

Welsh Language Annual Monitoring
Report
2021-2022
Newport City Council



Contents

Foreword by Cabinet Member for Organisational Transformation

Foreword by the Chief Executive

- 1. Legislative Context**
- 2. Introduction**
- 3. Key achievements**
- 4. Monitoring**
- 5. Complaints**
- 6. Training**
- 7. Overview of work against Standards**
- 8. Looking forward**

Foreword by Cabinet Member for Organisational Transformation

Foreword by Chief Executive

For a second successive year, the council, like other public sector services across Wales, faced continuing challenges due to the ongoing situation with the pandemic. We were required to continue adapting, reassessing our priorities, and considering new ways of working; whilst ensuring the people of Newport were supported, safe, and continued to receive essential services.

However, despite another difficult year, the council remained committed to the Welsh language and delivering bilingual services. We worked closely with our Welsh language partners, and stakeholders to respond to some of the challenges that they have faced over the last 12 months.

I am encouraged by our continued work with a wide range of partners to raise the profile of the Welsh language in Newport and particularly of the work we are delivering with our One Newport stakeholders. Through the Newport Right Skills Board we are working hard to create a uniform identity, share good practice and promote the Welsh language as a skill, which establishes Newport as a city where Welsh language and culture is truly thriving.

This year's annual report sets out our compliance with our Welsh Language Standards and includes data that we are required to publish for the 2021/2022 financial year. We again recognise that whilst we have made good progress in a number of areas in challenging circumstances, we must continue work to improve our Welsh language performance across all aspects of the council's functions.

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, the council has continued to face several challenges presented by the on-going situation with regards the pandemic, COVID restrictions, and continued advice to work-from-home meaning there have been limited opportunities to engage with staff and communities across Newport. The council has needed to focus on adapting to new ways of working and continuing to deliver services to our citizens whilst ensuring staff are safe, and navigating the shifting risks associated with an on-going global pandemic.

We have had to continue a flexible response to COVID-19, reassessing priorities, and redeploying resources. These challenges were recognised and acknowledged by the Welsh Language Commissioner, whilst still recognising the need, and value of providing bilingual services.

One of the most significant challenges for the council, repeated this year, has been the continued 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.

As the level of restrictions lightened, we successfully implemented a Welsh in the Community Grant scheme to support activities across Newport in promoting the Welsh language and managed a soft launch of our Many faces of Welsh-ness campaign, as way of creating a Welsh identity and inclusiveness across Newport's communities and were able to appoint a Welsh language promotion officer.

Despite the restrictions associated with the pandemic, 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.

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.

Work continued during the year to revisit and develop a new version of the Welsh in Education Strategic Plan and to update the 5 Year Promotional Strategy to inform policy, plans and work programmes across the council to help achieve Welsh Government's Cymraeg 2050 Strategy.

This annual report provides updates on positive progress made this year, as well as identifying areas for continued development. 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

As noted in last year's report, the council revisited the post and were able to reappoint during the autumn. The remit continues to include engagement with Black, Asian, and Minority Ethnic communities in the Pillgwenlly area of Newport to promote Welsh medium education and promotion of Welsh medium education in general. To do this they have developed a Promotion Plan, which will be delivered and monitored with colleagues in the Education department and relevant stakeholders. The role also includes the promotion of Welsh in general to both staff and residents of Newport.

Our officer worked closely with schools and community stakeholders to support and develop a Promotion Plan that will align the outcomes of the Welsh in Education Strategic Plan and general education targets. They will play a key part in developing the governance and monitoring of the plan during the forthcoming year.

The officer has also assisted the four Welsh medium school Headteachers along with a project manager to develop several workshops and resources to be uploaded to HWB. This has helped pupils develop their skills as a result of the education they missed during the lockdowns.

Internally, they supported promotional activities for staff, including a bilingual St David's Day Newsletter and supported the delivery of Welsh Language Awareness sessions.

Welsh in the Community Grants

The Council made funding available to support local community groups, organisations, and individuals to promote, facilitate and increase the use of the Welsh language across Newport. The grants, which had to be applied for, were for those who wished to develop small projects that would

- Promote the use of Welsh in the community
- Increase the use of Welsh in social and non-educational environments.
- Increase of the visibility of Welsh in Newport
- Support Welsh speakers and learners across the city to use, practice and develop their skills.

