Cyngor Sir CEREDIGION County Council

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Annual Monitoring Report
Welsh Language Standards
1st April 2023 – 31st March 2024

Cymraeg

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This report is available in English and Welsh.
This report can be provided in other formats on request.
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SECTION 1:
Context - Duty of the Standard

Purpose of the report

This is Ceredigion County Council's annual report on the implementation of the Welsh Language Standards in accordance with the Welsh Language (Wales) Measure 2011. It details how we set out to comply with the requirements of the Welsh Language Standards during the reporting period, and reports on our duties to promote and facilitate opportunities to use the Welsh language and to ensure that the Welsh language is not treated less favourably than the English language.

The report was produced in accordance with the requirements of the Welsh Language Standards (No. 1) Regulations 2015, standards 158, 164 and 170.

Background

The Welsh Language (Wales) Measure 2011 established a legal framework that imposed a duty on Ceredigion County Council, alongside other public organisations, to comply with Standards relating to the Welsh language. The purpose of these Standards is:

- To provide more clarity to organisations on their duties in relation to the Welsh language
- To provide more clarity to Welsh speakers on the services they can expect to receive in Welsh
- To ensure that Welsh language services are more consistent and to improve their quality

Five principal standards, with a total of **167** sub-standards, were imposed on Ceredigion County Council by means of a Compliance Notice, with an initial implementation date of 30th March 2016. A full list of the Standards that Ceredigion County Council is required to comply with can be found on the Council's corporate website via the link below:
safonau-iaith-gymraeg-cyngor-sir-ceredigion-hysbysiad-cydymffurfio.pdf

The requirements of the Welsh Language Standards have imposed a duty on Ceredigion County Council that means that:

- ➢ The Council is required to operate in accordance with the Welsh Language Standards in organising its services, providing an annual report on compliance.
- ➢ Furthermore Standards 146/145 state that the Council must publish and implement a five-year Strategy noting how the Council will promote and facilitate the use of Welsh within the wider area; setting a target for maintaining or increasing the number of Welsh speakers.

The Political Administration 2023 - 2024

We continue to administer the same political system in Ceredigion. The figures relating to the political parties are as follows:

- Plaid Cymru: 21 seats
- Liberal Democrats: 7 seats
- Independent: 9 seats
- Non-group: 1 seat

The Leader of the Council is Councillor Bryan Davies and the Cabinet Member for the Welsh Language and Culture is Councillor Catrin M S Davies.

Internal monitoring arrangements

The responsibility for maintaining a strategic overview of issues relating to the Welsh language lies with the Corporate Lead Officer for Lifelong Learning and Culture. The Welsh Language Policy Officer is responsible for dealing with operational matters relating to the Welsh language on a daily basis within the Council. All policy decisions are scrutinised by the Leadership Group, which includes the Chief Executive, the two Strategic Directors, and the thirteen Corporate Lead Officers.

Monitoring Reports on the Welsh Language Standards are scrutinised by the Members of the Language Committee who make recommendations to the Council's Cabinet. The Language Committee includes cross-party councillors and is chaired by the Cabinet Member with Lead Responsibility for the Welsh Language and Culture. The Language Committee provides a political steer for the promotion and facilitation of the Welsh language in Ceredigion, and supports the efforts to improve the use of the Welsh language across the organisation.

The report is ultimately approved by the Council's Cabinet, before being published on the Council's corporate website.

Leadership Group → Language Committee → Cabinet → Publication on our website

A document explaining how the Council will comply with the requirements of the Welsh Language Standards is required to be published. It is possible to read more about the Council's arrangements to meet the requirements of the Standards on the corporate website, via the link below: ceredigion-compliance-with-welsh-language-standards.pdf

The County Council's methods of working

A Hybrid Working Strategy and a Provisional Hybrid Policy were agreed in July 2022 for a trial period of 12 months. The strategy outlines the vision and related actions that have been implemented to ensure that Ceredigion County Council has a workforce that has the skills and capacity to work in a way that is suitable for the organisation's future, enabling employees to work effectively, productively and safely from the office or from home. Less than 10 members of staff have decided not to take advantage of the hybrid method of working. It must be recognised that remote working has offered staff new opportunities, but it may have had a less positive impact on the use of the Welsh language.

A permanent new policy is due to be approved by Cabinet in June 2024 Hybrid model adoption is planned for the foreseeable future/

Publication of the report

We are required to publish this Annual Report on our corporate website by 30th June.

The report outlines good practice and identifies how the Council has complied with the following categories of Standards:

- Service Delivery Standards
- Policy Making Standards
- Internal Operational Standards
- Promotion Standards

The report also presents data on the required performance indicators, namely the Record-keeping Standards:

Standard		
151	**Staff Language Skills:**	Number of staff with Welsh language skills, by ALTE level, during the relevant year
154	**Recruitment to vacant posts**	Number of posts advertised during the year requiring Welsh language skills, and categorised using ALTE levels
152	**Welsh language learning or improvement training**	Number of staff who attended training courses to learn Welsh or to improve their Welsh language skills
152	**Welsh-medium training provision**	Number of staff who attended training courses offered by the Council in Welsh during the year
170	**Complaints by members of the public**	Number of complaints received in relation to the Welsh language

SECTION 2:
Actions taken during the year to strengthen compliance with the Standards:

The information contained within this report was gathered as a result of the Council's continuous monitoring of its services.

The following list summarises the work undertaken over the past year to strengthen compliance:

Key Achievements

➢ 59% of staff have the ability to verbally chat in Welsh (namely ALTE Levels 3, 4 and 5), this is consistent with previous profiles of workplace skills.

➢ 81 of Council staff have had the opportunity to learn Welsh through the Workplace Welsh Tutor scheme.

➢ 10 Council staff have become new speakers, by completing an Advanced Course through the Workplace Welsh Tutor scheme.

➢ An increase in the number of Council employees taking advantage of the Workplace Welsh Tutor scheme.

➢ An internal exercise was undertaken to self-assess the performance of the Council's services against the requirements of the Welsh Language Standards.

➢ In accordance with the requirements of Standard 94, to develop and publish the Welsh Language Policy on the Awarding of Grants, which includes a checklist. Since the approval of the Policy in January 2023, we have been keeping a record of the grant award process; we hope to be able to record the use of Welsh as a result of receiving the grant.

➢ A 'More than Words' Action Plan is in place, to increase the use of Welsh in the provision of Care Sector services.

➢ Ensuring the Welsh language is an integrated part of Ceredigion County Council's Corporate Strategy 2022-27.

➢ Consult with stakeholders for preparation to publish a Welsh Language Strategy for the next 5 years.

➢ Support was received from Ceredigion County Council's Welsh Youth Work Small Grants Scheme to strengthen our support and increase the number of youth work services available through the medium of Welsh. In 2023-24, there were 11 applications in response to the scheme, totalling £84,018.

➢ Publication of the Ceredigion Welsh Language Strategy 2024-29.

- Create resources to welcome new arrivals to the county as part of the 'Welcome to Ceredigion' project.

- Create a new monthly e-newsletter '#Gwena' to promote the Welsh language to Council staff.

- During the reporting year there were 110 requests for new properties to be named with 102 of these applications for naming houses in Welsh.

- Implement an Integrated Impact Assessment Guide, to help officers identify any impact on the Welsh language when introducing policy decisions.

- Create a new lanyard for Ceredigion County Council staff who are Welsh language learners.

- The Council has provided laptop backgrounds for the use of staff that displays an orange speech bubble if a member is Welsh-speaking. (Standards 67/68)

- 100% of the Clic Team – Customer Contact are Welsh-speaking (ALTE levels 3, 4 or 5)

Compliance with the Service Delivery Standards (Standards 1–87)

The set of Service Delivery Standards outlines how the Council is required to use the Welsh language in a range of situations to enable Welsh speakers to have unfettered access to Welsh language services; for example, when issuing correspondence and publications, handling telephone calls, and providing services online or face-to-face.

To strengthen compliance with the Standards relating to **service delivery**, the Council has taken the following steps over the past year:

Performance management

In early 2024 the Welsh Language Commissioner announced that a more proactive approach to 'co-regulation' would be taken. In making that announcement, he set out an intention to develop and set clear regulatory outcomes during 2024. By introducing these regulatory outcomes, the Welsh Language Commissioner intends among other things to:

- set the Welsh Language Standards and our regulatory work in the context of the national vision of increasing the number of Welsh speakers and increasing the use of the language.
- provide public transparent statements of what we intend to achieve, and how we will be able to demonstrate when we have achieved it.
- ensure that our regulatory activities are outcome-focused for Welsh consumers and have the greatest impact on opportunities to use Welsh.
- encourage organisations to strike the right balance between a focus on strict compliance and delivering good outcomes for Welsh users.
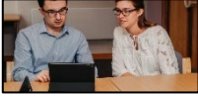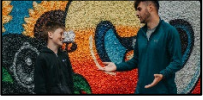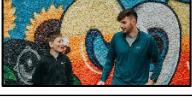
In the 'Raising the Bar' Assurance Report 2022-23 the Welsh Language Commissioner is keen "to work closely with organisations to increase opportunities to use the Welsh language. We are aware that many people receive a Welsh language education, but do not use the language after leaving school."

As a result he also sees the "workplace as a key place to use their Welsh language skills and to give them opportunities to use the language professionally and informally. It is therefore key to raise discussion about the potential to drive change in Wales through policies on the use of Welsh within the internal administration of public institutions."

Again, following consent from the Leadership Group, we undertook a review regarding a selection of Standards relating to service delivery, as well as some of the Operating Standards relating to internal administratinn. By engaging with the 13 Corporate Lead Officers within the County Council, their service was scored against aspects of the Language Standards. This is an effective way to try to measure current compliance. It is beneficial to be able to share good practice along with the challenges that can be found within the services. The 13 services are listed below.

This self-assessment is an opportunity to reflect and aim to try to raise awareness of the 13 main services about the Council's commitments in relation to the Welsh Language Standards. The assessments also assist the services to share good

practice, identify challenges, develop a relevant intervention and training programme, as well as prepare to enable an effective response to the demand for a corporate self-assessment by the Welsh Language Commissioner.

