



Welsh Language Standards Annual Report 2022 - 2023

**Mae'r ddogfen hefyd ar gael yn Gymraeg
This document is also available in Welsh**

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1. Introduction

This is Swansea Council's seventh Welsh Language Annual Report, providing an overview of our compliance with the Welsh Language Standards and related activities for the financial year ending 31st March 2023. It has been prepared in accordance with Welsh Language Standards 158ⁱ, 164ⁱⁱ and 170ⁱⁱⁱ.

2. Background

Since 2016 all local authorities in Wales have had a statutory duty to comply with the Welsh Language (Wales) Measure (2011) and with specific Welsh Language Standards imposed by the Measure through sub-legislation (Welsh Language Regulation Standards). The intention of the standards is:

- to ensure that organisations treat the Welsh language no less favourably than the English language; and
- to promote and facilitate the use of the Welsh language (making it easier for people to use in their day-to-day-life).

The Standards aim to:

- make it clear to organisations what their duties are in relation to the Welsh language;
- make it clearer to Welsh speakers about the services they can expect to receive in Welsh; and
- make Welsh language services more consistent and improve their quality.

2.1 Swansea Council Welsh Language Standards

Compliance Notice Section 44 Welsh Language (Wales) Measure 2011¹ contains a list of 163 standards with which the council must comply. Table 1 shows those standards broken down across five categories.

Table 1: Swansea Council Welsh Language Standards

Swansea Council		
	Categories	Number of Standards
1	Service Delivery standards	86
2	Policy Making standards	16
3	Operational standards	51
4	Promotional standards	2
5	Record Keeping standards	8
	Total	163

¹ <https://www.swansea.gov.uk/cymraeg> <https://www.abertawe.gov.uk/cymraeg>

2.2 Accountability

The Cabinet Member for Education and Learning has Cabinet responsibility for the Welsh Language. The Corporate Management Team provides strategic leadership and operational compliance with the standards sits with Heads of Service. In addition, each Service Area has a Welsh Language Champion as the main channel for information (inward and outward) relevant to their work areas and practices.

In 2022-23 the Council's Standards Officer provided corporate administration and support for implementation of the standards, supporting service staff with the early resolution of issues and complaints, addressing queries from the public as well as helping promote the language. The Standard's Officer was also responsible for the day to day management of the Welsh Translation Unit.

The Council's Corporate Complaints Policy sets out the process for dealing with complaints about compliance with the Welsh Language Standards, and training.

All information and support materials relating to the implementation of the Welsh language standards and Welsh language training are available to employees on Council's intranet site, Staffnet. Awareness of the requirements of the standards is promoted via the Corporate Management Team, Leadership, Directorate Management Teams, and team meetings. The Welsh language is also promoted through the Council's internal communications mechanisms, including all staff briefings and the Chief Executive's weekly blog.

Each year an annual report on the Welsh language is submitted for approval to the Corporate Management Team and the Cabinet Member for Education and Learning. Once approved the reports are published in English and Welsh on our website and in all public council buildings.

3. Compliance with the Standards

3.1 Overview of 2022-23

2022-23 saw the UK's transition out of the COVID pandemic. Despite council buildings reopening and some staff returning to the office, many continued to work remotely, at least part of the time, in line with the Council's agile working policy. As such during the year communication with Swansea citizens and staff was mainly delivered through digital channels with all relevant communication to the public and staff being provided bilingually and published simultaneously.

Complying with the Welsh Language Standards continues to be challenging for the council, not least because we have a limited number of Welsh speakers who are willing and able to use their language skills at work. This has impacted our ability consistently to respond to phone calls in a timely way.

During 2022-23 we received six complaints regarding the Council's compliance with the standards (see section 3.4.) We were also pleased to see Swansea citizens engaging with the standards, raising issues and concerns such as Swansea market compliance and historic street signage.

Table 2 highlights examples of actions undertaken under each category of standards, together with some actions planned for 2023-24.

