

Welsh Language Annual Monitoring
Report
2020-2021
Newport City Council



DRAFT

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1. Legislative Context

This annual report has been prepared in accordance with Welsh Language Standards 158, 164 and 170, and will highlight how Newport City Council has complied with the Welsh Language Standards which were imposed on the authority by the Welsh Language Commissioner, set out in [Newport City Council's Compliance Notice](#).

As well as outlining the authority's general compliance, this report also contains the specific information required by the Standards to be published annually. This includes data on the number of complaints we have received, the Welsh language levels of our staff, the training we offer through the medium of Welsh, and the level of Welsh we require on all vacant and new posts we have advertised during the financial year.

2. Introduction

This year has resulted in unprecedented challenges experienced by the council. The authority has continued to deliver services to the public whilst ensuring staff are safe, and navigating the shifting risks associated with a global pandemic. We have had to be flexible in order to respond to COVID-19, reassessing priorities and redeploying resources. These challenges have been recognised by the Welsh Language Commissioner who has worked with public authorities to ensure that the regulatory approach has been proportionate, whilst still recognising the need, and value of providing bilingual services.

One of the most significant challenges for the council this year has been the restrictions placed on face to face engagement, particularly at a time when we had been focussed on improving the promotion of Welsh language across our communities. The impact that this has had on our delivery of priorities should not be ignored, however, we have been able to engage with our partners in new ways, reflect on our internal processes, and adapt to new ways of working which look set to continue into the future.

The Welsh Language Standards continue to provide the council with a framework within which to work towards the Welsh Government's aspiration of delivering bilingual public services. Other strategies which inform policy, plans and work programmes across the council include the Welsh Government's Cymraeg 2050 Strategy, our Welsh in Education Strategic Plan and the Mwy na Geiriau Framework.

This annual report provides updates on positive progress this year, as well as identifying areas where we still have work to do. The council continues to invest in the Welsh language, both to support internal compliance with standards, and facilitate partnership and community initiatives. Our Welsh language work also continues to be supported by an Elected Member Champion.

3. Key Achievements

Welsh Language Promotion Officer

At the start of the year, the council welcomed our new Welsh Language Promotion Officer, whose remit included engagement with Black, Asian and Minority Ethnic communities in the Pillgwenlly area of Newport to promote Welsh medium education and supporting the development of a fourth Welsh medium junior school. Following the first lockdown in March and restrictions on public gatherings, the scope of the role changed to focus on working with a wider range of internal and external stakeholders, in particular, supporting the development of digital Welsh language resources. The Promotion Officer also engaged with our community partners and schools to better understand the impact of COVID-19 and associated restrictions on the Welsh language in Newport.

Our officer worked closely with schools and community stakeholders to support and develop material for parents delivering home learning, including pupil activities and parental resources. They also supported our community partners with planning of activities for Miri Meithrin, Diwrnod Shwmae and Gŵyl Newydd, and further developed our Community Partnership with Dragons Rugby.

Internally, they supported promotional activities for staff, including a bilingual St David's Day Newsletter, and rebranded our schools admissions content to focus on the academic and social benefits of bilingualism/multilingualism. This fixed term post has now come to an end, but will be revisited next year as restrictions continue to ease and opportunities to engage with communities increase.

Review and Update of our Fairness and Equality Impact Assessment (FEIA) Process

Our FEIA documentation has been reviewed and updated to fully reflect the compliance requirements of the Policy Making Welsh language standards. Our guidance and template have now been combined, making it simpler for staff to access advice as they work through the process, and the assessment of Welsh language impact (positive and negative), and associated actions, are now considered within a specific section of the document.

Our new process also includes a more robust focus on engagement with Welsh speakers who may be impacted by decisions that we make. The new document reflects a positive change to the way that we consider Welsh language in our decision making process. The need to consider the Welsh language and undertake FEIAs when taking decisions that impact on the public has also been included as part of our updated Welsh Language Awareness training.

Welsh Language Promotion

In addition to the work of our Promotion Officer, the council has also:

- Continued to promote key dates throughout the year to communities and staff, including St David's Day and Diwrnod Shwmae
- Sponsored and supported Gŵyl Newydd, the annual Welsh language festival, this year delivered over digital platforms

- Continued to provide representation on local forums including Mwy na Geiriau and the Fforwm Iaith
- Commissioned a series of short animated videos about the culture and history of Welsh language in Newport. These will be launched in the autumn of 2021

Our Contact Centre

The COVID-19 pandemic greatly increased the demand on council services, including the volume of calls and enquiries received by our Contact Centre. Whilst our face to face provision remains closed to the public, we continue to offer a range of ways for people to contact us. We have successfully increased our number of fluent Welsh speakers working in our Contact Centre this year, which has enabled us to continue to offer a bilingual service to the public, despite additional pressures.