Ceredigion County Council's Services		
LEGAL & GOVERNANCE SERVICES	DEMOCRATIC SERVICES	FINANCE & PROCUREMENT
CUSTOMER CONTACT, ICT AND DIGITAL	LIFELONG LEARNING	ECONOMY AND REGENERATION
PEOPLE & ORGANISATION	POLICY & PERFORMANCE AND SAFEGUARDING THE PUBLIC	PORTH GOFAL
PORTH CYMORTH CYNNAR	PORTH CYNNAL	HIGHWAYS & ENVIRONMENTAL SERVICES
	SCHOOLS SERVICE	

The Lead Officers were asked to rate their compliance levels as follows:

Less than 25%	25 – 50%	50 – 90%	90%+

In general, high levels of assurance were recorded, with performance almost invariably assessed either at level 3, with compliance between 50-90%, or at level 4 (the highest level).

A score of 90%+ compliance. The main reason for this is the confidence of the Corporate Lead Officers that services are designed in a way that Welsh speakers are

available, according to the need, to provide a service in Welsh. (see examples of good practice as well as challenges in services below)

Only one service had concerns about the number of Welsh speakers available to deliver that service in Welsh, namely Porth Gofal. The Council has highlighted the challenges involved in Social Care recruitment, where there is a shortage of professionally qualified officers in general, even before their ability to speak Welsh is taken into consideration. The Council has taken proactive action to seek to close this gap by offering an internal social care training programme through a partnership with the Open University. The Social Work degree course in conjunction with the Open University takes three years to complete, and the following trainees are currently studying to gain the qualification:

Social Work with the Open University			
Number of trainees	Level	Welsh speakers	Qualify by
5	1	1	October 2025
4	2	2	October 2024

Furthermore, the Council also provides opportunities for officers to complete a Certificate in Social Work Practice, which encompasses the first two modules of the Social Work degree course. Once officers have completed this course, they quite regularly progress to the Social Work degree course, either as one of our trainees or as an independent student. This year, we are offering four places on the certificate course, and aiming to ensure that at least two are Welsh speakers.

As part of the Welsh Language Standards self-assessment exercise, the Corporate Lead Officers were given an opportunity to share examples of good practice, with several services proactively setting out to manage their own performance. Some of these examples are outlined below:

- ➢ Every team meeting is opened in Welsh, with a standing item on the agenda to remind employees of the Welsh Language Standards.
- ➢ The Service's internal meetings exhibit a bilingual culture whereby all staff feel comfortable speaking their preferred language.
- ➢ The use of the language within the service is organic and natural – the default language for those who use it.
- ➢ Support and opportunities are provided within the service to develop staff's ability, confidence and use of the language as part of the everyday environment.
- ➢ The Workplace Welsh Tutor has delivered bespoke Welsh Sessions for social workers undertaking a Best Interest Assessment. Short courses (3 sessions each) have been provided for external social care providers across Ceredigion, Pembrokeshire and Carmarthenshire.
- ➢ New staff undertake a Welsh exam. Staff within teams have been playing a role as a "Language Friend" to support staff ahead of the exam.
- ➢ All press releases are bilingual and all social media posts are published in both Welsh and English. The Press Office regularly posts on social media promoting the Welsh pages.

- We continue with efforts to increase the number of approved Welsh-medium foster carers in Ceredigion to ensure that children can continue to be cared for in a Welsh-speaking family.
- Every enquiry received records the customer's language preference.
- Colleagues are encouraged to come together and improve/use Welsh in their day-to-day work.
- IT programmes are available to support the Welsh language.
- The County Council has an excellent translation service.
- Activities are encouraged through the preferred language e.g. Welsh singing sessions in the care homes. This is particularly notable in relation to service users with dementia who return to the language of their childhood. It is important that they are able to maintain their familiar language and their cultural traditions.
- All staff understand the importance of enabling service users to use their preferred language wherever possible.
- Develop brands/initiatives that have Welsh at their core, with bespoke/tailored subheadings rather than literal translations.
- Deliver youth workplace Welsh projects by applying for additional grants. 4 organisations are supported through a small grants project.
- A robust strategy in terms of children and young people's participation, raising standards and Welsh service opportunities - All youth clubs, community activities and holiday programmes must provide bilingually - inclusive and participatory activities for all young people/families.
- The desire to apply and draw opportunities to increase youth pilot schemes and projects - diverse and creative activities to promote the language and interests of children and young people.
- Grant funding that continues to support the cultural fabric of Ceredigion, within the constraints of the available budget and Church in Wales funding.
- All democratic Council meetings are held bilingually with simultaneous translation provision. At the outset of each democratic meeting of the Council the Chair makes a statement encouraging people to contribute in Welsh.
- Electoral Services are fully bilingual having worked with system providers to develop this, including securing English and Welsh references.
- The communications service supports activities on St David's Day, Human Rights Day, Wales Music Day and the Ceredigion Tourist Scheme.
- The Arfor scheme, funded via the Welsh Government, has enabled a specific focus on the development of the Welsh language in relation to economic growth, and as a result there is a greater understanding of the relationship between economic development and language.
- The Registration Service offers a fully bilingual service.
- Lanyards "Siarad Cymraeg" (speak Welsh) and " Dwi'n Dysgu Cymraeg" (I'm learning Welsh) are available from the ICT service desk for new staff (when collecting ICT equipment)
- My Account – a self-service account available to Ceredigion residents as a means to record and review queries with the option to indicate language preference from initial registration.
- Every enquiry records language preference.
- A bilingual Library Service – a new apps **Pori** - Welsh material is available to be borrowed from the Libraries service together with electronic resources in Welsh.

- ➢ All reports are published in English and Welsh.
- ➢ Tribunals are organised in Welsh.
- ➢ The Schools service is bilingual - All schools promote Welsh to their pupils, staff, parents / guardians.
- ➢ All schools have positioned themselves on the Welsh language continuum – this is positive.
- ➢ The Welsh in Education Strategic Plan is being developed in a positive manner – transforming schools into Welsh medium school across the county.
- ➢ The work of Welsh Language Charter is raising awareness of the Welsh language within the wider communities of schools.
- ➢ All staff complete Welsh e-learning modules.

As part of the Welsh Language Standards self-assessment exercise, Corporate Lead Officers shared good practice and also had the opportunity to identify a few challenges they face within their services;

- ➢ Due to pressures within the workforce and recruitment it is challenging to recruit Welsh speaking staff especially those who are registered social care professionals.
- ➢ Requirements regarding the introduction of ALTE levels affect recruitment. Specific time for new recruits should be included in the induction to develop Welsh language skills.
- ➢ For new members of staff induction should also include how to access IT tools available to support the Welsh language.
- ➢ We need better/easier access to corporate templates – clearer referencing is needed on the intranet (email signatures, out of office messages etc)
- ➢ We like many sectors across the Authority find recruitment very difficult, and it is definitely more of a challenge to attract Welsh professionals – it is difficult to balance the needs and pressures of service work with keeping Welsh standards high.
- ➢ Historically many officers learning Welsh are concerned about being judged negatively or critically, and this can affect their self-confidence to continue practising and improving their Welsh – for this reason #Gwena has been developed using the theme Inspiration of the Month.
- ➢ When procuring new services/resources it is difficult to ensure a service through the medium of Welsh at all times. We challenge all companies and request a Welsh service when booking, but this is always difficult, especially if a small number offer the service we need.

Ceredigion County Council's commitment to delivering services in Welsh to the public in accordance with the requirements of the Operational Standards

In line with its commitment to comply with the Welsh Language Standards, the Council has published a Policy Statement, available on the Council's corporate website, to inform the public that they are able to use the Welsh language in their dealings with the Council, by post, face to face, by telephone, and online.

The Policy Statement states:

Ceredigion County Council is committed to supporting the Welsh language and culture, and to ensuring that its services and activities serve to promote and facilitate the use of the Welsh Language across the county.
welsh-language-policy-statement-ceredigion-county-council.pdf

Furthermore, over recent months, the Council has amended its Customer Charter, and has published the document on its corporate website. The charter explains that the Council delivers a wide range of services and seeks to do so in a way that meets the needs of the user, and is both convenient and courteous. The Customer Charter describes the level of service that users can expect to receive when contacting the Council, and this includes delivering services in Welsh or English, according to the user's language preference.
Ceredigion County Council – Customer Charter

<u>Standards relating to correspondence and answering telephone calls (Standards 1-22)</u>

Ceredigion's Customer Care Service, Clic, operates as a single point of access to the Council's services, by telephone or digitally, and service users are able to choose to contact the Council in Welsh or English. Service users' preferred language is recorded in the central system, and when they need to be transferred to another officer, their preferred language is highlighted so that officers answer in the language of the initial enquiry. A reminder appears on every enquiry page in the CRM to remind officers to respect service users' preferred language, as follows:

"**Cofiwch ateb i'r ymholiad yma yn yr Iaith a gofnodwyd uchod / Remember to respond to the enquiry in the language recorded above**."

Clic Ceredigion handles all initial enquiries on behalf of all Council services. Service users are also able to make an enquiry or voice a concern via Ceredigion's Clic Serviceusing an online form. The online form has been revised to enable service users to indicate the language in which they wish to receive Council services – see next page.

The Clic Ceredigion team comprises 21 members of staff, including 2 supervisors. At present only 18 members of staff are 'in post'. One hundred percent of team members are able to speak Welsh (ALTE levels 3, 4 and 5), with one member of the team

attending weekly Welsh lessons. All new members of staff receive information about the Welsh Language Standards as part of the induction process.

The Clic Service records the number of calls to the contact centre. Regular calls are received in Welsh, and they tend to make up 14% of all calls, which is 2% greater than the number of calls received during the previous year.

See the table on the next page for a summary of calls to the Clic Service and Social Services during 2023-2024.

Clic Service and Social Services - 2023-2024								
	Clic			Social Services			Total every month	% calls in Welsh
	English	Welsh	Total	English	Welsh	Total		
April-23	7479	998	8477	841	396	1237	9714	14.3
May-23	5474	755	6229	642	300	942	7171	14.7
June-23	6074	737	6811	695	328	1023	7834	13.6
July-23	5936	815	6751	736	352	1088	7839	14.9
August-23	5757	756	6513	833	372	1205	7718	14.6
September-23	5736	828	6564	805	332	1137	7701	15.0
October-23	5702	823	6525	747	302	1049	7574	14.9
November-23	5160	735	5895	771	301	1072	6967	14.9
December-23	3561	520	4081	549	291	840	4921	16.4
January-24	5144	690	5834	667	526	1193	7027	17.3
February-24	5028	683	5711	665	367	1032	6743	15.6
March-24	5809	768	6577	508	297	805	7382	14.4
Total	66860	9108		8459	4164			
Total (Language)	75968			12623				
Total (Language and queues)	88591							

The service has also started to gather data on the number of enquiries received via other formats, as follows:

Number of enquiries in the CRM – April 23 – March 24							
Language	E-mail	Face to Face	My Account	Social Media	Phone	Web	Post
Welsh	63	833	1	1	4786	282	18
English	14497	4744	14	2	50850	12285	543
Bilingual	0	0	1187	0	0	0	0
Total	14560	5577	15	3	55636	12567	561

The Council is committed to raising awareness of the Welsh language services available to Ceredigion's citizens, and is very eager to encourage our residents to use the Welsh language services available to them. See the section on 'raising awareness of Welsh language services'. As part of the process of introducing the Clic Service, we have amended our telephone welcome message to encourage customers to select the Welsh language service.