Table 2: Welsh Language Standards Actions Taken in 2022-23

Standard Category	Action taken during 2022-23	Action planned for 2023-24
Service Delivery	<ul style="list-style-type: none"> • Introduced new automated processes to improve service users access to services bilingually • Published the Council's 2022-27 Welsh Education Strategic Plan • Improved the search and navigation functions of the Council's website and Staffnet • Increased engagement with Welsh Language Champions 	<ul style="list-style-type: none"> • Implement the new Oracle Fusion system • Undertake a review of the Council's Staffnet and website pages to ensure content is compliant
Policy Making	<ul style="list-style-type: none"> ▪ Embedded Welsh Language impact assessments into the Council's Integrated Impact Assessment (IIA) process 	<ul style="list-style-type: none"> ▪ Monitor IIA compliance ▪ Council staff to attend WLC online policy making events
Operational Standards	<ul style="list-style-type: none"> ▪ Responded to Welsh Language Commissioner investigations and compliance directions ▪ Promoted Welsh Language Awareness training and Welsh Language courses 	<ul style="list-style-type: none"> ▪ Translate into Welsh all relevant staff policies ▪ Review HR correspondence templates to ensure compliance with the standards
Promotional Standards	<ul style="list-style-type: none"> ▪ Promotion of Welsh Language event days such as St David's Day, Diwrnod Shwmae, Diwrnod Hawliau/Welsh Language Rights Day and Dydd Santes Dwynwen. ▪ Participation in Grwp Deddf and the Local Welsh Government Association Group 	<ul style="list-style-type: none"> ▪ Review the Welsh Language Promotion Strategy ▪ Produce new Welsh Language Promotion Strategy
Record-keeping Standards	<ul style="list-style-type: none"> ▪ Continued to develop a new automated complaints' system 	<ul style="list-style-type: none"> ▪ Implement the new automated complaints' system

3.2 Service Delivery Standards

3.2.1 Email addresses

All individual and departmental email addresses are available in English and Welsh so that Welsh speaking residents and businesses can make contact via the Welsh address. Staff are expected to place their @swansea.gov.uk and their @abertawe.gov.uk address in their email signature. In addition, all external emails have an automated bilingual footnote which includes:

Croesewir gohebiaeth yn y Gymraeg a byddwn yn ymdrin â gohebiaeth Gymraeg a Saesneg i'r un safonau ac amserlenni.

We welcome correspondence in Welsh and will deal with Welsh and English correspondence to the same standards and timescales.

3.2.2 Telephone

1,805 Welsh language calls were made to the council in 2022-23 compared to 7,575 in 2021-22. This a reduction is directly related to the winding down of the pandemic related Track, Trace and Protect Service and the Welsh Vaccine Certification Service. The 2022-23 figure is more in line with that of pre-pandemic levels.

3.2.3 Staffing Arrangements

In 2022-23 the Welsh Translation Unit translated 3.17 million words which is in line with the number translated in 2021-22. Around 400,000 words were translated by our third party provider, compared to 750,00 in the previous year.

Welsh Language Champions were in place across services supporting and promoting the Welsh Language Standards, and work continued with the Welsh Language Skills Group.

3.2.4 Technical Systems

The Council has successfully delivered a series of digital projects so that residents and businesses can access services online bilingually, at times and in ways which suit their needs and personal circumstances, including:

- Satisfaction Survey. Following a tradesman's visit, this system enables customers to rate their work through a survey, providing valuable feedback to improve service quality and tradesman performance. Emails are bilingual.
- The Welsh Language RPA process significantly enhances our Welsh language services by automating the turnaround of internal translation requests.

- The Recycling Bag Request RPA process, built in bilingual email capabilities, streamlines the management of recycling bag distributions through automation.
- The Ward Map is an interactive digital tool designed to give users a visual representation of the Wards in Swansea. Available in Welsh and English.
- NDR Rate relief
- Cost of living payments
- Carers grant
- Fuel Support Grant
- School Uniform Grant
- Microsoft Teams bilingual functionality: Hybrid attendance using Microsoft Teams can now be conducted using a bilingual service in conjunction with our Welsh Translation Unit for council meetings.
- Installation of fully bilingual third public payment terminal at the Landore Park and Ride site.

3.2.5 Social Services

The Welsh Language Standards Act has strengthened the provision of bilingual services in Health and Social Care, and across the Council as a whole. We continue to use best practice approaches in using the Welsh language to improve the service offer to both citizens and amongst staff involved in delivering health and social care.

Swansea social services have continued to improve quality of services, practice and to enhance the lives of those people, whose preferred language is Welsh.