The funding available was for a variety of spends, and could include but was not limited to:

- Purchase of supporting materials that to enhance communications or widen its reach
- Covering the costs of an event or activity in the local community.
- Purchase of new equipment and that will promote and support the use of the Welsh language
- Costs associated with developing support materials and networks.

Further to the Welsh in the Community Grant scheme we received:

- 13 applications from a variety of Community Groups
- an overall application value of £32,614.79

These projects cover a variety of activities and community groups, with some of the projects 100% funded as a result of the scheme.

The council received a number of excellent applications from community groups, stakeholders and a national group operating in Newport- these included Capel Mynydd Seion for a Welsh medium community radio station, Mudiad Meithirin to promote Welsh medium nursery activities and The British Red Cross to support and increase the use, awareness, and visibility of the Welsh language by specifically targeting refugees/asylum seekers and wider Black, Asian and Ethnic Minoritised communities.

A full list can be found in Appendix One.

Policies & Strategies

Over the past 12 months, despite the continuing limitations on community and stakeholder engagement, the council successfully drafted and published several new Welsh language related strategies and policies.

Welsh in Education Strategic Plan (WESP)

This includes the Welsh in Education Strategic Plan 2022-2032, supported by the Welsh language officer and Welsh language promotion officer and engagement events with the Welsh Education Forum members. The plan has passed through relevant channels and has been approved by full council and is now with Welsh Government for approval.

Welsh Education Promotional Plan

The Welsh Language Promotion Officer has drafted a promotional plan that will help deliver the outcomes listed in the WESP as well as list activities the council and stakeholders will undertake to promote Welsh medium education across Newport. Input from stakeholders who are member of the promotional group has been considered.

Welsh Language Skills Policy

During the last year a new Welsh language skills policy has been drafted and agreed by senior managers and will become live at the start of the new financial year. Work in preparation for the policy has been delivered by the HR & OD Business Partner supported by the Welsh Language Officer. This will include the adoption of the ALTE framework as a means of assessing linguistic ability in Welsh, all posts being advertised as Welsh desirable as a minimum and a Cymraeg Clir policy to help support and develop confidence across all Welsh speakers across the council.

5 Year Promotional Strategy

Our vision for the Welsh language is: ***“See, Hear, Learn, Use, Love”*** and for everyone in Newport to use, see and hear Welsh as a living language in all parts of life across the city across all the diverse communities.

To ensure this was reflected in the Strategy, it has been informed by the people living in Newport, Welsh language stakeholders and feedback from internal and external partners. During 2021 we

launched a number of community surveys to find out more about what people in Newport thought about the Welsh language and inform the focus of our strategic themes. Around 600 responses were received. The Strategy has been structured around 3 strategic themes to deliver our vision, considering our consultation findings, the linguistic profile of the city, our existing Welsh language priorities, and our aspirations for Welsh language growth - Theme 1: Communities and Culture, Theme 2: Education and Theme 3: Employers and Skills.

Promoting Bilingual Education

Working with colleagues in the Connected Communities Team, we identified a number of community languages in Newport; we then arranged and facilitated the translation of the Council's "Becoming Bilingual" parents' booklet into 12 different languages.

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 and hosted on ap AM. It included videos of 4 bands at iconic Newport sites.
- Continued to provide representation on local forums including Mwy na Geiriau, Fforwm Iaith and Rhwydiaith

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. This aligns with sustainable current and future local employment opportunities, enabling individuals and communities to achieve their potential.

This year, we have created a Task and Finish group that will review and scope the current position regarding Welsh language skills levels across Newport's PSB members, the third sector and others. This will consider recommendations on how we can work together to promote 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.

The council has continued to work with Careers Wales to support the creation of a number of events to promote the use of Welsh in the workplace, Welsh language careers and events through the medium of Welsh.