"Diolch am alw Cyngor Sir Ceredigion / Thank you for calling Ceredigion County Council. Mae croeso ichi ddefnyddio'r Gymraeg wrth gysylltu gyda'r Cyngor / You are welcome to use Welsh when contacting the Council.
Am barhau yn Gymraeg gwasgwch 1 / To proceed in English press 2."

To ensure that the Standards are implemented across the Council's services, we inform officers of the requirement to implement the Standards in a number of ways: the induction process, an e-learning programme, 'Workplace Welsh' pages on the intranet, updates via the Team Ceredigion news bulletin, and ensuring that everyone is aware of the guide: 'A Guide to the Welsh Language Standards: What I need to do'.

Our HR service has created a video to promote the standards, this was shared on CERINET
https://cerinet.ceredigion.gov.uk/news/archive/welsh-language-standards/
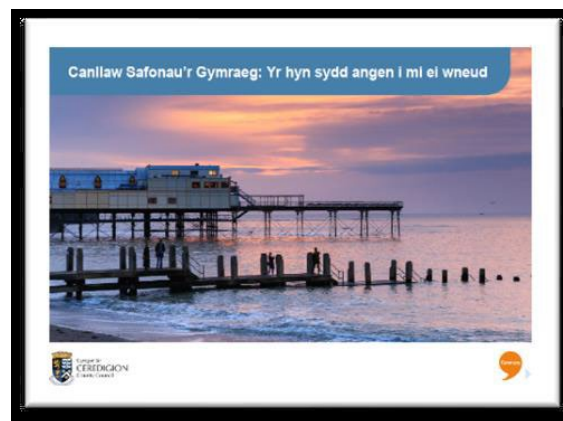
Standards relating to meetings (Standards 24-38)

As a consequence of the pandemic, the Council has invested in technical equipment to ensure that all democratic meetings of the Council are able to be held on a hybrid basis, while maintaining the principle of being open and accountable to the public.
Every democratic meeting of the Council is held bilingually, with simultaneous translation provision for non-Welsh speakers. To facilitate hybrid meetings, the Council utilises the Zoom platform, and Cabinet, Development Control Committee and Full Council meetings are broadcast in Welsh or with the option of choosing the version with simultaneous translation on the Council's website.

To encourage participants to make further use of Welsh in meetings, an appropriate script was produced and, since June 2022, at the beginning of every democratic

meeting of the Council, the Chair makes a statement encouraging contributions in Welsh, as follows:

Croeso i [title of meeting xxxxx]. Welcome.

Mae croeso i chi ddefnyddio Cymraeg neu Saesneg yn y cyfarfod. Bydd y gwasanaeth cyfieithu ar y pryd yn cyfieithu o'r Gymraeg i'r Saesneg. Mae modd felly, ymateb yn Gymraeg i sylwadau a chwestiynau a gaiff eu gwneud yn Saesneg, yn ogystal ag i'r rhai a wneir yn Gymraeg.

Please feel free to use English or Welsh at the meeting. The simultaneous translation service will translate from Welsh to English. It is possible, therefore, to respond in Welsh to comments and questions made in English, as well as to those made in Welsh.

Of the 14 standing democratic committees:

- 11 committees are chaired in Welsh
- There are 2 Committees where the Chair makes the welcoming remarks in Welsh, and then chairs the meetings bilingually: Participants contribute in Welsh, as there is a simultaneous translation service (from Welsh to English) available
- 1 Committee is Chaired in English. Participants can contribute in Welsh as there is a simultaneous translation service (from Welsh to English) available.

In addition, a translation service is provided at public events and meetings, including well-being meetings, and occasional internal Council meetings (for example disciplinary meetings, performance board meetings, at interviews and training sessions). Between March 2023 and April 2024 267 committees and/or meetings were supported by the translation team, equating to 700 hours or work.

The Translation Service

The Translation Service – 2023-2024	
Democratic Services meetings where a translation service was provided	183
Well-being meetings where a translation service was provided	26
Other meetings where a translation service was provided	58
TOTAL number of meetings where a translation service was provided	267

At present, the Council employs eight members of staff within the Translation Service, with six working on a full-time basis, one working three days a week, and one working one day a week. Of these, four of the full-time translators also provide a simultaneous translation service, alongside the translator who works three days a week and the translator who works one day a week.

Statements on documents and forms (Standards 49, 50A)

Standards No.	Category of Standard	Standard
49	Service Delivery	If you produce a Welsh language version and a separate English language version of a document, you must ensure that the English language version clearly states that the document is also available in Welsh.
50A	Service Delivery	If you produce a Welsh language version and a separate English language version of a form, you must ensure that the English language version clearly states that the form is also available in Welsh.

The templates are included in English versions of documents and forms to inform readers of the availability of Welsh versions.
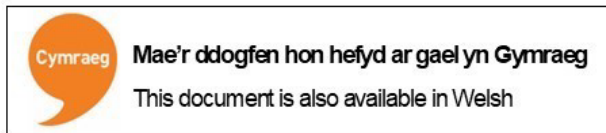
The templates have been shared via the Team Ceredigion newsletter, and they will be available for officers to access easily on the intranet. Reminders are shared on a regular basis in order to ensure that officers comply with the requirement in full.

Standards regarding Service Delivery – Welsh Language Badges (Standard 68)

Following the adoption of a hybrid way of working and holding meetings on-line, the Council has provided screen backgrounds for staff to use on their laptops indicating if a member of staff is Welsh-speaking.

Standards for raising awareness of the Welsh language services provided (Standard 81)

- Information on all Council services is available bilingually on the Council's website.
- A document is available on the website outlining the Standards with which the Council is required to comply.
- The Council's Policy Statement is also available to download from the Council's website, and it outlines the Council's commitment to supporting the Welsh language and culture, ensuring that its services and activities serve to promote and facilitate the use of the Welsh language across the county. welsh-language-policy-statement-ceredigion-county-council.pdf

The following messages are regularly shared and pinned on our pages:

Regular messages reminding followers that we can be followed in Welsh, English or bilingually.
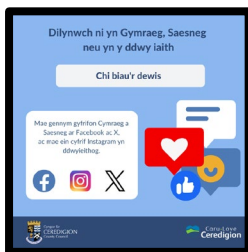
- Regular reminders that the Council can be contacted through the medium of Welsh.
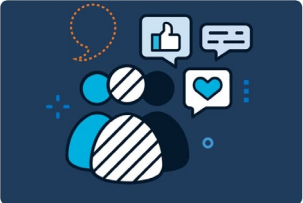
- Messages for My Council Account are available through the medium of Welsh.

Number of followers of Ceredigion County Council's social media accounts February 2023 – March 2024:

Accounts	February 2023	February 2024	Increase
Facebook (Welsh)	2,491	2,716	+225
Facebook (English)	15,765	17,066	+1,301
X (Welsh)	2,632	2,671	+39
X (English)	8,686	8,699	+13
Instagram (Bilingual)	1,420	1,647	+227

The Council makes extensive use of Social Media and runs regular campaigns to note the availability of English and Welsh accounts.

Campaigns Promoting the Welsh Language 2023 - 2024		
Campaign	Information	Reached
Shwmae Day, 15/10/23 (Post on 13 October 2023)	Promoting local events held by Menter Iaith Ceredigion (Cered). Cered issued a press release which included the language fairs, gigs and even a single. We then promoted the events on our social media including a link to the statement for more information.	**Welsh Facebook: 300** **English Facebook: 3,036** **WelshX (Twitter): 99** **English X (Twitter): 346** **Bilingual Instagram: 244**
Welsh Language Rights Day 7 December 2023	Promoting the message #DefnyddiaDyGymraeg (#UseYourWelsh) from the Welsh Language Commissioner's pages, on our English and Welsh pages, to encourage everyone to take the opportunity to chat through the medium of Welsh.	**Welsh Facebook: 117** **English Facebook: 665** **Welsh X (Twitter): 385** **English X (Twitter): 226**
St Dwynwen's, 25 January 2024	Promoting St Dwynwen's day by creating a post on our social media. In the message there was a link to a website with more information about the history of the day, Welsh romantic books, Welsh music and more.	**Welsh Facebook: 884** **English Facebook: 5,073** **Welsh X (Twitter): 47** **English X (Twitter): 210** **Bilingual Instagram: 224**

#WelshLanguageMusicDay, 9 February 2024	Create a post promoting the day and encouraging more people to take the opportunity to listen to Welsh music.	**Welsh Facebook: 404** **English Facebook: 1,852** **Welsh X (Twitter): 100** **English X (Twitter): 216** **Bilingual Instagram: 154**
St David's Day 1 March 2024	Create a post that suggested ways of celebrating the day, including books about the history of the Saint and even suggestions of Welsh songs. Publishing press releases regarding the events in the County and the window decorating Competition for local businesses organised by Cered.	**Welsh Facebook: 646** **English Facebook: 2,447** **Welsh X (Twitter): 61** **English X (Twitter): 222** **Bilingual Instagram: 170**

Number of e-newsletter followers "#Gwena – It's Friday"

A brand new e-newsletter was launched on Friday, March 1st 2024. The newsletter is called **"#Gwena – Mae'n ddydd Gwener"** (**It's Friday**) – '**#Gwena**' will be featured on CERINET news on the first Friday of every month. The main aim of '**#Gwena**' will be to promote the Welsh language in a variety of ways including advertising activities e.g gigs and various events promoting the Welsh language in Ceredigion, quizzes, podcasts, articles, music information and also videos that will help to pronounce Welsh words and sentences.

