysis, a number of major strategies, plans and activities (such as the Corporate Plan) have been considered via the statutory screening tool which has helped policy development; however it is important that a wider awareness of some of the statutory requirements is promoted. It is important that officers across the Council understand the spirit and purpose of the legislation and much of this work is done through the Cardiff academy, particularly Equality Awareness and Welsh language courses.

The Statutory Policy Screening Tool will be revised to meet the specific requirements of the Policy Making standards.

All completed assessments can be made available, and processes are in place to ensure that all emerging strategies, policies and activities which need to be, are subject to the Screening Tool. The Council has helped ensure that the screening tool is a corporate consideration, observed by all directorates in the development of new policies, strategies and activities. Responsibility for making the Corporate Team aware of appropriate updates for specific policy areas will sit with relevant services areas.

OPERATIONAL STANDARDS

98

A policy on using Welsh internally for the purpose of promoting and facilitating the use of the language has been published on the Bilingual Cardiff intranet page.

99 New Posts

It is current practice to offer new employees contracts in Welsh or English in accordance with their language preference.

100-104

A survey letter will be sent to all staff advising them of their rights under the standards, as well as asking staff to record their Welsh language skills and language choice.

105-111 HR Policies

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

112-119 Complaints & Disciplinary

The Council's disciplinary and resolution policy has been replaced by a new resolution policy from April 2016. This will include reference to rights of staff who wish to have specific information/process made available in Welsh.

Under the Welsh Language Standards, employees have the right to make complaints, and respond to complaints or allegations made against them via the disciplinary process in Welsh. The Council will ensure that correspondence, documents and any associated proceedings, meetings and outcomes will be made available in Welsh. We will provide a simultaneous translation service from Welsh to English for associated meetings unless they are conducted in Welsh without translation services.

120 Software

"Cysgliad" (Welsh spellchecking software) is available to all staff

HR People Services have created an action plan to implement the 'Operation Standards' which they are subject to.

A survey letter will be sent to all staff advising them of their rights under the standards, as well as asking staff to record their Welsh language skills and language choice.

All Directorates have been asked to complete a mapping exercise to identify standards that pose a challenge to their teams and to include relevant actions within their service delivery plans.

Specific actions relating to complying with the standards have been included in all service area business plans for 2016/17 as well as actions relating to ensuring sufficient capacity to deliver bilingual services.

Each director has overall responsibility for implementing the Welsh language standards within their own directorate including record keeping and monitoring.

that have PC's as their desktop interface, and its availability is frequently advertised in the Welsh Matters newsletter and articles on 'Your Inbox'. Staff can request a copy via the Service Desk.

121-126 Intranet

ICT, Communications & Bilingual Cardiff will work to ensure that the Council meets its duty to develop a fully bilingual intranet site for staff within the stated compliance dates.

127 Assessing language skills

A survey letter will be sent to all staff advising them of the standards and their rights, as well as asking staff to record their Welsh language skills and language choice.

Currently staff are reminded to validate their own personal data on DigiGov (HR system) this has enabled the Council to record the Welsh language ability (and other languages) of staff.

128-132 Training

Internal Council course booking forms will ask staff whether they wish to receive their training through the medium of Welsh (128).

Compliance can also be achieved through the All Wales Academy e-training site which is available to all staff as well as the potential of working with other Local Authorities in South East Wales to arrange Welsh medium training.

Welsh Language Training

Staff are supported to use their Welsh language skills when communicating with the public. Currently staff can choose from over 100 approved courses in Cardiff University or in the community, varying from total beginners to fluent speakers at a time and location that best suits them.

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The online module will allow the Council to deliver awareness courses to around third of its workforce via the intranet

136 - Assessing linguistic requirements for each vacant post.

The corporate Welsh language skills strategy provides a practical toolkit (linguistic assessment tool) to help managers in assessing their team's Welsh language requirements, so that certain posts can be advertised as 'Welsh essential' and current staff can be offered Welsh language training.

Managers are reminded to complete the linguistic assessment forms each time a new post is recruited through the HR DigiGov system. Due to the number of posts advertised by the Council (800+ in 2014/15) we are investigating the feasibility of integrating this function (linguistic assessment tool) into the DigiGov recruitment process.

137-140 – Application Forms

Current forms will be updated to comply with the new requirements.

141-143 Signs displayed in a body's workplace

New guidance note on signs & notices have been published to make staff aware of these requirements.

144 - Audio announcements and messages in a body's workplace

Requirement included in the HR People Service Welsh language standards action plan.