Here are some of the areas of development in Adult Services:

- Reflecting Welsh culture within all our services
- Updated Directory identifying Welsh Language Champions within social care
- Welsh Dementia Friends champions now becoming Dementia Friends Ambassadors
- Audit Tool developed to carry out Welsh speaking skills within adult services
- Monitoring how we promote Welsh culture through a quality assurance framework

3.2.6 “Mwy Na Geriau”, “More than Just Words”

In 2022-23 the *More than Just Words* strategy became more embedded in social services with a clear expectation that citizens can access the service in a way that meets their language needs, leading to better outcomes. The Social Services workforce understand how Welsh language and culture are central to a bilingual public service offer, and their role in promoting this.

The Council has developed an action plan to address the next phase of this national strategic framework, and work is underway to incorporate the objectives into existing transformation programmes.

Active Offer:

We continue to extend the active offer into all areas of social services provision. For example, a care home resident whose first language was Welsh recently given the option of having her planning meetings (MDT's) in her first language. The nurse based in the service was a fluent Welsh speaker and supported the resident during these meetings until her discharge from the service.

Welsh Champions:

Welsh Speaking Dementia Friends champions are transitioning to become Welsh speaking Dementia friends ambassadors. this will mean we have 2 Dementia Friends Ambassadors who are able to deliver Welsh Language training sessions to our teams, partner agencies, schools and of course to individuals and family members.

Dechrau Disglair:

A family attending the Welsh medium Flying Start childcare setting (Dechrau Disglair) were in desperate need of support. The child's key worker quickly identified that the family's level of need was high. The parents were experiencing financial difficulties with the family living only on the weekly child benefit. They didn't have food, clothes for the toddler nor themselves as parents. Mum was pregnant again with the baby due. With the support from the Children's Centre Dechrau Disglair we were able to obtain a winter coat for the toddler and some clothes, hat and gloves as it was extremely cold, and she only had a light summer jacket to wear. The setting also provided a bag of food and fruit. The Childcare Manager spoke to the Health Visitor - requesting a visit to address housing issues, fleas in the house, lack of bedding, and damp conditions. The toddler was sleeping in a cold damp room and her toys were mouldy.

The Health Visitor is now supporting the family with tenancy support and the Childcare Manager requested a food parcel / Christmas hamper for the family. Our Early Years Early Help Worker is now based at Dechrau Disglair and is aware of this family, assisting the Childcare Manager with information regarding additional support from the winter warm project. The EYEH Worker made a list of requirements in terms of supporting the family including addressing the basic needs of a newborn baby; additional baby clothes, blankets, baby bedding, bottles, nappies etc She also provided toys for the new baby and toddler. The family are extremely grateful for the support and for everything that they have received from Flying Start. Working together within the team has made a massive difference to the family.

3.3 Policy Making Standards

3.3.1 Equality Impact Assessments

During 2022-23 all policy making decisions were subject to the Council's Integrated Impact Assessment (IIA) process, which considers the potential effect which the initiative may have on Equality issues. While based on the requirements of the Public Sector Equality Duty (under the Equality Act (2010) the IIA requires

an assessment to be made of the Welsh Language Standards and our requirements to meet them. Associated guidance reinforces these requirements.

3.3.2 The Welsh Language Standards across Strategic Plans

The Council continues to embed its compliance with the Welsh Language Standards across its corporate strategic plans including:

- **The Council's Strategic Equality Plan (SEP)** both through the use of the IIA process and as a step to implement one of the equality objectives. In the SEP the Council has included a consideration of the Welsh Language alongside the wider protected characteristics in terms of our approach to equality
- **Swansea's Annual Review of Performance** – Welsh Language is highlighted as a priority for Education, describes how the Council is contributing to the national well-being goals, and how the Council is training staff
- **Swansea's Corporate Plan** – Welsh Language as steps in both the Education & Skills and Transformation & Future Council Development well-being objectives

3.4 Operational standards

3.4.1 Resources for Staff

Operational Standards relate to the use of Welsh within the internal functions of the Council including its relationship with its employees (including during recruitment and appointment), through:

- Encouraging and assisting staff to use their Welsh language skills as part of their normal day-to-day work; and
- Providing a supportive framework for staff to improve and develop their Welsh language skills.

During 2022-23, the Human Resources Service reviewed their policies and procedures to identify those which need to be available bilingually and published on Staffnet.