310 of followers for Issue 1

https://new.express.adobe.com/webpage/pcmiT6SACMuEl

https://new.express.adobe.com/webpage/CSAhk8NQXftLH
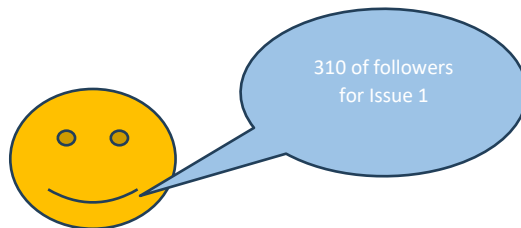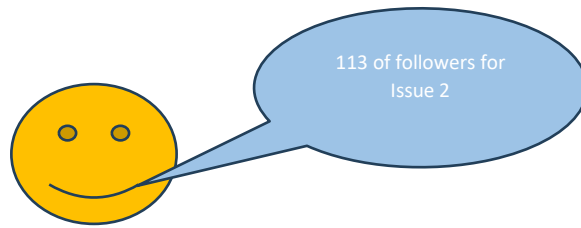
<u>Standards relating to corporate identity (Standards 61-63; 81-83)</u>

This Council has a bilingual identity – Welsh and English.

In terms of the county's name, Ceredigion, there is no translation. The Council's title is Cyngor Sir Ceredigion County Council. The motto, "Golud Gwlad Rhyddid", is not translated. The motto was officially given on 21st October 1937 to Cardiganshire County Council, before being transferred to Ceredigion District Council in 1974, and subsequently to Ceredigion County Council in 1996.

In terms of the coat of arms, the golden lion on a black background is based on the coat of arms of Gwaithfoed, a medieval prince in Ceredigion. The herring and wheat represent the fishing and agricultural industries, and the chevron and roses are attributed to St David, Patron Saint of Wales, who had very close ties with Ceredigion. The meaning of the motto in English is: "A nation's wealth is freedom".

More recently, the Council is making an increasing use of the 'Caru Ceredigion' brand. The Caru Ceredigion brand involves inspiring everyone in the County to promote the positives in terms of behaviours, attitudes and profile – this is good for them, the local community and Ceredigion. Caru Ceredigion – Ceredigion County Council

The Council is committed to developing brands / initiatives with the Welsh language at their heart, developing bespoke straplines rather than literal translations.

Every internal and external sign erected by the Council or on its behalf is bilingual, with the Welsh text appearing first.

- **In accordance with the Street Numbering and Naming Policy we will achieve the following:**

  o **Naming Houses:** In accordance with the Street Numbering and Naming Policy, if an owner applies for a house name to be changed from Welsh to English, the Council's Addresses Officer delivers a letter urging them to re-consider, explaining that the name of the house belongs to the cultural and historical heritage of the area. They have 10 days to re-consider their decision. However, if they continue with their request to change the name to English, the Council has no statutory force to enforce further.

  o **Naming New Estates or Streets:** In accordance with the Street Numbering and Naming Policy, the Council will consult with the Town and Community Councils, to ensure the use of Welsh names on new streets and new housing estates.

Changing the Name of a Property

The County Council has received 25 requests to change the names of properties over the past year. Here's a breakdown of the language choices.

Changing the Name of a Property – 2023-2024	
Welsh to English	1
English to Welsh	6
Welsh to Welsh	4

Other applications include English and Welsh property names added to already numbered properties and changes to the names of businesses (including buildings)

Naming New Properties

During the reporting year there were 110 requests for new properties to be named. Here is a breakdown of these figures.

Naming New Properties 2023-2024	
Named in Welsh	102
Named in English	7
Other Languages	1

Compliance with the Policy Making Standards (Standards 88-89)

Policy Making Standards: These set of standards states that the Council is required to consider the Welsh language when making any policy decision, as well as to take positive steps to promote the use of the language.

The Policy Making Standards require Ceredigion County Council to:
> ➢ consider the effects of the Council's policy decisions on the Welsh language, taking steps to mitigate any detrimental impact, and capitalising on every opportunity to promote the Welsh language.
> ➢ consider the effect on the use of the Welsh language in awarding grants.
> ➢ seek views on the effects on the Welsh language during engagement or consultation exercises and seek the views of Welsh speakers and those who use the language.

To strengthen compliance with the Standards relating to policy making, the Council has taken the following actions during the past year:

Consider the effects of policy decisions on the Welsh language [Integrated Impact Assessment] Standards 88-90

The Council's Integrated Impact Assessment framework includes questions to enable the effects of policy decisions on opportunities to use the Welsh language and on the principle that the Welsh language should not be treated less favourably than the English language.

An Integrated Impact Assessment must be provided alongside every document discussing policy decisions that is considered by the Council's Cabinet. This guarantees that issues relating to the Welsh language have been considered during the drafting process, and that mitigation measures have been identified to address any detrimental impact on the Welsh language.

During the reporting period, 35 Integrated Impact Assessments were presented to elected members through Cabinet meetings or Full Council meetings.

The Integrated Impact Assessment framework has been reviewed. The new tool includes a section with a specific guideline. This enables officers to assess the impact on the Welsh language. The revised Integrated Impact Assessment tool was submitted to the Overview and Scrutiny Co-ordinating Committee and approved by Cabinet. A training session was given to Corporate Managers in September 2023 and to Elected Members in October 2023. Officers have been using it since 1 December 2023.

Consider the impact of the awarding of grants on the Welsh language [Standards 71-75, 94]

The Welsh Language Policy on the Award of Grants is required [Standard 94] when awarding grants. The policy aims to assist officers on how to consider use of Welsh when awarding that grant. Furthermore, ensure that decision makers are aware of their duties when reaching grant installation decisions.

From the approval of the Policy in January 2023, we have been keeping a record of the grant award process; we hope to be able to record the use of Welsh due to receiving the grant.

Awarding grants has the potential to have far-reaching effects on the Welsh language, whether directly or indirectly; many of these grants have a social and economic impact, which in turn influences the Welsh language. The Welsh Language Standards require consideration of what impact the award of the grant would have on:

- the opportunities for persons to use Welsh in the context of the activity.
- not treating Welsh less favourably than English in activity.

In terms of the Community Grant, the panel does not approve a grant to any organisation if they do not operate bilingually, or through the medium of Welsh. Cabinet has recently approved new guidance for the Community Grant Scheme and as part of the guidance there is a section about the use of the Welsh language.

The Council has adopted the Welsh Language Standards to ensure that the Welsh language and the English language are treated equally, and citizens should be able to use the Welsh language in all aspects of their lives if they wish to do so.

- To support this goal, successful grant applicants **should**:-

  o Produce any written or electronic material related to the organisation bilingually – e.g. signs, pamphlets, posters, publications, advertisements, web pages, social media and any motto.

  o To ensure that no public event or activity associated with the organisation treats the Welsh language less favourably than the English language e.g. senior speaker publications, the Chair to ensure that those attending feel comfortable to be able to contribute in the language most favourable to them.

  o Assist in providing opportunities for persons to use the Welsh language

In addition to the above grant applications must demonstrate that any proposed project meets at least one of the objectives outlined in the latest Corporate Strategy.

Name of the Service	Total number of grants distributed from between April 2023 and March 2024	A number of applicants who have submitted their applications in Welsh
Economy and Regeneration – Arfor	19	10
Economy and Regeneration – Cynnal y Cardi	51	4
Economy and Regeneration – UK Common Prosperity Fund	12	1

Economy and Regeneration – UK Common Prosperity Fund	16	1
Ceredigion Finance and Procurement Community Grant Scheme	*28	30 • 5 capital grants • 25 policy grants
Youth Service -Service Level Agreements	6	2
Youth Service -Youth Support Grant	**1	9
The Care Service	91	21

*Out of the 30 applications received, 28 applications were funded. There was a total of 60 applications to the Scheme over the year. All organisations funded through the grant Scheme must operate bilingually-so before it is offered the grant fully, they must make sure everything is available bilingually.

** 1 grant was distributed to 6 successful organisations.

<u>Welsh Youth Work Small Grants Scheme</u>

In September 2021 the Interim Youth Board's final report set out 14 recommendations to improve the Youth Work in Wales proposal.

The Minister for Welsh Language and Education responded to that report via a Written Statement in December 2021. The commitment made in the Written Statement was supported by £11.4 million of additional funding over the next three years to support the implementation of the recommendations.

In the Written Statement the Minister announced the creation of a Youth Work Strategy Implementation Board.

As part of the work, Local Authorities in Wales have received additional funding by the Welsh Government through the Youth Support Grant to strengthen the work of supporting Recommendation 12: the Welsh Government should increase the number of youth work Services available through the medium of Welsh. Here are two examples of grant spending within the County of Ceredigion:

Small Grants Scheme for Youth Work in Welsh Ceredigion County Council 2023-24	
Main Outcomes	
Good Practice : 1	
Tregaron YFC **(Created alongside a local Poet)**	• 22 young people benefited from the project. Project leader: *"According to one member, "it's nice to do something out of school, I like to do it this way". Members have enjoyed the*

	freedom of working with the poet outside the school walls, in a more relaxed atmosphere. Members have seen value in the language in a different, more creative way and found that their spoken language can be used to create a standard piece of poetry."
Good Practice : 2	
Plethu	• 50 young persons 11-25 year old benefited in 20 sessions. Project leader: *"Make-up, set making, costume and the development of leadership skills, technical skills and performance skills all revolved around themes from Welsh history and through the medium of Welsh. Many of the young people did not use Welsh at all outside of school before taking part in Plethu activities. Learning about the context of the area's history and meeting Welsh-medium artists helped some to have more positive feelings about the language."*

Consider the impact on the use of the Welsh language as part of public consultations: Standards 91-93

As part of the Council's Consultation Framework, we have produced a set of questions that officers can use when undertaking any consultation to consider the public's views on the proposed impact of the decision on the Welsh language.

During 2023-24, 11 public consultations were held. Of these, 3 included specific questions to assess the impact on the Welsh language. Of the other 11, 4 asked for ideas and general feedback, e.g., recommendations on what to do with the old 'New Quay former Library and Reading room' building.

Here are examples of two consultations undertaken during the current reporting year:

Consultation on 'New Quay Library and Reading Room' charitable trust

Period: 27/02/23 – 07/05/23
There were no questions regarding the impact on the Welsh language. This was asking for suggestions on what to do with the building, not a consultation on a specific proposal.
Link to the information: [Ceredigion County Council](#)

Ceredigion Local Housing Strategy

Period: 05/05/23 – 30/06/23
There was a question regarding the impact on the Welsh language. You can see the responses in the document that went to Cabinet.
Link to the information: [Ceredigion County Council](#)

Compliance with the Operational Standards (99-144)

The set of **Operational Standards (98-144)** addresses the way in which the Council uses the Welsh language internally and delivers workers' rights in the context of receiving human resources services in their preferred language. The set of standards requires the Council to consider ways of increasing and facilitating the use of the Welsh language internally to contribute to the Welsh Government's vision of increasing the number of people who speak and use the Welsh language daily.