A number of our Contact Centre staff are also learning Welsh through the 'Say Something in Welsh' app, and this year we established our first Representative Workforce group. The group's remit includes increasing the number of Welsh speakers in frontline roles including our Contact Centre, better supporting staff to develop their Welsh language skills, and improving the way that we record Welsh language ability as a council.

Employment and Skills

The Right Skills Board, which reports to One Newport, our Public Service Board (PSB), is a partnership forum which aims to ensure that people can access skills and education programmes that support a life well-lived and align with sustainable current and future local employment opportunities, enabling individuals and communities to achieve their potential. This year, we have established a Welsh language working group, including the Aneurin Bevan University Health Board, Gwent Police and Coleg Gwent, to more effectively consider how PSB members can work together to promote the Welsh language and support the development of Welsh language skills across the city. The group are currently developing a series of cross-cutting recommendations to be considered by the Board.

This year, the council has also worked with Careers Wales to support the creation of a number of vlogs promoting the benefit of using Welsh in the workplace. Aimed at pupils learning Welsh in schools, a number of Welsh speakers who work in our Contact Centre helped create a short video about how speaking Welsh has benefited them and helped them gain employment. Last year, we also commissioned research aimed at better understanding the gaps in Welsh language skills across childcare and early years education. Whilst this project has been delayed due to the pandemic, we have still managed to achieve good levels of engagement with schools and higher/further education providers and look forward to its findings.

4. Monitoring

A. Welsh Competency requirements on new posts (all posts)

The Council's Human Resources (HR) team undertake a Welsh Language Assessment for all new positions advertised via our normal recruitment process using our HR system, iTrent. Recruitment for pre-existing positions or those created as part of restructuring are not subject to a Welsh language assessment as they fall outside of this standard process.

No. of new posts 2016/17	No. of new posts 2017/18	No. of new posts 2018/19	No. of new posts 2019/20	No. of new posts 2020/21
842	577	175	72	291

2017/18		
Welsh Competency Requirement	Number	Percentage of Total
Essential	26	4.5%
Desirable	51	8.8%
Not necessary	499	86.5%
To be learnt in post	1	0.2%
Total	577	
2018/19		
Welsh Competency Requirement	Number	Percentage of Total
Essential	5	2.9%
Desirable	18	10.3%
Not necessary	151	86.3%
To be learnt in post	1	0.1%
Total	175	
2019/20		
Welsh Competency Requirement	Number	Percentage of Total
Essential	4	5.56%
Desirable	6	8.33%
Not necessary	62	86.11%
To be learnt in post	0	
Total	72	
2020/21		
Welsh Competency Requirement	Number	Percentage of Total
Essential	6	2.06
Desirable	17	5.84
Not necessary	268	92.10
To be learnt in post	0	
Total	291	

B. Complaints

Welsh language complaints received from the public are recorded by our Contact Centre via the Council's Customer Relationship Management (CRM) system, meaning that all Welsh language complaints are accurately recorded and shared with appropriate officers to action. Complaints are also a standing agenda item at the council's Welsh Language Implementation Group where restorative actions and learning are discussed. This includes complaints received from the public, or through the Welsh Language Commissioner's Office.

1 complaint was registered via the Contact Centre, in relation to errors in the Welsh language version of the January edition of Newport Matters, the council's residents' newsletter. The issues raised were investigated internally, rectified, and an updated version issued and published. The complainant was contacted, updated and issued with a revised edition directly.

Following a tweet from a member of the public regarding a new sign at a Pay and Display Car Park in Newport City Centre, we investigated the matter internally. Having established it was a council sign, a new, corrected sign was erected with relevant parties notified.

We did not receive any complaints, and were not subject to any investigations from the Welsh Language Commissioner's Office during 2020/2021. Further to the recent cyberattack and ransomware incident at the Welsh Language Commissioner's Office, we have responded and provided an update on last year's investigation into the budget consultation, as requested.

C. Training

Under Standard 128, the authority is mandated to offer training programmes through the medium of Welsh on the following courses:

- Health and safety for managers
- Corporate induction
- Performance management
- Corporate management induction

Of the courses offered in Welsh, none were requested by members of staff, as such attendance was 0% for staff completing these courses through the medium of Welsh.