The StaffNet has a 'Welsh Language' section² which contains supporting resources for staff using the Welsh language in their work, such as:

- An overview of the Standards, including information on the role of the Welsh Language Commissioner
- An on-line Welsh language awareness course developed to provide some social and historical context to the Welsh language and its place in modern society
- Handy guides on specific areas of the standards, e.g.:
 - telephone calls
 - emails
 - organising meetings
 - design of signs

² <http://www.swansea.gov.uk/staffnet/welsh>

- access to software applications to assist staff in the use of Welsh (e.g. MSOffice spell checking, grammar checking, and automatic translation).
- Access to standard translations to assist with production of standard information with small amounts of variable data (e.g. dates, times, venues and automatic (out of office) messages)
- Guide to bilingual social media - rules for publicising events and other information on Twitter, Facebook, and other social media.
- Details of Welsh language tuition and practice sessions, including external courses listed on the <http://www.swansea.ac.uk/learnwelsh/> website
- Regular external social events via the Menter Iaith Abertawe website
- Welsh language training opportunities for staff
- Details of service area Welsh Language Champions

3.4.2 Staffnet – Staff usage and promotion of Welsh

In 2022-23 there were 2,513,689 total page views on Staffnet, including the default browser screen. This is an increase of 17% on 2021-22. 20,428 page views related to Welsh, a 7.5% increase on the previous year. The top page views about Welsh are shown in Table 3.

Table 3: Top Welsh Staffnet Pages Viewed in 2022-23

Staffnet Page	No. of views
/welsh translations	10744
/stafflogin?returnurl=https://staffnet.swansea.gov.uk/welshtranslations	2040
/welsh	1960
/learn welsh	1343
/welsh language unit	425
/bilingual lmessages	414
/welsh phrases	399
/welsh translation terms of service	386
/welsh guides	273
/new year welsh	165
/welsh standards	138
/welsh champions	127

3.4.3 Staff and Welsh Language Skills

In 2022-23, 2,152 employees (excluding schools) provided information on their skills in respect of the Welsh language (see Table 4). 846 staff of these reported having some level of Welsh language skills, which is a 28% increase on the 662 who reported in 2021-22. 601 employees were willing to use Welsh in the course of their work, compared to 454 in 2021-22, an increase of a third.

Table 4: Staff Self-Reporting Welsh Language Skills in 2022-23

	Understand spoken welsh	Speak Welsh	Read Welsh	Write Welsh	Learning Welsh	Willing to use in course of your work
Yes	343	261	279	231	230	601
No	100	96	101	101	106	357
Not Stated	1,709	1,795	1,772	1,820	1,816	1,107
Preferred not to say	-	-	-	-	-	87
Total	2,152	2,152	2,152	2,152	2,152	2,152

12.98% of all the council's staff (excluding schools) reported having some Welsh language skills, compared to 10.24% reported in 2021-22.

Table 5: Percentage of Council staff (excluding schools) reporting to have Welsh language skills

Directorate	Number of Staff reporting Welsh Language Skills	Total Number of Staff	Percentage of Staff known to have Welsh Language Skills
Place	391	2,721	14.37
Corporate Services	68	433	15.70
Finance	19	257	7.39
Education excluding schools	41	978	4.19
Social Services	327	2,130	15.35
Total	846	6,519	12.98

Table 6: Breakdown of Employees Self-Reporting Welsh language skills by grade (excluding schools)

Grade Name	No of staff self-reporting skill level
Chief Officer 1-5	1
Director]	3
Grade 1	6
Grade 2	91
Grade 2a	25
Grade 3	100
Grade 4	140
Grade 4a	20
Grade 5	316
Grade 5a	3
Grade 6	427

Grade 7	336
Grade 8	234
Grade 9	159
Grade 10	101
Grade 10a	32
Grade 10b	14
Grade 11	53
Grade 12	26
HOS Band 1	6
HOS Band 2	4
Minimum Wage	16
Apprentices	10
Soulbury Grades	12
Teacher (Central Education)	17
Total	2,152

3.4.4 New and Vacant Posts

Table 7 shows that of the 381 new posts created in 2022-23, 69% (261) stated that Welsh language skills were desirable or essential. Table 8 shows that more than 65% of these posts required some level of Welsh language skills.