The set of Operational Standards requires the Council to report on the following data:

Standard Number	Operating Standards	Data
151	**Staff language skills**	Number of staff with Welsh language skills, by ALTE level, during the relevant year
154	**Recruitment to vacant posts**	Number of posts advertised during the year requiring Welsh language skills, and categorised using ALTE levels
130	**Welsh language learning or improvement training**	Number of staff who attended training courses to learn Welsh or to improve their Welsh language skills
152	**Welsh-medium training provision**	Number of staff who attended training courses offered by the Council in Welsh during the year
128, 129, 152 170	**Complaints by members of the public**	Number of complaints received in relation to the Welsh language

Recruitment website (Standards 137-139)

Our jobs website makes sure applicants understand that they are welcome to submit their job applications in the Welsh language.

The following sentence have been included on the Council's recruitment page:
Rydym yn gweithredu polisi dwyieithog. Gwahoddir ymgeiswyr i wneud cais yn Gymraeg, ni fydd unrhyw gais a gyflwynir yn Gymraeg yn cael ei drin yn llai ffafriol na chais a wneir yn Saesneg.
We operate a bilingual policy. All applicants are invited to apply in Welsh, any application submitted in Welsh will not be treated less favourably than an application made in English.

Home | Ceredigion County Council Careers

Staff Language Skills (Standards 127, 151)

The Council measures staff's language skills using the ALTE (The Association of Language Testers in Europe) framework. This framework sets a language skill level between 0-5, and sets 'bespoke ability statements'. Each member of staff will self-assess their opposite language skills and these ability statements and record them on the HR Ceri system; this so that data can be reported annually, in accordance with the requirements of Standard 127 and 151.

- See **Appendix 1** for the staff language skills data presented by service.

The data below provide a comparison between the previous report and this reporting year in terms of the number of staff who possess Welsh listening and speaking skills:

Listening /Speaking				
Level	Number of Staff	%	Number of Staff	%
	2022 - 2023	2022 - 2023	2023 - 2024	2023 - 2024
No Record e.g. TUPE			90	4.29%
Level 5	655	32%	635	30.13%
Level 4	325	16%	311	14.81%
Level 3	282	14%	286	13.62%
Level 2	297	15%	299	14.24%
Level 1	397	20%	418	19.90%
No Skills	73	3%	62	2.05%
Total	2029	100%		

Listening / Speaking 2023-2024				Writing 2023 - 2024				Reading 2023 - 2024		
Level	Number of Staff	%		Level	Number of Staff	%		Level	Number of Staff	%
No skills	62	2.95%		No skills	140	6.66%		No skills	125	5.95%
Level 1	418	19.90%		Level 1	493	23.47%		Level 1	451	21.47%
Level 2	299	14.24%		Level 2	334	15.90%		Level 2	321	15.28%
Level 3	286	13.62%		Level 3	260	12.38%		Level 3	262	12.47%
Level 4	311	14.81%		Level 4	295	14.04%		Level 4	297	14.14%
Level 5	635	30.13%		Level 5	491	23.37%		Level 5	559	26.61%
No record (e.g., TUPE)	90	4.29%		No record (e.g., TUPE)	88	4.19%		No record (e.g., TUPE)	86	4.10%
TOTAL	2101	100.00%		TOTAL	2101	100.00%		TOTAL	2101	100.00%

Main Headlines

> ➢ 59% of staff have the ability to chat through the medium of Welsh (which is ALTE Level 3, 4 and 5), this is consistent with prvious profiles of skills in the workplace.

➢ Furthermore, 34% of staff have a level of basic language courtesy in Welsh (ALTE Levels 1 and 2).
➢ Only 3% of the workforce have reported having no Welsh language skills at all which is very encouraging. In an effort to reduce the number of employees who identify as having no Welsh language skills, the Council will encourage Officers to complete the 10-hour 'Croeso Cymraeg' e-learning package developed by the National Centre for Learning Welsh.

The number of people that have Welsh language skills within the care sector continue to be a concern. This also reflects the shortage of Welsh language skills across the sector on a national level. To address this, the Council seeks to develop it's current workforce, and establish good practice through organising a joint training programme with the Open University.

Recruitment to Vacant Posts

Number of posts advertised during the year requiring Welsh language skills, and categorised using ALTE levels – 2023-2024		
	Number	Percentage
Total number of posts advertised	551	
Number of posts where Welsh language skills were required at Level 5	92	17%
Number of posts where Welsh language skills were required at Level 4	127	23%
Number of posts where Welsh language skills were required at Level 3	196	36%
Number of posts where Welsh language skills were required at Level 2	32	6%
Number of posts where Welsh language skills were required at Level 1	104	19%

The Council continues to advertise a number of posts (17%) requiring fluent Welsh language skills at ALTE Level 5. The greatest number of advertised posts require language skills at ALTE Level 3 (36%). ALTE Level 3 requires individuals to be able to understand and take part in routine conversations on a day to day basis in the office, and Level 5 requires full fluency in Welsh. The Council ensures that candidates are interviewed in their preferred language, as required by Standard 137.

Candidate: Preferred language at interview - 2022 - 2023		
	Number	Percentage
English	3030	86.45%
Welsh	441	12.58%
Language preference not specified	34	0.97%

The number choosing to conduct their interview in Welsh remains low compared to the number choosing to conduct their interview in English. To highlight that application forms can be submitted, and interviews conducted in the applicant's preferred language. See the sentence below which has been posted on the Council's recruitment page:

Rydym yn gweithredu polisi dwyieithog. Gwahoddir ymgeiswyr i wneud cais yn Gymraeg, ni fydd unrhyw gais a gyflwynir yn Gymraeg yn cael ei drin yn llai ffafriol na chais a wneir yn Saesneg.
We operate a bilingual policy. All applicants are invited to apply in Welsh, any application submitted in Welsh will not be treated less favourably than an application made in English.

[Hafan | Ceredigion County Council Careers](#)

Newyddion HR News

The Human Resources Service distributes a newsletter every week, and staff can choose a language to receive the newsletter. The numbers who choose to receive Newyddion HR News only in Welsh are low, however, the number who receive Newyddion HR News bilingually is 7.9%.

Number receiving Newyddion HR News - 2022 - 2023		
	Number	Percentage
Unknown	2602	72.3%
English	626	17.4%
Welsh	86	2.4%
Bilingual	285	7.9%

Welsh Language Learning Training

The partnership between the County Council and the National Centre for Learning Welsh continues, to be able to fund a Workplace Welsh Tutor. We have proven that employing a Workplace Welsh Tutor in the workplace makes a big difference in the numbers who receive the opportunity to learn Welsh within the Council.

Number of staff members who attended training courses either to learn or improve their Welsh language skills 2023-2024:	
Course	Number attending
Entry Course	30
Foundation Course	29
Intermediate Course	12
Advanced Course	10
Total Learners	81

WJEC Exams	Number
Entry Course	3 have chosen to sit an exam in July 2024.
Foundation Course	11 sat and passed the Entry exam in January 2024.
Intermediate Course	8 will sit Entry / Foundation / Intermediate exam in July 2024

Courses to improve Language skills – 2023 - 2024		
Standard No.	Course Name	Numbers
129	Improve your Welsh Writing skills	12
129	Confidence Building Course in Using Welsh: Nant Gwrtheyrn Residential Course	6

Learning Welsh and Learner Feedback

Numbers of Council Officers who have had the opportunity to attend Weekly Courses to Learn Welsh: 2023/24			
Course Title	**Number attending**	**Number sitting the 2023/24 exam:**	**Feedback from Learners**
Entry Course	30	The January 2025 exams are targeted for these students. 3 have chosen to sit an exam in July 2024.	"I have gained a considerable amount personally since I started learning Welsh. I feel a greater sense of belonging at work and have met some fantastic people on the course" "I really enjoy the beginners course & the way it's structured. The weekly tutor-led sessions provide a great opportunity to learn, practice, ask questions, connect with fellow learners & have a laugh. The on-line support units are very well put together & allow me learn in my own time." "I have loved learning Welsh and I hope that there will continue to be opportunities to learn through the Council so that I can continue to work towards becoming a fluent speaker."
Foundation Course	29	11 sat and passed the Entry exam in January 2024.	In the office where I work almost everyone is fluent Welsh. Simply coming in and being able to swap pleasantries in Welsh in all those work places is great. Thanks to the courses I'm now I'm able to confidently speak Welsh on that Mynediad-Sylfaen level. The majority of the children and young people I work with attend Welsh medium Early Years settings and schools and can converse in both languages. Now that I am learning in Welsh, I can

			support younger children with their phonics, reading and maths and do informal assessments of their language development in Welsh (as well as English). I found the exam preparation sessions extremely helpful. They, along with the mock spoken exams arranged by Huw, helped me remember a lot of material through regular practice & repetition. All very relevant & well organised.
Intermediate Course	12	8 will sit Entry / Foundation / Intermediate exam in July 2024	I am enjoying the Canolradd course. I attend to attain certain levels of ability (ALTE levels) prescribed within my job description. I am proud to be making progress, and have had success in the last examination at Mynediad level. I am now enrolled for the Sylfaen exam in June. Last year I sat and passed Mynediad and this year I'm sitting Sylfaen. I cannot express how excited I was when I passed my Mynediad. There's no way I could have done it without the support of Gwaith Cymraeg.." "I couldn't ask for a better tutor, Huw is obviously very passionate about the Welsh Language and is the most patient and encouraging tutor. Should you make a mistake , he has a wonderful way of putting you on the right track where you forget you actually made a mistake in the first place."
Advanced Courses	10		After learning Welsh every now and then for over 20 years, being able to take advantage of the Workplace Welsh opportunity with Huw when I came back to work with Ceredigion was fantastic. I've gained confidence and developed

			my skills beyond any previous levels. The weekly class fits great with hybrid working. They and the supplementary resources have been a very positive addition to my working days. I consider it a great privilege to have had the opportunity to study Welsh during working hours. I feel very fortunate to have participated in the programme and have benefited greatly from it. I strongly encourage any Council employee who wants to learn Welsh to take advantage of the Workplace Welsh programme!
Total Learners	81	22	