D. Welsh Language Training

Prior to the pandemic, the council established a group to test the effectiveness of the Say Something in Welsh app. As the group consisted of front line staff and senior managers, operational requirements and additional work pressures created by COVID-19 meant that this was not progressed as expected. We will be revisiting this group when possible with a view to adding the app to our training provision should it prove effective.

The pandemic also had a significant impact on the delivery of classroom-based Welsh language training, in many cases these were cancelled due to restrictions. Internal Welsh language awareness training was also impacted, with significantly less staff registering to attend.

We hope to address this in 2021 with the rollout of our commissioned Welsh language videos, which will be mandatory for all staff and easily accessible whilst working remotely.

Course Title (2018/19)	2018/19	2019/20	2020/21
Improvers Course for Welsh Speakers	0	0	2
Welsh 2-day Introduction	8	0	0
Welsh at Work 90-minute Taster	16	10	7
Welsh Mynediad/Entry Level 30-week course (Year 1)	13	8	0
Welsh Mynediad/Entry Level 30-week course (Year 2)	6	11	0
Welsh Sylfaen/Foundation Level 30-week course (Year 1)	7	5	0
Improvers Course for Welsh Speakers	8	8	0
Say Something in Welsh App	N/A	N/A	30

Course Title	2018/2019	2019/2020	2020/2021
Welsh Language Awareness	6	38	9

E. Welsh Language Skills of Employees (as of 31/03/21)

Headcount 2016/17	Headcount 2017/18	Headcount 2018/19	Headcount 2019/20	Headcount 2020/21
6,147	5,949	5842	5785	5865

	No. of Employees by Score 2016/17					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record *	
Reading	2,782	1,135	210	158	1,833	
Spoken	2,574	1,324	210	183	1,856	
Understanding	2,606	1,272	224	193	1,852	
Written	2,830	1,079	198	171	1,869	
Percentage of headcount	43.9%	19.6%	3.4%	2.9%	30.1%	
	No. of Employees by Score 2017/18					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	2,710	1,154	220	193	1,672	
Spoken	2,531	1,329	217	189	1,683	
Understanding	2,546	1,290	233	198	1,682	
Written	2,764	1,101	208	177	1,699	
Percentage of headcount	44.3%	20.5%	3.7%	3.1%	28.4%	
	No. of Employees by Score 2018/19					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	2702	1156	208	211	1565	
Spoken	2507	1342	211	206	1576	
Understanding	2523	1305	226	215	1573	
Written	2750	1,106	198	195	1593	
Percentage of headcount	44.9%	21.0%	3.6%	3.5%	27.0%	

	No. of Employees by Score 2019/20					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	2694	1211	221	225	1434	
Spoken	2500	1392	230	218	1445	
Understanding	2513	1366	231	231	1444	
Written	2763	1147	207	206	1452	
Percentage of headcount	45.2%	22.1%	3.8%	3.8%	25%	
	No. of Employees by Score 2020/21					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	2692	1253	234	240	1446	
Spoken	2489	1449	236	235	1456	
Understanding	2506	1421	240	248	1450	
Written	2752	1197	213	222	1481	
Percentage of headcount	42.73%	24.23%	4.09%	4.23%	24.72%	

	No. of Adult and Community Services Employees by Score 2020/21					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	244	21	6	11	207	
Spoken	239	37	8	10	195	
Understanding	238	37	5	13	196	
Written	251	23	5	11	199	
	No. of Adult and Community Services Employees by Score 2019/20					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	252	31	6	11	201	
Spoken	244	39	7	10	201	
Understanding	244	37	6	12	202	
Written	258	23	5	11	204	
	No. of Adult and Community Services Employees by Score 2018/19					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	280	30	3	9	268	
Spoken	270	39	5	8	268	
Understanding	270	37	5	9	269	
Written	285	23	2	9	271	

	No. of Children and Young People Services Employees by Score 2020/21					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	222	55	8	14	114	
Spoken	209	67	12	13	112	
Understanding	206	71	8	16	112	
Written	228	43	12	13	117	

	No. of Children and Young People Services Employees by Score 2019/20					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	217	54	7	11		109
Spoken	206	64	11	9		108
Understanding	203	67	7	12		109
Written	224	42	10	10		112
	No. of Children and Young People Services Employees by Score 2018/19					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	206	43	8	11		119
Spoken	202	47	11	9		117
Understanding	200	49	8	11		120
Written	211	32	11	10		122