Table 7: Welsh language skills criteria for new posts in 2022-23

Welsh Language skill Criteria	Number of new posts
Not Required	120
Desirable	258
Essential	3
Total	381

Table 8: Welsh language skills level required for new posts in 2022-23

Welsh Language skill level required	Number of new posts
Level 1	243
Level 2	2
Level 3	2
Level 4	1
Level 5	1
Level Not Specified	132
Total	381

Table 9 shows that of the 678 vacant posts as at 31 March 23, 52% (351) identified Welsh language skills as a desirable or essential criteria while Table 10 shows that more than half of the vacant posts required some level of Welsh Language skills.

Table 9: Welsh language skills criteria for posts that were vacant as at 31 March 2023

Welsh Language skill Criteria	Number of vacant posts
Not Required	327
Desirable	349
Essential	2
Total	678

Table 10: Welsh Language Skill Level Required for Vacant Posts as at 31 March 2023

Welsh Language skill level required	Number of vacant posts
Level 1	339
Level 2	4
Level 3	2
Level 4	0
Level 5	1
Level not specified	332
Total	678

Consistent comparisons with 2021-22 require the new and vacant posts to be combined. In 2021-22 the Council reported that 34% of new or vacant posts had specified that Welsh language skills were desirable or essential. In 2022-23 that figure has increased to 58% of all posts.

3.4.5 Schools' Workforce Welsh Language Skills

The percentage of the schools' workforce that has some level of Welsh language skills in 2022-23 the same as in 2021-22, at an all school level as well as in English and Welsh medium schools.

Tables 11a-11c: School Workforce Census 2022: Ability in Welsh

All schools	Headcount			Percentage of Headcount		
Level	Teachers	Support	Total	Teachers	Support	Total
Proficient Level	405	253	658	19%	10%	14%
Advanced Level	70	38	108	3%	1%	2%
Intermediate Level	180	60	240	9%	2%	5%
Foundation Level	437	208	645	21%	8%	14%
Entry Level	595	891	1,486	28%	34%	31%
No language skills	436	1,183	1,619	21%	45%	34%
Information not yet obtained	4	10	14	0%	0%	0%
Total	2,127	2,643	4,770	100%	100%	100%

English medium only	Headcount			Percentage of Headcount		
Level	Teachers	Support	Total	Teachers	Support	Total
Proficient Level	124	44	168	7%	2%	4%
Advanced Level	63	26	89	3%	1%	2%
Intermediate Level	180	55	235	10%	2%	6%
Foundation Level	437	207	644	24%	9%	15%
Entry Level	595	891	1,486	32%	37%	35%
No language skills	436	1,180	1,616	24%	49%	38%
Information not yet obtained	4	10	14	0%	0%	0%
Total	1,839	2,413	4,252	100%	100%	100%

Welsh medium only	Headcount			Percentage of Headcount		
Level	Teachers	Support	Total	Teachers	Support	Total
Proficient Level	281	209	490	98%	91%	95%
Advanced Level	7	12	19	2%	5%	4%
Intermediate Level		5	5	0%	2%	1%
Foundation Level		1	1	0%	0%	0%
Entry Level				0%	0%	0%
No language skills		3	3	0%	1%	1%
Total	288	230	518	100%	100%	100%

3.4.6 Staff Training

In 2022-23 the Council's Welsh Language Training Support Group met monthly to take forward the Welsh language skills strategic framework and enable more staff to learn or improve Welsh Language skills.

As can be seen in Table 12, there 65 employees participated in formal Welsh language training courses, nearly a third more than in 2021-22.

Table 12: Number of Employees participating in formal Welsh language training

Training Course	2022-23 Participants	2021-22 Participants
Mynediad Level 1	36	12
Mynediad Level 2	10	16
Sylfaen (Foundation) Level 1	15	15
Sylfaen (Foundation) Level 2	4	6
Total	65	49

3.4.7 Staff Communication

Communication issued centrally and sent to groups of staff is in English (as is permissible under the standards).

3.4.8 Meetings

Hybrid meetings are now the main model for meetings, with the aim of encouraging greater participation in the democratic process including from Welsh speakers. Although the corporate tool remains Teams, Zoom licences have also been procured for facilitators to enable simultaneous translation.

3.5 Promotion Standards

The Council's five year Welsh Language strategy formally expired during 2022-23 and a review of its effectiveness commenced. Work also began on developing the next five year promotion strategy, including reviewing other councils' strategies and guidance from the Welsh Language Commissioner. Development of the strategy will continue in 2023-24 and in the meantime, the 2017-2022 strategy will be rolled forward.

3.6 Record Keeping Standards

3.6.1 Complaints

There were six Welsh language complaints in 2022-23 compared with seven the previous year.