Extracurricular Resources 2023 - 2024	
Informal Learning	<u>Review Club</u> Following the encouragement of informal opportunities to use Welsh at the start of the Autumn term, the Club was formalised as difficult to review for the exams in the final weeks of December and throughout January. These sessions were attended by the 11 sitting the exam along with a number of other students who wanted to confirm their Welsh. During January the Club became a daily event, with joint sessions and one-to-one sessions in the company of the Training Officer available to the students. The Review Club will be running again in preparation for the Summer exams. **Informal Learning Events Calendar** <u>Shwmae Sumae</u> In October the Training Officer contributed to Ceredigion Council's Shwmae Sumae press release. <u>Radio Interview</u> In November 2023 the Workplace Welsh Officer and a student of the Workplace Welsh Programme appeared on the local radio programme, Cymru United. They discussed the Workplace Welsh scheme, the scheme's informal learning opportunities including the 'Ffrind Iaith' programme, and the opportunities provided by the scheme to gain qualifications such as WJEC exams. <u>Museum Visit</u> In December 2023 over 20 students of the course, with representatives from each class, went on a guided tour around the Ceredigion Museum. The tour was a project between the Training

	Officer and the Museum. It was a way for the museum to launch its new learner tours, and a way for the students to move their studies out of the classroom and into the wider world. The tour was met with a very favourable response. As noted by some attendees, "Diolch yn fawr iawn am y trip i'r amgueddfa. What a great idea & an arbennig way to dysgu Cymraeg!" and "Thank you for the opportunity to attend this. It was brilliant Huw." <u>Press Release</u> Following the event, the Training Officer and Museum Officers collaborated in January 2024 to draw up a press release following the story and promoting the Museum's tours for learners. The statement was shared on CERI and on social media. https://www.ceredigion.gov.uk/preswyliwr/newyddion/2024/teithiau-i-ddysgwyr-yn-amgueddfa-ceredigion/ <u>Gwena: Mae'n Ddydd Gwener</u> In the months of February and March the Training Officer collaborated with the Council's Welsh Language Policy Officer and CERED Team Leader to plan and deliver a new e-newsletter, Gwena, for Ceredigion County Council staff. The Training Officer recorded short videos on Welsh for each issue of the e-newsletter, and promoted the new initiative among Council learners. Joint work will continue over the next few months on the newsletter in order to ensure its relevance and usefulness to the Council's Welsh speakers.
Ffrind Iaith	The programme was built around the exams. The 11 students sitting the exams were given the opportunity to be paired with fluent mentors from among the Council's staff. The Training Officer provided activity sheets for the pairs throughout January, focusing on different aspects of the upcoming exam. The programme was a success, as evidenced by student feedback: "The Ffrind Iaith meetings gave me the peace of mind & confidence I needed at the exam." Work will be done in the summer term to organise a similar 'Ffrind Iaith' programme for the students who have committed to sit the exams in July.

Supplementary Comments, looking to the future. 2023 – 2024
1) Welsh for Beginners for Social Care Providers In February 2024 the need for an introductory course for beginners in the field of Social Care providers across the sector in west Wales was recognised. At the request of the Learning and Development department, the Training Officer produced a short course to meet the demand. The course will be delivered for the first time in June and July 2024. The course will be delivered again in September 2024. 2) Internal collaboration – Ceredigion Museum The internal collaboration between Amgueddfa Ceredigion and the Workplace Welsh programme was met with great success. It is hoped to organise a similar tour in the

future, along with looking for more opportunities to collaborate internally with other Council departments to provide learning opportunities for the learners.

Welsh Medium Corporate Training Provision:

Training opportunities are promoted and provided to staff in the weekly HR News article published to all staff in English and Welsh. The Learning and Development Team also delivers a quarterly Newsletter to internal and external social care staff who are bilingual.

Upcoming training events are also being promoted through Cerinet, the Council's intranet system. Staff may choose to enter the site in Welsh or English.

Staff can search for courses on Cerinet, by typing 'Welsh', the courses available in Welsh will be shown, which includes the range of Workplace Welsh lessons. They can view and book attendance on training courses or register their interest by putting their name on a waiting list. Course titles are shown in both Welsh and English, and those delivered through the medium of Welsh are highlighted with a 'c'.

The authority has invested in a new Learning Management System called Ceredigion Learning Pool, which runs all e-learning programmes offered. Unlike the previous site this now gives staff the option of accessing the site in English or Welsh, for this staff are able to complete the e-learning programmes in their preferred language. Staff also have the option to 'toggle' between languages when completing e-learning modules.

Total number of training sessions offered by the Council to Staff – 2023 - 2024		
Standard No.	Requirement	Numbers and %
152	The total number of training sessions offered by the Council to staff,	794 sessions (not including school or e-learning events) 5,060 staff attended
152	Total and % of training sessions offered in Welsh to staff	30 offers (3%) 11 sessions cancelled: (10 because of not enough numbers.)
152	Total and % of training sessions offered in Welsh or bilingually to staff	32 offers (4%) 12 sessions cancelled: (11 due to insufficient numbers)
152	The total number and % of staff who attended courses delivered by the Council through the medium of Welsh during the year	186 (4%) staff attended

Number of training sessions offered in Welsh in accordance with Standard 128/129/133 2023-2024				
Standard No.	Course name	Number that came to the Welsh version	Number that came to the English version	% that attended the Welsh version
128	Recruiting and interviewing skills	Included in the new Ceredigion Manager Programme (see below)		
128	Performance Management	Included in the new Ceredigion Manager Programme (see below)		
128	Complaints and Disciplinary procedure	Not delivered	67	0
128,133	Set up sessions – which include information on the Welsh language standards	5	162	3%
128	Dealing with the public (i.e Customer Care: Customer first	Not delivered	18	0
128	Health and Safety	Presented 1 session to 1 attended. 5 sessions were cancelled due to insufficient numbers.	187 sessions delivered. 1056 attended.	0.09%
129	Welsh Language History Awareness and Welsh Language Standards: an e-learning programme	55	650	8%

Ceredigion Manager Training Programme – 2023 2024				
Standard No.	Course name	Number that came to the Welsh version	Number that came to the English version	% that attended the Welsh version
128	Ceredigion Manager Training Programme	8	19	30%
128	Ceredigion manager annual update	13	145	8%
128	Chairs of virtual meetings of managers	Not delivered	6	0%

Compliance with Promotion Standards (Standards 145-146)

The Promotion Standards require the Council to produce a 5-year Strategy which explains how the Council will go about creating more opportunities for wider use of Welsh within the County; encouraging greater use of the language and eventually seeing more Welsh speakers in Ceredigion at the end of the 5-year period. At the end of the 5-year period, a report is required to be published assessing the extent to which the Council followed that strategy.

Language Strategy Achievement Report 2018-23

The 5-year period of the current Language Strategy has expired and in accordance with the requirement of Standard 146 an achievement report has been published. A report assessing the achievement of the 2018 - 2023 Strategy was submitted to the Council's Language Committee and Cabinet on the 6th of June 2023, and then published on the Council's website. The report is in two parts:

- Language Strategy Review Report: which reports on our approaches, as well as the methods of measuring outcomes

- Language Strategy Achievement Report: which reports on all activities organised to promote the use of Welsh.

To develop the report, the following steps were taken:

Reporting on the Achievements

As part of the evidence collection process, a report card was developed; and that to facilitate reporting on the actions with the performance indicators. All members of the Bilingual Futures Forum were asked to provide a progress report on their service area, using this report card. Having received all the evidence it was possible to develop an assessment on the achievement of the Strategy, and where that was practically possible to report on data.

Census Data

Following the release of the 2021 Census data on the 6th of December 2022, we have been working closely with the Research and Performance Service, to publish a Subject Paper which provides a more detailed analysis of the data, considering what this means for the use of Welsh in Ceredigion. According to the Welsh Language Commissioner the Census is the main source of data about the Welsh language in Wales and will be used by the Welsh Government to assess progress against the target of one million Welsh speakers by 2050.

The Research and Performance Service gave a presentation on Census data as part of the agenda of the Council's Language Committee and Bilingual Futures Forum. A subject paper regarding census data in Ceredigion has been published on our website. census-2021-welsh-language-topic-report.pdf (ceredigion.gov.uk)

We have considered this data when drawing up our new Language Strategy for the next five-year period.

2018-23 Language Strategy Achievement Conclusions

It is clear in developing the report, that significant work has been undertaken as a result of implementing the strategy. During the Strategy's lifetime, a number of deliberate schemes have addressed and sought to influence the use of the language; and possibly as a result the status and place of the Welsh language has increased in Ceredigion. This despite the fact that 2021 Census reports indicate that numbers of Welsh speakers in Ceredigion have fallen; however, the data findings of Welsh speaker numbers in other available research reports are more positive. In reviewing the achievement of this Language Strategy, we consider it important to recognise that language planning is a long-term process, and acting in the best interests of the Welsh language takes time to foster; but through the planning the Council feels confident that this Language Strategy has laid the right foundations for progressing to the next 5-year period.

Ceredigion Language Strategy 2024-2029

The Council has been creating a new Ceredigion Language Strategy for 2024-2029 and has monitored the work by holding regular meetings of the Ceredigion Bilingual Futures Forum. The Forum is chaired by Councillor Catrin M S Davies, and includes Council Officers, Officers from partner organisations as well as officers of organisations operating through the Welsh language in Ceredigion.

The Strategy explains how the Council in collaboration with other partner organisations (Members of Ceredigion's Bilingual Futures Forum) will actively promote the Welsh language, and facilitate wider use of the Welsh language.

In accordance with the requirement a target has been set for increasing the number of Welsh speakers in Ceredigion by the end of the Strategy period of 2029. Given available trends and projections an increase of 1.5% is estimated (around 612 more Welsh speakers by 2029)

The work of drawing up the 2024-2029 Language Strategy has finished, and through ongoing consultation by members of the Bilingual Futures Forum there are 4 strategic themes and actions in place for the next 5 years:

The New Language Strategy - 4 Strategic Themes

Continuing with the legacy created during the 2022 Tregaron National Eisteddfod, the Language Strategy has incorporated the 4 themes highlighted during the festival as specific areas of action.

For this strategy the Bilingual Futures forum agreed to focus on 4 strategic themes as follows:

Strategic Theme 1 – Learning

- Addressing the actions of Strategic Theme 1 which is **'Learning'** which is set out in the Ceredigion Language Strategy in order to increase the use of the Welsh language among children and young people

Strategic Theme 2 – Living

- Addressing the actions of Strategic Theme 2 which is **'Living'** set out in the Ceredigion Language Strategy to increase the use of Welsh in our service and in the workplace.

Strategic Theme 3 – Belonging

- Addressing the actions of Strategic Theme 3 which is **'Belonging'** set out in the Ceredigion Language Strategy to increase use in our communities.

Strategic Theme 4 - Succeeding

- Addressing the actions of Strategic Theme 4 which is **'Succeeding'** set out in the Ceredigion Language Strategy to ensure that all Council policy decisions take into account the impacts on the Welsh language.