	No. of People and Business Change Employees by Score 2020/21					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	70	13	2	3		38
Spoken	65	17	2	3		39
Understanding	64	18	2	3		39
Written	70	11	3	2		40
	No. of People and Business Change Employees by Score 2019/20					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	76	13	3	3		38
Spoken	71	18	3	3		38
Understanding	72	16	3	4		38
Written	76	12	4	2		39
	No. of People and Business Change Employees by Score 2018/19					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	81	15	3	2		27
Spoken	73	23	3	2		27
Understanding	75	20	3	3		27
Written	81	14	3	2		28

	No. of Regeneration, Investment and Housing Employees by Score 2020/21					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	283	116	15	9		119
Spoken	245	142	17	9		129
Understanding	254	138	15	9		126
Written	281	105	16	8		132
	No. of Regeneration, Investment and Housing Employees by Score 2019/20					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	289	124	14	12		109

Spoken	252	147	19	11	119
Understanding	258	145	14	12	119
Written	289	111	15	11	122
	No. of Regeneration, Investment and Housing Employees by Score 2018/19				
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record
Reading	308	116	12	15	85
Spoken	269	142	16	15	95
Understanding	278	139	15	15	94
Written	299	116	14	14	131

	No. of Schools Employees by Score 2020/21				
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record
Reading	1297	916	187	173	706
Spoken	1166	1053	181	171	708
Understanding	1179	1028	196	176	700
Written	1331	905	162	161	720
	No. of Schools Employees by Score 2019/20				
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record
Reading	1296	881	177	163	738
Spoken	1170	1008	178	160	739
Understanding	1182	987	189	165	732
Written	1335	862	159	151	748
	No. of Schools Employees by Score 2018/19				
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record
Reading	1269	851	166	155	773
Spoken	1146	977	163	152	776
Understanding	1156	953	182	157	766
Written	1293	841	154	143	783

	No. of Strategic Directors by Score 2020/21				
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record
Reading	1	0	1	1	0
Spoken	0	1	0	0	0
Understanding	0	0	0	0	0
Written	0	0	0	0	0
	No. of Strategic Directors by Score 2019/20				
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record
Reading	1	1	0	0	1
Spoken	0	2	0	0	1
Understanding	1	1	0	0	1
Written	1	1	0	0	1
	No. of Strategic Directors by Score 2018/19				
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record
Reading	1	1	0	0	1
Spoken	0	2	0	0	1
Understanding	1	1	0	0	1
Written	1	1	0	0	1

No. of Law and Regulation Employees by Score 2020/21					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record
Reading	192	37	11	7	73
Spoken	188	41	9	9	73
Understanding	185	44	11	7	73
Written	193	34	10	8	75
No. of Law and Regulation Employees by Score 2019/20					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record
Reading	151	27	5	9	28
Spoken	149	29	6	8	28
Understanding	146	31	5	9	29
Written	154	24	6	8	28
No. of Law and Regulation Employees by Score 2018/19					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record
Reading	159	26	5	8	28
Spoken	157	28	5	8	28
Understanding	154	31	5	8	28
Written	162	23	6	7	28

No. of Education Employees by Score 2020/21					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record
Reading	94	36	7	6	128
Spoken	86	46	7	4	128
Understanding	90	40	7	6	128
Written	101	31	7	4	128
No. of Education Employees by Score 2019/20					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record
Reading	105	37	5	7	128
Spoken	98	46	3	7	128
Understanding	101	41	5	7	128
Written	113	31	4	6	128
No. of Education Employees by Score 2018/19					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record
Reading	114	39	6	6	131
Spoken	106	50	4	6	130
Understanding	110	42	6	6	132
Written	123	32	5	5	131

No. of Streetscene and City Services Employees by Score 2020/21					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record
Reading	263	32	14	4	101
Spoken	259	35	15	4	101
Understanding	259	36	15	2	102
Written	269	29	12	4	100
No. of Streetscene and City Services Employees by Score 2019/20					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record
Reading	275	32	5	10	102
Spoken	274	32	5	11	102
Understanding	272	35	3	11	103
Written	280	30	3	8	101
No. of Streetscene and City Services Employees by Score 2018/19					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record
Reading	263	28	6	6	107
Spoken	262	29	5	7	107
Understanding	261	30	4	7	108
Written	267	27	4	6	106

No. of Finance Employees by Score 2020/21					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record
Reading	50	24	1	1	21
Spoken	51	23	1	1	21
Understanding	50	21	1	1	24
Written	62	22	1	1	11
No. of Finance Employees by Score 2019/20					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record
Reading	50	23	1	1	22
Spoken	51	22	1	1	22
Understanding	50	20	1	1	25
Written	52	21	1	1	22
No. of Finance Employees by Score 2018/19					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record
Reading	48	20	1	1	22
Spoken	49	19	1	1	22
Understanding	48	17	1	1	25
Written	50	18	1	1	22