We have presented the completed research aimed at better understanding the gaps in Welsh language skills across childcare and early years education to the Welsh Language Implementation Group. As a result, the education department have been working at meeting with Careers Wales to develop a programme and sessions to promote careers in this area. Over the next 12 months we will look to present the findings to other relevant groups.

Looking back on 2021/22

Following a year that necessitated a focus on the delivery of essential services to our communities, and limited some of our planned Welsh language work, we aimed to carry over a number of previously identified priorities. The year continued to present a number of challenges as opportunities to engage in the way we had planned were again impacted by the continued situation.

However, we did manage to continue:

- 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 primary school
- Improve, develop, and begin to deliver a new Welsh Language Skills Policy. Processes have now been implemented and put in place to allow delivery next year.
- Developed creative partnership arrangements outside of the public and voluntary sector to raise the profile of the Welsh language across Newport. This included working with the Dragons rugby region and Newport County AFC to promote the Welsh language.

We also continued to:

- Engage and consult with key stakeholders and our communities to inform the development of our new 5-year Welsh Language Strategy which has been passed with the full support of Council.
- Adopting a number of Clear Cymraeg principles to better encourage staff to use Welsh in the workplace as part of our Welsh Language Skills policy.
- Deliver a cohesive approach to Welsh language skills development across our PSB partners through the Right Skills Board

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 or vacant positions advertised via our normal recruitment process using our HR system, iTrent. Positions reviewed as part of restructuring are not subject to a Welsh language assessment as they fall outside of this standard process.

No. of new posts 2017/18	No. of new posts 2018/19	No. of new posts 2019/20	No. of new posts 2020/21	No. of new posts 2021/22
577	175	72	291	392

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	
2021/22		
Welsh Competency Requirement	Number	Percentage of Total
Essential	11	2.8
Desirable	43	11
Not necessary	338	86.2
To be learnt in post	0	0
Total	392	

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.

In 2021/2022 the council received 4 complaints in total: 2 direct to the Council and 2 via the Welsh Language Commissioner's office.

Direct Complaints

In relation to the complaints received direct to the Council, one is ongoing and will be reported as part of the 2022/2023 report as it is ongoing. The second complaint had also been received via the Welsh Language Commissioner and is currently subject to their complaint's procedure, this will also be reported upon in next year's report.

Welsh Language Commissioner

As noted, the council received 2 complaints from the Welsh Language Commissioner's office, one complaint is still open and will be reported upon next year.

The second complaint related to a new supplier form. It has been rectified and closed with the council reminded that it needs to continue to promote Welsh language services. We revisited the process regarding offering a Welsh language service / forms via a soft-touch approach and trained those in the relevant department regarding our Welsh Language obligations and awareness.

Further to the cyberattack and ransomware incident at the Welsh Language Commissioner's Office, we continue to support and provide updates as requested in relation to historical data.

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

Due to the ongoing situation during the past year with the pandemic, working from home situation and additional work pressure, the group established by the council to test the effectiveness of the 'Say Something in Welsh' app has still be unable to function fully. 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 on-going pandemic also had a significant impact on the delivery of classroom-based Welsh language training, as arrangements were made to deliver the courses virtually and working from home continued to impact classroom-based training. Internal Welsh language awareness training was also impacted, although as the council adapted to working from home, elements of the course have been delivered virtually with an increase in attendances.

We hope to address this in 2022/23 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	2019/20	2020/21	2021/22
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	31
Welsh Mynediad/Entry Level 30-week course (Year 2)	6	11	0	11
Welsh Sylfaen/Foundation Level 30-week course (Year 1)	7	5	0	2
Welsh Sylfaen/Foundation Level 30-week course (Year 2)				7
Canolradd – Year 1				2
Canolradd – Year 2				6
Improvers Course for Welsh Speakers	8	8	0	-
Say Something in Welsh App			30	30

Course Title	2018/2019	2019/2020	2020/2021	2021/2022
Welsh Language Awareness	6	38	9	28

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	Headcount 2021/2022
6,147	5,949	5842	5785	5865	5980