A copy of the Action Plan can be viewed here: [Ceredigion County Council](#)

Amending the 2024 Terms of Reference of the Bilingual Futures Forum

We are currently discussing and revising the current terms of reference of our forum in order to harmonise the Strategic Groups. It is proposed to create 4 strategic groups following the 4 Strategic Themes set out in the **Ceredigion Language Strategy** 2024-2029. This will be trialled and monitored from September 2024 onwards. It is planned to hold a one-day conference in Summer 2025 in order to reflect on the past year and also put targets in place for the following year.

SECTION 3:
Report on the Council's corporate complaints procedure in accordance with Standards 156, 162, 168

Three complaints were received in relation to the operation of the Welsh Language Standards during the reporting year.

The information provided below gives details of the complaints and their outcomes.

Service	Nature of Complaint	Outcome
Porth Gofal	Lack of available Welsh-speaking Social Workers	Inquiry terminated (due to lack of response from complainant)
Finance and Procurement	Information provided in English before Welsh within a Business Rates letter	Complaint confirmed – apology provided and documents were amended
Porth Cymorth Cynnar	Email sent to individuals in English only	Complaint confirmed – apology provided and new measures were implemented

The Council continues to take the following steps to comply with Standards relating to the complaints procedure. The Standards state that the Council must inform service users of their rights when making complaints or expressing concerns, ensuring that they are also aware that they are able to submit their complaints in their preferred language:

➢ The corporate complaints webpages have been reviewed and updated and now include a statement explaining that the Corporate Complaints Team welcomes correspondence in Welsh, as follows:

➢ "Customers may submit their comments, compliments or complaints in Welsh or English, in accordance with their language preference."

Corporate Complaints - Ceredigion County Council

➢ The **Corporate Concerns and Complaints policy** has been reviewed, it now informs the public that they may submit their complaints in their preferred language. In addition, if they are dissatisfied with the outcome or the explanation provided by the Council, they may refer their concerns to the Welsh Language Commissioner.

Corporate Concerns and Complaints policy (ceredigion.gov.uk)

➢ The **Corporate Concerns and Complaints Procedure Booklet** has also been updated, and section 12 refers to the process used by the Council to deal with complaints received in Welsh, or in relation to complaints regarding dissatisfaction with the level of service received in Welsh.

Corporate Concerns and Complaints Procedure (ceredigion.gov.uk)

➢ An online complaints form is available on the Corporate Complaints webpage, allowing complainants to move seamlessly from the Welsh page to the English page.

Concern/Complaint Form (office.com)

➢ Complaints training: The training has been amended to inform staff of the process to follow in relation to complaints received in Welsh, or in relation to complaints regarding dissatisfaction with the level of service received in Welsh.

➢ The Welsh Language Standards webpage on the corporate website signposts service users to the corporate complaints webpages. Ceredigion County Council

SECTION 4:
Conclusions

Progress made during the 2023-24 Financial Year

This report outlines the continuous progress the Council is making to meet the requirements of the Welsh Language Standards along with presenting specific data during the financial year 2023-24.

- The Council constantly strives to make continuous improvements, and the positive and upbeat attitude of the 13 services within Ceredigion County Council proves that a firm awareness of the Welsh Language Standards is at the forefront of its operations.

- The Council's commitment to the Welsh Language and Standards is reflected in the priorities outlined in the Council's Corporate Strategy 2022-27.

- It is inevitable to mention the thorough and effective work of our employed tutor for the Workplace Welsh Scheme. Over the reporting year 81 members of staff have benefited from the Welsh lesson scheme in 2023-24. The tutor can also offer sessions tailored to specialist services. As an authority, the Workplace Welsh Programme provides the full range of Welsh Learning Levels.

- Staff have also attended the Confidence Building residential course in Nant Gwrtheyrn for increasing the use of the Welsh language professionally, which demonstrates the dedication of the individuals within our workplace.

- Welsh and English social media is available.

- Hybrid working within the Council has been established, and over the reporting year, teams have now started regularly holding face-to-face meetings, providing opportunities to socialise and use the Welsh language, while an increasing number of staff are also using the hot desking system.

- The Council is acutely aware of the importance of ensuring that its workforce possesses appropriate skills to enable it to proactively provide a Welsh language service. One service within the Council, for example, has proactively delivered a training programme through the Open University.

- The current data demonstrates that the number of people who choose to access the Council's Welsh language services does not correlate with the number of people able to speak Welsh in the county.

- Ceredigion County Council employs diligent and dedicated Welsh-speaking staff across all Council services, and we wish to continually encourage people to contact the Council in Welsh and to use the Welsh language services available to them.

- It is acknowledged that the process of implementing the Standards is a continuous one, with the aim of ensuring that the requirements are

mainstreamed naturally into the Council's work, and that Welsh language services are available by default.

- The Council is committed to continuing to make improvements and to taking action to ensure it fully meets the requirements of the Welsh Language Standards.

- The Council acknowledges, as part of this report, that progress has been made, but that there are still improvements to be made to improve the provision of Welsh-medium services.

Areas for Action - Over the next period of implementation of our Welsh Language Policy, we aim to address the following areas:

- Publication of the Welsh Language Promotion Strategy 2024 – 2029 for the next 5-year period, in accordance with Standard 145/146.

- Continue to work with the Human Resources service to explore the effectiveness of the framework and methods of monitoring the linguistic ability of Council staff.

- Further develop the 'Croeso Ceredigion' project in an attempt to assimilate immigrants; there is potential for this project to reach more people.

- Promote and encourage staff to attend training sessions offered in Welsh in accordance with Standards 128/129/133.

- Encourage the use of #Gwena within the workplace to develop Welsh awareness.

- Develop a 'Workplace Podcast' to promote and facilitate the use of the Welsh language in the workplace in a convenient and practical way.

- Develop a guide on the use of the Welsh language for Town and Community Councils.

- Review the Council's website to ensure that information regarding the Welsh language is accessible.

- Work with Porth Gofal staff to promote awareness of Welsh culture and Welshness in residential homes.

- Several sectors across the Authority continue to face great challenges in recruiting professional workers; for example, there is an acute shortage of professional social care workers who are able to speak Welsh.

- Promote language preference on County Council social media.

- Work with the Equalities and Inclusion Manager to ensure that services within the Council consider the impact on the Welsh language in all consultations. This

will lead to compliance with the statutory requirements of the Welsh Language Standards.

**Overview of the number of staff with Welsh language skills, by service
Speaking and listening skills: 2023 -2024**

Department	Number of staff with Welsh language skills	Percentage of staff with Welsh language skills
Customer Contact, ICT and Digital Services	No Skills: 3 Level 1: 12 Level 2: 19 Level 3: 13 Level 4: 39 Level 5: 49 Unrecorded: 0 Total: 135	No Skills: 2.22 Level 1: 8.89 Level 2: 14.07 Level 3: 9.63 Level 4: 28.89 Level 5: 36.3 Unrecorded: 0
Democratic Services	No Skills: 1 Level 1: 17 Level 2: 14 Level 3: 17 Level 4: 22 Level 5: 48 Unrecorded: 4 Total 123	No Skills: 0.81 Level 1: 13.82 Level 2: 11.38 Level 3: 13.82 Level 4: 17.89 Level 5: 39.03 Unrecorded: 3.25
Economy and Regeneration Service	No Skills: 13 Level 1: 85 Level 2: 34 Level 3: 30 Level 4: 21 Level 5: 35 Unrecorded: 1 Total 219	No Skills: 5.94 Level 1: 38.81 Level 2: 15.53 Level 3: 13.70 Level 4: 9.59 Level 5: 15.98 Unrecorded: 0.46
Finance and Procurement	No Skills: 1 Level 1: 18 Level 2: 26 Level 3: 15 Level 4: 16 Level 5: 27 Unrecorded: 0 Total 103	No Skills: 0.97 Level 1: 17.48 Level 2: 25.24 Level 3: 14.56 Level 4: 15.56 Level 5: 26.21 Unrecorded: 0
Highways and Environmental Services	No Skills: 5 Level 1: 66 Level 2: 45 Level 3: 35 Level 4: 44 Level 5: 43 Unrecorded: 1 Total 239	No Skills: 2.09 Level 1: 27.62 Level 2: 18.83 Level 3: 14.64 Level 4: 18.41 Level 5: 17.99 Unrecorded: 0.42
Legal and Governance Services	No Skills: 2 Level 1: 1 Level 2: 3 Level 3: 9	No Skills: 10.00 Level 1: 5.00 Level 2: 15.00 Level 3: 45.00

	Level 4:	3	Level 4:	15.00
	Level 5:	2	Level 5:	10.00
	Unrecorded:	0	Unrecorded:	0
	Total	20		
Lifelong Learning	No Skills:	4	No Skills:	1.34
	Level 1:	91	Level 1:	30.51
	Level 2:	34	Level 2:	11.41
	Level 3:	24	Level 3:	80.5
	Level 4:	31	Level 4:	10.40
	Level 5:	113	Level 5:	37.92
	Unrecorded:	1	Unrecorded:	0.34
	Total	298		
People and Organisation	No Skills:	0	No Skills:	0.00
	Level 1:	3	Level 1:	5.56
	Level 2:	10	Level 2:	18.52
	Level 3:	9	Level 3:	16.67
	Level 4:	10	Level 4:	18.52
	Level 5:	22	Level 5:	40.74
	Unrecorded:	0	Unrecorded:	0.00
	Total	54		
Policy, Performance and Public Protection Services	No Skills:	0	No Skills:	
	Level 1:	6	Level 1:	9.68
	Level 2:	7	Level 2:	11.29
	Level 3:	12	Level 3:	19.35
	Level 4:	15	Level 4:	24.19
	Level 5:	20	Level 5:	32.26
	Unrecorded:	2	Unrecorded:	3.23
	Total	62		
Porth Cymorth Cynnar Service	No Skills:	1	No Skills:	0.45
	Level 1:	17	Level 1:	7.62
	Level 2:	33	Level 2:	14.80
	Level 3:	33	Level 3:	14.80
	Level 4:	59	Level 4:	26.46
	Level 5:	78	Level 5:	34.98
	Unrecorded:	2	Unrecorded:	0.90
	Total	223		
Porth Cynnal Service	No Skills:	3	No Skills:	2.65
	Level 1:	25	Level 1:	22.12
	Level 2:	25	Level 2:	21.12
	Level 3:	21	Level 3:	18.58
	Level 4:	14	Level 4:	12.39
	Level 5:	25	Level 5:	22.12
	Unrecorded:	0	Unrecorded:	0
	Total	113		
Porth Gofal	No Skills:	25	No Skills:	6.60
	Level 1:	75	Level 1:	19.79
	Level 2:	47	Level 2:	12.4
	Level 3:	68	Level 3:	17.94
	Level 4:	32	Level 4:	8.44
	Level 5:	58	Level 5:	15.3