*No record refers to those staff that have not indicated their Welsh language ability

F. Overview of work against Standards

Service Delivery Standards

Our planned review of our compliance with Service Delivery Standards proved challenging last year due to the pandemic, but the authority continues to demonstrate positive progress, particularly through the positive attitude displayed towards the Welsh language by staff. Consistency of service delivery across the organisation still proves challenging, however, as Service Delivery Standards relate to frontline services for members of the public, these Standards will remain a priority for us, our Welsh Language Implementation Group, and within our corporate action plan. This year we have reviewed our approach to performance monitoring which includes further plans for mystery shopper style reviews of our compliance with these Standards.

Policy Making Standards

Our updated Fairness and Equality Impact Assessment process, as set out in section 3, are published on our intranet site. The council also intends to provide staff training around effectively using an FEIA to improve decision making and has aligned Cabinet, Scrutiny and Council Report templates to ensure decision makers are aware of their responsibilities when considering proposals. Welsh Language continues to sit within the Council's Policy, Partnership and Involvement Team, a placement that fosters positive links between the creation of corporate policy and promotion of Welsh Language.

Operational Standards

Our HR department continues to work to ensure compliance with Operational Standards across a number of business areas. This year, a subgroup of the Welsh Language Implementation Group has been established to make a series of recommendations around internal Welsh language skills. This includes a review of our recruitment processes, our internal Welsh language policy, and the way that we measure and monitor the Welsh language skills of our staff. Recommendations will be made to the Group, and our Corporate Management Team early in 2021. Our HR team has also introduced a Workforce Planning tool, currently being rolled out across Service Areas. This includes explicit consideration of the levels of Welsh speakers in each area, and requires consideration of the need to recruit staff with Welsh language skills.

Promotion Standards

Our [5 year Promotion Strategy](#) is in the process of being reviewed ahead of drafting our new Strategy for 2022 – 2027. Currently, progress on the Strategy is reported to the Welsh in Education Forum and the Promotion of Welsh in Education Group, which are led by the council. The Council also continues to have a Welsh Language Elected Member Champion (Councillor Jason Hughes) who supports the promotion of Welsh language both across the city and council. The council is a member of the Fforwm Iaith, co-ordinated by Menter Iaith Casnewydd, and attended by key Welsh language stakeholders.

Record Keeping

The council has a Customer Relationship Management (CRM) system, which has improved the way that we record complaints relating to Welsh language and customer information about language choice. The council use the HR system, iTrent, to monitor and keep records on the Welsh language skills of employees, attendance at relevant training courses and Welsh language assessment of vacant posts.

Performance Monitoring

This year, the council has reviewed the way in which it monitors the implementation of Standards across the organisation. An Implementation Plan, Organisational Plan and Individual Service Plans for specific Welsh Language Standards owned by an identifiable service area have been developed. The delivery of these plans will be monitored by our Welsh Language Implementation Group and key performance indicators included in our corporate performance management system. This will allow for organisational and service area level data to be easily accessed and monitored. Welsh language performance measures are already included within the council's performance and risk management framework which is reported on quarterly and within our corporate annual report.

G. Looking Forward to 2021/22

Following a year which necessitated a focus on the delivery of essential services to our communities, and limited some of our planned Welsh language work, we aim to carry over a number of priorities which were identified last year, including:

- Working with our refugee, migrant and minority ethnic communities to better embed Welsh language as part of a shared sense of identity across the city, particularly in the context of the development of our fourth Welsh medium school
- Improving and developing our Welsh Language Skills Policy, inclusive of our recording and monitoring of Welsh language skills in the workplace, and better using this data to inform strategic planning
- Developing creative partnership arrangements outside of the public and voluntary sector to better raise the profile of the Welsh language across Newport and local regions, for example, exploring opportunities to work with local sports teams
- Working with our neighbourhood hubs in each area of the city to promote better engagement with council services through the medium of Welsh

We have also identified a number of new priorities, including:

- Undertaking engagement and consultation with key stakeholders and communities to inform the development of our new 5 year Welsh Language Strategy
- Embedding our new performance management structure across the council
- Adopting a number of Clear Cymraeg principles to better encourage staff to use Welsh in the workplace
- Rolling out our newly developed Welsh language training videos to all staff
- Delivering a cohesive approach to Welsh language skills development across our PSB partners through the Right Skills Board

For further information about our Welsh language work, please contact

nccequality@newport.gov.uk