Establishment List

Welsh Competency	No. of Employees by Score 2016/17					No Record *
	None	Beginner	Intermediate	Advanced		
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%
Welsh Competency	No. of Employees by Score 2017/18					No Record
	None	Beginner	Intermediate	Advanced		
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%
Welsh Competency	No. of Employees by Score 2018/19					No Record
	None	Beginner	Intermediate	Advanced		
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 Employees by Score 2021/2022				
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record
Reading	2577	1273	241	234	1655
Spoken	2358	1460	243	232	1687
Understanding	2383	1437	248	242	1670
Written	2618	1214	220	213	1715
Percentage of headcount	39.85%	24.03%	4.15%	4.05%	27.93%

By Service Area:

Adult and Community Services

	No. of Adult and Community Services Employees by Score 2021/22					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	215	30	4	8	197	
Spoken	207	34	5	8	200	
Understanding	206	34	4	9	201	
Written	219	20	3	8	204	
	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

Children and Young People Services

	No. of Children and Young People Services Employees by Score 2021/22				
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record
Reading	207	52	8	13	159
Spoken	189	63	11	12	164
Understanding	187	69	8	15	160
Written	205	44	12	12	166
	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

People and Business Change

	No. of People and Business Change Employees by Score 2021/22				
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record

Reading	72	10	1	4	45	
Spoken	66	12	1	4	49	
Understanding	66	14	1	4	47	
Written	68	9	2	3	50	
	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	

Regeneration, Investment and Housing

	No. of Regeneration, Investment and Housing Employees by Score 2021/22					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	255	113	14	9	152	
Spoken	214	137	17	8	167	
Understanding	226	132	13	9	163	
Written	251	95	15	7	175	
	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

Schools Employees

	No. of Schools Employees by Score 2021/22				
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record
Reading	1300	945	197	171	748
Spoken	1165	1078	194	171	753
Understanding	1186	1053	207	176	739
Written	1336	935	172	159	759
	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

Strategic Directors

	No. of Strategic Directors by Score 2021/22				
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record
Reading	3	1	-	-	-
Spoken	2	2	-	-	-
Understanding	3	1	-	-	-
Written	4	-	-	-	-
	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

Law and Regulation

No. of Law and Regulation Employees by Score 2021/22					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record
Reading	70	16	6	3	33
Spoken	67	17	6	3	35
Understanding	64	20	5	3	36
Written	69	15	5	3	36
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

Education

No. of Education Employees by Score 2021/22					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record
Reading	90	35	8	7	164
Spoken	82	45	8	5	164
Understanding	87	41	8	7	161

Written	97	30	7	6	164
	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

Streetscene and City Services

	No. of Streetscene and City Services Employees by Score 2020/22				
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record
Reading	169	25	2	6	114
Spoken	166	28	2	7	113
Understanding	168	26	0	7	115
Written	170	24	1	6	115
	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
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Finance

No. of Finance Employees by Score 2021/22					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record
Reading	50	26	1	1	26
Spoken	52	25	1	1	25
Understanding	50	23	1	1	29
Written	52	24	1	1	26
No. of Finance Employees by Score 2019/20					
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 was affected again this year due to the ongoing situation with 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. Staffing and recruitment continues to be difficult and presents the authority with significant challenges in a continuation of service delivery.

Policy Making Standards

The updated Fairness and Equality Impact Assessment process has been published and training delivered to key staff members involved in the decision-making process across a variety of service areas. Staff training focused on the effective use of FEIA to improve decision making and has aligned Cabinet, Scrutiny and Council Report templates to ensure decision makers are aware of their responsibilities. 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. A subgroup of the Welsh Language Implementation Group drafted a new Welsh Language Skills Policy that included a series of recommendations around internal Welsh language skills. Presented to the Corporate Management Team (CMT) it included 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 were made to the Group, and our Corporate Management Team early in 2021. Our HR team have put in place the infrastructure to deliver the new policy from April 2022.