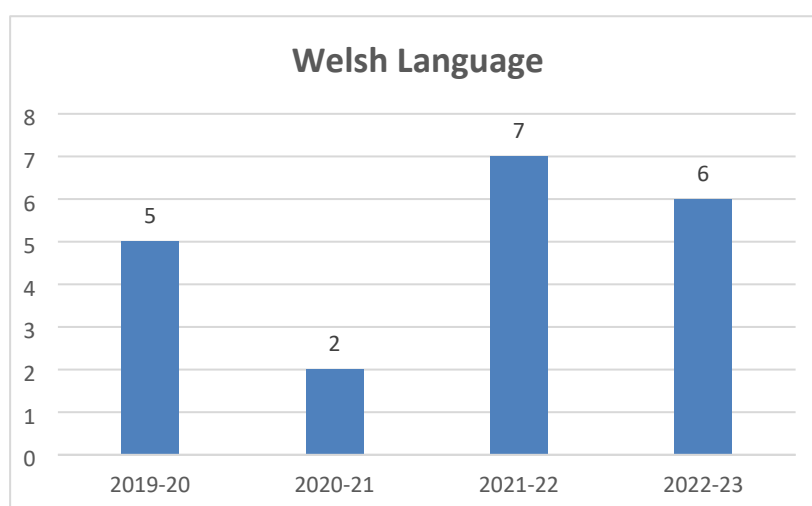


Table 13: Details of Welsh Language Complaints Received in 2022-23

Complaint details	Council Response
Complainant was unable able to speak with a Welsh speaker in Council Tax, despite selecting the Welsh option	No action taken
Iron Man signs were not bilingual	No response sent as no contact details provided on webform by complainant
Letter from Bereavement Service was sent in English only. When they contacted the department, they were advised it was to 'save money'.	An apology was provided, and the complainant was advised that this was not the case – letters are available in Welsh
Non-Welsh speaking complainant felt discriminated against as he could get a response from the Environmental Health Welsh line, but not the English phone line	No action was taken

Welsh not English printed first on council parking machines	Complainant advised that is in line with Welsh Government policy
Street names not in Welsh	Complainant was advised that the Council's Highways, Technical and Property Services Committee discussed the policy for naming streets on 11th December 1996 and resolved, <i>"that streets should be named in either English or Welsh with approximate equal use of each language ensured by monitoring over time. It was proposed that local characteristics should dictate the choice in each particular case"</i>

4. Welsh Medium Education

The future development of the Welsh language across Swansea and beyond is fundamentally linked with Welsh-medium education and this aspect is dealt with specifically in the council's Welsh in Education Strategic Plan (WESP). This was consulted upon in autumn 2021 and approved by the council's Cabinet in January 2022. It was subsequently submitted to the Minister for Welsh Language and Education and following feedback from the Minister received final approval and was implemented in September 2022.

There are 10 Welsh-medium primary schools feeding into the two secondary schools: Ysgol Gyfun Gŵyr, and Ysgol Gyfun Gymraeg Bryn Tawe.

Tables 14 to 18 below show the number of students attending Welsh-medium education in the three age ranges each year since 2019-20. The overall percentage of students in Welsh language streams has remained stable at between 14-15%, with a slight reduction being seen in the percentage of primary students and an small increase in years 12-13 in 2022-23.

Table14: Number of Students Attending Welsh Medium Education 2022-23

School Rolls	Total Welsh and English streams	Number of students in Welsh medium provision	Percentage of students in Welsh language streams
Primary	21358	3081	14.43%
Y7-11	13298	1733	13.03%
Y12-13	1269	284	22.38%
Total	35,925	5,098	14.19%

Table 15: Number of Students Attending Welsh Medium Education 2021-22

School Rolls	Total Welsh and English streams	Number of students in Welsh medium provision	Percentage of students in Welsh language streams
Primary	21394	3133	14.64%
Y7-11	12871	1720	13.36%
Y12-13	1420	294	20.70%
Total	35,685	5,147	14.42%

Table 16: Number of Students Attending Welsh Medium Education 2021-22

School Rolls	Total Welsh and English streams	Number of students in Welsh medium provision	Percentage of students in Welsh language streams
Primary	21159	3157	14.92%
Y7-11	12859	1674	13.02%
Y12-13	1507	315	20.90%
Total	35,525	5,146	14.49%