	Unrecorded: 74 Total 379	Unrecorded: 19.53
Schools	No Skills: 4 Level 1: 15 Level 2: 14 Level 3: 5 Level 4: 10 Level 5: 117 Unrecorded: 3 Total 168	No Skills: 2.38 Level 1: 8.93 Level 2: 8.33 Level 3: 2.98 Level 4: 5.95 Level 5: 69.64 Unrecorded: 1.79

Overview of the number of staff with Welsh language skills, by service
Writing Skills: 2023 -2024

Department	Number of staff with Welsh language skills	Percentage of staff with Welsh language skills
Customer Contact, ICT and Digital Services	No Skills: 7 Level 1: 17 Level 2: 21 Level 3: 21 Level 4: 32 Level 5: 37 Unrecorded: 0 Total 135	No Skills: 5.19 Level 1: 12.59 Level 2: 15.56 Level 3: 15.56 Level 4: 23.70 Level 5: 27.41 Unrecorded: 0
Democratic Services	No Skills: 4 Level 1: 20 Level 2: 14 Level 3: 14 Level 4: 30 Level 5: 38 Unrecorded: 3 Total 123	No Skills: 3.25 Level 1: 16.26 Level 2: 11.38 Level 3: 11.38 Level 4: 24.39 Level 5: 30.89 Unrecorded: 3
Economy and Regeneration Service	No Skills: 16 Level 1: 97 Level 2: 35 Level 3: 23 Level 4: 18 Level 5: 29 Unrecorded: 1 Total 219	No Skills: 7.31 Level 1: 44.29 Level 2: 15.98 Level 3: 10.50 Level 4: 8.22 Level 5: 13.24 Unrecorded: 0.46
Finance and Procurement	No Skills: 3 Level 1: 24 Level 2: 27 Level 3: 10 Level 4: 18 Level 5: 21 Unrecorded: 0 Total 103	No Skills: 2.91 Level 1: 23.30 Level 2: 26.21 Level 3: 9.71 Level 4: 17.48 Level 5: 20.39 Unrecorded: 0
Highways and Environmental Services	No Skills: 19 Level 1: 91 Level 2: 47 Level 3: 38 Level 4: 20 Level 5: 23 Unrecorded: 1 Total 239	No Skills: 7.95 Level 1: 38.08 Level 2: 19.67 Level 3: 15.90 Level 4: 8.37 Level 5: 9.62 Unrecorded: 0.42
Legal and Governance Services	No Skills: 2 Level 1: 1 Level 2: 7 Level 3: 5	No Skills: 10 Level 1: 5 Level 2: 35 Level 3: 25

	Level 4:	3	Level 4:	15
	Level 5:	2	Level 5:	10
	Unrecorded:	0	Unrecorded:	0
	Total	20		
Lifelong Learning	No Skills:	9	No Skills:	3.05
	Level 1:	99	Level 1:	33.22
	Level 2:	37	Level 2:	12.42
	Level 3:	21	Level 3:	7.05
	Level 4:	52	Level 4:	17.45
	Level 5:	79	Level 5:	26.51
	Unrecorded:	1	Unrecorded:	0.34
	Total	298		
People and Organisation	No Skills:	0	No Skills:	0
	Level 1:	6	Level 1:	11.11
	Level 2:	10	Level 2:	18.52
	Level 3:	10	Level 3:	18.82
	Level 4:	8	Level 4:	14.81
	Level 5:	20	Level 5:	37.04
	Unrecorded:	0	Unrecorded:	0
	Total	54		
Policy, Performance and Public Protection Services	No Skills:	0	No Skills:	0
	Level 1:	10	Level 1:	16.13
	Level 2:	9	Level 2:	14.52
	Level 3:	13	Level 3:	20.97
	Level 4:	17	Level 4:	27.42
	Level 5:	10	Level 5:	16.13
	Unrecorded:	3	Unrecorded:	4.84
	Total	62		
Porth Cymorth Cynnar Service	No Skills:	5	No Skills:	2.24
	Level 1:	27	Level 1:	12.11
	Level 2:	39	Level 2:	17.49
	Level 3:	10	Level 3:	79.94
	Level 4:	45	Level 4:	20.18
	Level 5:	65	Level 5:	29.15
	Unrecorded:	2	Unrecorded:	0.90
	Total	223		
Porth Cynnal Service	No Skills:	9	No Skills:	7.96
	Level 1:	29	Level 1:	25.66
	Level 2:	26	Level 2:	23.01
	Level 3:	13	Level 3:	11.50
	Level 4:	13	Level 4:	11.50
	Level 5:	23	Level 5:	20.35
	Unrecorded:	0	Unrecorded:	0
	Total	113		
Porth Gofal	No Skills:	52	No Skills:	15.3
	Level 1:	64	Level 1:	17.94
	Level 2:	60	Level 2:	16.89
	Level 3:	46	Level 3:	13.46
	Level 4:	37	Level 4:	7.39
	Level 5:	47	Level 5:	9.76

	Unrecorded: 73	Unrecorded: 19.26
	Total 379	
Schools	No Skills: 8	No Skills: 4.76
	Level 1: 19	Level 1: 11.31
	Level 2: 8	Level 2: 4.76
	Level 3: 5	Level 3: 2.98
	Level 4: 14	Level 4: 8.33
	Level 5: 110	Level 5: 65.48
	Unrecorded: 4	Unrecorded: 2.38
	Total 168	

Overview of the number of staff with Welsh language skills, by service
Reading Skills: 2023 -2024

Department	Number of staff with Welsh language skills	Percentage of staff with Welsh language skills
Customer Contact, ICT and Digital Services	No Skills: 4 Level 1: 17 Level 2: 22 Level 3: 16 Level 4: 30 Level 5: 46 Unrecorded: 0 Total 135	No Skills: 2.96 Level 1: 12.59 Level 2: 16.3 Level 3: 11.85 Level 4: 22.22 Level 5: 34.07 Unrecorded: 0
Democratic Services	No Skills: 4 Level 1: 15 Level 2: 17 Level 3: 12 Level 4: 27 Level 5: 44 Unrecorded: 4 Total 123	No Skills: 3.25 Level 1: 12.2 Level 2: 13.82 Level 3: 9.76 Level 4: 21.95 Level 5: 35.77 Unrecorded: 3.25
Economy and Regeneration Service	No Skills: 16 Level 1: 93 Level 2: 28 Level 3: 29 Level 4: 22 Level 5: 30 Unrecorded: 1 Total 219	No Skills: 7.31 Level 1: 42.47 Level 2: 12.79 Level 3: 13.24 Level 4: 10.05 Level 5: 13.70 Unrecorded: 0.46
Finance and Procurement	No Skills: 3 Level 1: 23 Level 2: 22 Level 3: 10 Level 4: 18 Level 5: 27 Unrecorded: 0 Total 103	No Skills: 2.91 Level 1: 22.33 Level 2: 21.36 Level 3: 9.71 Level 4: 17.48 Level 5: 26.21 Unrecorded: 0
Highways and Environmental Services	No Skills: 18 Level 1: 77 Level 2: 43 Level 3: 45 Level 4: 26 Level 5: 30 Unrecorded: 0 Total 239	No Skills: 7.53 Level 1: 32.22 Level 2: 17.99 Level 3: 8.83 Level 4: 10.88 Level 5: 12.55 Unrecorded: 0
Legal and Governance Services	No Skills: 2 Level 1: 1 Level 2: 7 Level 3: 5	No Skills: 10.00 Level 1: 5.00 Level 2: 35.00 Level 3: 25.00

	Level 4:	4	Level 4:	20.00
	Level 5:	1	Level 5:	5.00
	Unrecorded:	0	Unrecorded:	0.00
	Total	20		
Lifelong Learning	No Skills:	8	No Skills:	2.68
	Level 1:	96	Level 1:	32.21
	Level 2:	33	Level 2:	11.07
	Level 3:	23	Level 3:	7.72
	Level 4:	48	Level 4:	16.11
	Level 5:	90	Level 5:	30.20
	Unrecorded:	0	Unrecorded:	0
	Total	298		
People and Organisation	No Skills:	0	No Skills:	0
	Level 1:	6	Level 1:	11.11
	Level 2:	9	Level 2:	16.67
	Level 3:	9	Level 3:	16.67
	Level 4:	8	Level 4:	14.81
	Level 5:	22	Level 5:	40.74
	Unrecorded:	0	Unrecorded:	0
	Total	54		
Policy, Performance and Public Protection Services	No Skills:	0	No Skills:	0
	Level 1:	8	Level 1:	12.9
	Level 2:	11	Level 2:	17.74
	Level 3:	9	Level 3:	14.52
	Level 4:	15	Level 4:	24.19
	Level 5:	17	Level 5:	27.42
	Unrecorded:	2	Unrecorded:	3.23
	Total	62		
Porth Cymorth Cynnar Service	No Skills:	3	No Skills:	1.35
	Level 1:	26	Level 1:	11.66
	Level 2:	37	Level 2:	16.59
	Level 3:	44	Level 3:	19.73
	Level 4:	40	Level 4:	17.94
	Level 5:	71	Level 5:	31.84
	Unrecorded:	2	Unrecorded:	0.90
	Total	223		
Porth Cynnal Service	No Skills:	9	No Skills:	7.96
	Level 1:	25	Level 1:	22.12
	Level 2:	28	Level 2:	24.78
	Level 3:	11	Level 3:	9.73
	Level 4:	17	Level 4:	15.0
	Level 5:	23	Level 5:	20.35
	Unrecorded:	0	Unrecorded:	0
	Total	113		
Porth Gofal	No Skills:	52	No Skills:	13.72
	Level 1:	64	Level 1:	16.89
	Level 2:	60	Level 2:	15.83
	Level 3:	46	Level 3:	12.14
	Level 4:	37	Level 4:	9.76
	Level 5:	47	Level 5:	12.40

	Unrecorded: 73 Total 379	Unrecorded: 19.26
Schools	No Skills: 6 Level 1: 15 Level 2: 13 Level 3: 7 Level 4: 10 Level 5: 114 Unrecorded: 3 Total 168	No Skills: 3.57 Level 1: 8.93 Level 2: 7.74 Level 3: 4.17 Level 4: 5.95 Level 5: 67.86 Unrecorded: 1.79