Promotion Standards

Our new [5 year Promotion Strategy](#) has been passed by Cabinet and Full Council, and was positively received in terms of the direction of travel and drive to ensure Welsh is inclusive and accessible to all of Newport's diverse communities. It aims to bring together the work with stakeholders, other council services areas and the Welsh in Education Strategic Plan 2022-2032. It also drives the inclusion of the Welsh language with the Right Skills Board and our Public Service Board (PSBs) members to ensure consistency in the way Welsh is monitored as a workplace skill. Within the Strategy we also aim to ensure the people of Newport can, "**see, hear, learn, use and love**" the Welsh language. 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

The council continues to review 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 is 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 2022/2023

Following another year which necessitated a focus on the delivery of essential services to our communities, and staff continuing to work from home with limited scope to undertake engagement projects with Newport communities, we aim to carry over several priorities which were identified last year and include new ones to build on the foundations that have been laid, including:

- Working with our refugee, migrant and Minoritised 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 primary school
- Implementing our new Welsh Language Skills Policy, which has been agreed by senior management and includes adopting the, Cymraeg Clir principles, noting roles as Welsh desirable as a minimum and ALTE skills framework to record and monitor Welsh language skills in the workplace, and better using this data to inform strategic planning
- Build on the creative partnership arrangements developed outside the public and voluntary sector to better raise the profile of the Welsh language across Newport with opportunities at the Dragons rugby region and Newport County AFC
- Working with our neighbourhood hubs in each area of the city to promote better engagement with council services through the medium of Welsh
- Delivering a cohesive approach to Welsh language skills development across our PSB partners through the Right Skills Board

We have also identified several new priorities, including:

- Working with stakeholders and partner to deliver the new 5-year Welsh Language Strategy and embedding a performance monitoring framework to assess delivery of objectives
- Engaging with all of Newport's diverse communities to promote the Welsh language, raise awareness and visibility of the language and continue to develop Welsh medium education and the inclusivity of the language
- Embedding our new performance management structure across the council
- Rolling out our newly developed Welsh language training videos to all staff
- Scope and consider Welsh language courses for lapsed speakers, or those that need a confidence boost

For further information about our Welsh language work, please contact nccequality@newport.gov.uk

Appendix One

Overview of Projects

1Miliwn Ltd

To build and launch an exhibition style Welsh language fair with pop-up stands and a list of other high-profile businesses/organizations, initially aimed at school pupils to promote Welsh as a skill.

Grant will be used for: Each student's general admission, Equipment/Goods/Giveaways/Prizes, Stands/Stalls, 1Miliwn staff, 1Miliwn camera crew/production, Covid/Sanitary stations, and general expenses.

Welsh Roman Legion Museum

A project to create a new Welsh language learning resource for the museum created alongside the Welsh Language Centre to ensure all levels of learners are supported and to deliver an event for families, including activities to support children in Welsh-medium schools and to promote the language to non-Welsh speaking children.

Grant will be used for: Writing a Learning Welsh resource for adults, planning, printing, event for families, staff time.

Cylch Meithrin Caerllion

The project is to host an open day which intends to raise awareness of the new Cylch Meithrin, promote Welsh medium nursery provisions, create a fun day for families, and support families towards Welsh medium education.

Grant will be used for: Room hire & refreshments, hiring entertainment/personalities/characters, staffing, session vouchers, goodie bags, operational costs, advertisement, Welsh language resources.

Y Groes Goch Brydeinig/The British Red Cross

To support and increase the use, awareness, and visibility of the Welsh language by specifically targeting refugees/asylum seekers and wider BAME community by hosting a family friend day of events. With events such as: Welsh taster sessions, Welsh language performances, community entertainers, talks and workshops by high profile Welsh speaking BAME community members to showcase the use of the language from a multicultural perspective.

Grant will be used for: Sound and lighting technician, ushers, studios, resources for families, officer time, artists/speakers, food.

Eglwys Mynydd Seion

Project aims to increase the Welsh speaking community's digital competence to create their own broadcast quality podcasts/radio programs in Welsh, through the church community. They will source training and purchase equipment to create Welsh medium digital material and broadcasts.

Grant will be used for: Equipment & software (audio mixer, mic, speakers, headphones, iMac, studio table/chairs), training, travel costs.

Hungarian Cultural Community in Newport

The project objective is to celebrate and preserve the Hungarian and Welsh language in Newport and build links between the communities, teaching the community's roots and traditions so that it can be passed onto future generations and to bridge the Hungarian and Welsh communities.