Table 17: Number of Students Attending Welsh Medium Education 2020-21

School Rolls	Total Welsh and English streams	Number of students in Welsh medium provision	% of students in Welsh language streams
Primary	22190	3519	15.9%
Y7-11	12331	1503	12.2%
Y12-13	1358	273	20.1%
Total	35,879	5,295	14.8%

Table 18: Number of Students Attending Welsh Medium Education 2019-20

School Rolls	Total Welsh and English streams	Number of students in Welsh medium provision	Percentage of students in Welsh language streams
Primary	22147	3306	14.9%
Y7-11	12246	1503	12.3%
Y12-13	1318	273	20.7%
Total	35,711	5,082	14.2%

In GCSE Welsh First Language, 78.2% in 2023 of students attain grades A*- C, and numbers entering this subject (307 entries) were slightly down on the previous year. In the GCSE Welsh Second Language 67.2% in 2023 attain grades A*- C with 1763 entries, the highest number of entries since 2020.

In 2023 KS3 Welsh First Language for the expected level and above (Level 5) was just under 91%. KS3 Welsh Second Language for the expected level and above was just above 76%. Due to the pandemic data collections for KS2 stopped in 2020 and did not restart.

5. Conclusions and Recommendations

The Council has continued to promote the Welsh Language in 2022-23 and has sought to strengthen its compliance with the Welsh Language Standards across the five categories. From publishing the 2022-27 WESP and embedding Welsh language into the Integrated Impact Assessment to responding to the outcome of Welsh Language Commissioner investigations and promoting Welsh Language event days such as St David's Day.

We continued to experience challenges in recruiting Welsh speaking employees which has had an impact on our ability to respond to phone calls in a timely manner. We were pleased to see an increase in the number of employees reporting some Welsh language skills and an increase of 33% in the number reporting to be willing to use the skills in the workplace. However, we still do not know the skill level of two thirds of our non-schools workforce so we will continue to look for ways to increase these numbers and to recruit more Welsh speakers into our contact centres. For example, in 2022-23 we increased the number of new and vacant posts which required some level of Welsh Language skills. 58% of these posts stated that Welsh language skills were desirable or essential compared to 34% in 2021-22.

Next year we will continue to implement the WESP and also to focus on our compliance with the Operational Standards, particularly in respect of staff policies and correspondence and we will audit our internal and external web pages to maximise our compliance with the service delivery standards.

Turning to the promotion standards we will complete the review our first Welsh Language Strategy which expired in 2022-23 and we will continue to develop a new five year strategy.

Finally, in 2023-24 we will implement the new Oracle Fusion system and a new automated complaints' system. This will help us to improve the ways in which we communicate, engage, and provide services to Swansea citizens through the media of English and Welsh.

ⁱ Standard 158: (1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the service delivery standards with which you were under a duty to comply during that year. (2) The annual report must include the number of complaints that you received during that year which related to your compliance with the service delivery standards with which

you were under a duty to comply. (3) You must publish the annual report no later than 30 June following the financial year to which the report relates.

ⁱⁱ Standard 164: (1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the policy making standards with which you were under a duty to comply during that year. (2) The annual report must include the number of complaints you received during the year which related to your compliance with the policy making standards with which you were under a duty to comply. (3) You must publish the annual report no later than 30 June following the financial year to which the report relates. (4) You must publicise the fact that you have published an annual report. (5) You must ensure that a current copy of your annual report is available (a) on your website, and (b) in each of your offices that are open to the public.

ⁱⁱⁱ Standard 170: (1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the operational standards with which you were under a duty to comply during that year. (2) The annual report must include the following information (where relevant, to the extent you are under a duty to comply with the standards referred to:

(a) the number of employees who have Welsh language skills at the end of the year in question

(b) the number of members of staff who attended training courses you offered in Welsh during the year

(c) if a Welsh version of a course was offered by you during that year, the percentage of the total number of staff attending the course who attended the Welsh version

(ch) the number of new and vacant posts that you advertised during the year which were categorised as posts where: (i) Welsh language skills were essential, (ii) Welsh language skills needed to be learnt when appointed to the post, (iii) Welsh language skills were desirable, or (iv) Welsh language skills were not necessary, (on the basis of the records you kept in accordance with standard 154);

(d) the number of complaints that you received during that year which related to your compliance with the operational standards with which you were under a duty to comply.