Grant will be used for: Rent, board-games/toys/shipping, food, cleaning products, travel costs, Welsh-English interpreter.

Gaer Community Family Learning Organization

To run interactive and inclusive workshops for the Gaer Families and Community to learn about Welsh culture whilst learning incidental and conversational Welsh and create a social environment for people to naturally develop Welsh language skills.

They will also have a 'Taste of Wales' project for local families linked to Gaer Primary School to learn and practice the basics of the language in a relaxed environment. Offering Welsh through activities allows the Gaer's diverse cultures to get involved and learn about the culture and language.

Grant will be used for: Resources, transport, accompanist, studio recording, venue hire, cooking ingredients, bilingual documentary, consumables.

Gŵyl Newydd

Funds to host an arts competition open to all Newport citizens under the Gŵyl Newydd and #EinCasnewydd brand to celebrate the Welsh language. They aim to work with other stakeholders and the Council to raise awareness of the city's contemporary Welsh culture, inspire people to consider their identity and relationship with the Welsh language, develop creativity in the context of the language, and increase the visibility of the Welsh language in Newport.

Grant will be used for: Consulting partners, designing a web page, appoint judges, liaise with stakeholders, collect competition entries, arrange winners' expedition, showcasing Gŵyl Newydd winner's work.

Menter Iaith Casnewydd

To create and run Welsh language awareness sessions, by hosting community awareness sessions online and face-to-face specifically targeting the Pillgwenlly area of Newport. The project will see a series of short drop-in sessions during the week and at the weekend ensuring that people with children are welcome. We provide activities for the children.

The aim of the project is to raise the interest in Welsh medium education in the region and promote the benefits of using Welsh to parents of children in English-medium schools. Menter Iaith Casnewydd also intend to host people from all backgrounds and parts of society who have not had the opportunity to learn Welsh due to historical trends.

Grant will be used for: Consult with partners, develop awareness materials, provide knowledge questionnaires, install/promote awareness resource on website, organize face-to-face awareness sessions, rent, sessions, play materials, data analysis.

Newport Live

Each Newport Live employee will be provided with Welsh language flashcards to learn useful words/phrases to be used in the working environment and accompanied by online training videos.

The project will also trial 2 musical projects. The first being a Welsh language music night at the Riverfront with local artists and schools performing, with a mix of Welsh and non-Welsh speaking audience. The second would be a Welsh medium choir on St Dwynwen's Day, consisting of 6 weekly choir practice sessions, thus providing an opportunity for local people to develop their knowledge of Welsh culture.

Grant will be used for: Welsh language flashcards, choir project, music night, young people's holiday workshops.

Meithrin Brynglas

The project aims to improve the Welsh language resources available for use at this local Cylch Meithrin. By doing this, the organization hopes to attract more families to attend Cylchoedd Meithrin. Meithrin Brynglas hopes the grant will provide families with motivation to try Welsh language nursery provisions. This will be done by giving families vouchers for 3 sessions as part of a goodie bag, which also includes familiar Welsh language resources to use at home.

Grant will be used for: Various Welsh language toys/resources/games, session costs, goodie bags.

Meithrin Y Delyn

The project aims to improve the Welsh language resources available for use at this local Cylch Meithrin. By doing this, the organization hopes to attract more families to attend Cylchoedd Meithrin. Meithrin Y Delyn hopes the grant will provide families with motivation to try Welsh language nursery provisions. This will be done by giving families vouchers for 3 sessions as part of a goodie bag, which also includes familiar Welsh language resources to use at home.

Grant will be used for: Various Welsh language toys/resources/games, session costs, goodie bags.

Mudiad Meithrin

To improve the Welsh language resources available for use at this local Cylch Meithrin. By doing this, the organization hopes to attract more families to attend Cylchoedd Meithrin. Meithrin Meithrin hopes the grant will provide families with motivation to try Welsh language nursery provisions. This will be done by giving families vouchers for 3 sessions as part of a goodie bag, which also includes familiar Welsh language resources to use at home.

Grant will be used for: Various Welsh language toys/resources/games, session costs, goodie bags.