Welsh Language Annual Report 2021-22

June 2022

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1. Introduction

This is the sixth Annual Report since the standards became effective and provides an overview of the activity within the financial year ending 31st March 2022.

Swansea Council remains committed to the Welsh Language Standards. This report contains examples and highlights of new projects and activities during the year to meet the standards. The report also includes work or actions as a result of any feedback, investigations, or montoring work by the Commissioner, or as a result of complaints received directly from the public. It concludes with recommendations going forward.

2. Background

Since 30th March 2016 all local authorities in Wales have had a statutory duty to comply with the Welsh Language (Wales) Measure (2011) and with the 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.
- 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.
- make Welsh language services more consistent and improve their quality.

2.1 Swansea Council Standards
The standards issued to the City and County of Swansea are listed in a Compliance Notice - Section 44 Welsh Language (Wales) Measure 2011. A copy of these standards is available on the council's public website at: https://www.swansea.gov.uk/cymraeg https://www.abertawe.gov.uk/cymraeg

This notice, agreed with the Office of the Welsh Language Commissioner, is the current document governing our compliance.

Swansea Council is required to comply with **163 standards across 5 categories** as shown in table 1, below:

Table 1: Standards for compliance by Swansea Council

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**

2.2 Accountability

Strategic leadership for the Welsh Language continues to rest with the Corporate Management Team. Implementation of the Standards on a day-to-day is corporately through the Standards Officer down to services through Heads of Service. Each service area has a Welsh Language Champion as the main channel for information (inward and outward) relevant to their work areas and practices. The Standards Officer also manages the Welsh Translation Unit.

The Cabinet Member for Education & Learning champions Welsh Language Standards at a Political level.

This Annual Report will be presented to the Corporate Management Team (senior management) and the Service Improvement & Finance Scrutiny Performance Panel (Scrutiny Committee).

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

3. Matters Arising During the Reporting Period - The Operation of Standards

3.1 General Arrangements

In general, the Council has continued to be make improvements on implementing the Welsh language standards during the year despite the pandemic. General feedback indicates that officers are more educated in relation to the requirements of the Standards.

The priority continues to be concentrating on Service Delivery standards as they are greatest in number (86), are the most visible to the public, and attracted the areas of complaint during the year. Work also continues to progress on the Operational Standards particularly as they apply to the requirements in relation to the authority's workforce.

Specific compliance activity during the year is highlighted below and in the later sections:

Standards Group	Action taken during 2021-22	Action to be taken in the coming year
Service Delivery Standards	- e-Democracy project completed - Standards Officer in post - Automation project continued - Complaints system continued	- Continue with automation - Complete the complaints system
Policy Making Standards	All reports through Cabinet/Council assessed for impact on the Welsh Language through the Equality Impact Assessment (EIA) process	Monitor and embed
Operational Standards	- The Council is looking to introduce a breach panel process and Welsh Language Board. This mirrors a very successful approach already in place in the Council for data breaches and information governance - Continue the promotion of Welsh Language courses on the homepage of the Council's intranet and in news stories	- Breach panel process live - Welsh Language Board convened - Continue to explore mandatory Welsh when recruiting unless specific shortage in the market for a particular skill - Review of the five year strategy - Explore ways of attracting Welsh speakers to work for the Council from Welsh medium schools, universities, and further education colleges
Promotional Standards	- External website refresh has been completed. Easier to find information and search - Currently refreshing the intranet for staff. Planning to highlight the Welsh Language section to the homepage	Review the Welsh Language Promotion Strategy

Standards Group	Action taken during 2021-22	Action to be taken in the coming year
	- Already a banner space for Welsh Language promotional activity and links to Welsh Language news stories - Welsh Language Rights Day and Dydd Santes Dwynwen - Reviewed emergency procedures and experiences from the pandemic with regard provision in Welsh and English	
Record-keeping Standards	Complaints system continued	Complete the complaints system

3.1 Service Delivery Standards

3.1.1. 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.

3.1.2 Telephone
During the reporting period 7,575 callers to the Council's main lines chose the option to speak to the Council in Welsh. This is a significant increase to the 2,771 callers in 2020-21 due to TTP and the National Covid Vaccination line hosted by Swansea Council, which accounts for 5,986 of those calls.

3.1.3 Staffing Arrangements
With regards the Welsh Translation Unit, further new ways of working continue to be implemented. Along with using a mix of internal and external translators.

Translation timescales have improved as a result of:
- Raising awareness at Corporate Management Team regarding Complaints received
- Better forward planning and communication; and
- Working with services in relation to annual translation requirements.

During 2021-22, the Council translated just over 3.1 million words (an increase from the 2.4 million words in 2020-21). In addition, 751,068 words were translated externally.

Prior to the pandemic in 2019-20 "Cwtsh Cymraeg" areas were created for staff to practice Welsh when in the office. The virtual 'Cwtsh – Ysgrifennu yn Cymraeg' was still available thoughout 2021-22 for Officers to use virtually.

Welsh Language Champions are in place across services supporting and promoting the Welsh Language Standards.

A Standards Officer post was created to bolster corporate capacity around compliance. The Welsh Translation Unit is a joint service with Neath & Port Talbot Council (NPT) and further work will be done in 2022-23 following discussions with NPT.

3.1.4. Technical Systems
<u>New complaints system</u>
Work continues to develop a new system for the public to complain to the Council, including around compliance with the Welsh language standards. This includes functionality for a member of the public to log and track progress of their complaint as well as receive secure communications from Council staff instead of receiving emails. The second phase of development for later in the year will then incorporate Freedom of Information requests and Subject Access Requests around the Welsh language standards. The system will improve the breadth of reporting and enable data-led decision-making and targeted training around Welsh Language Standards and compliance.

<u>Enterprise Resource Planning (ERP) upgrade</u>
The Council's core integrated finance, HR, training, purchasing and payables system is being upgraded to the cloud version. Record keeping standards are being followed in the production of reports from the new system.

3.1.5 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.

Swansea Council promotes 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 Service Provision:

- Reflecting Welsh culture within all our services
- Capturing information on how we promote Welsh culture in our services through our quarterly quality observations
- Identifying Welsh Language Champions within care services (Adult Services)
- Welsh Dementia Friends Champions who make an 'active offer' in care homes/ day services
- Delivering a bilingual Dementia Friends Awareness session at our staff event
- Capturing magic moments poster and Welsh speaking individuals feedback through the medium of Welsh - Maseglas
- Inclusive communication board in Welsh – Alexandra road
- Intergenerational work with school children (The Hollies / Pontardulais)

Here is some of the Welsh artwork and poetry that was drawn/written by people staying at Maesglas.

This artwork was shared by a group of the service users who designed – this was sent to CIW for a Welsh celebration

One Service user wrote this poem:

Dechreuodd Cofid
Stopiodd ein bywyd
Ond ddim I ni
Gofalwyr yw'r Gorau
Mae pobl yn marw
Dagrau yn cwympo
O gwmpas celwyddau
Ond nid y gofalwyr!
Colomen wen, heddwch a chariad
Swnio'n ddamatig
Mae'n wir, welesi
Tra'n segur trwy'r ffyrlo
Netfflics a'r radio
Yn gofalu am y gorau tra'n gwisgo PPE
Mae'n wir, weles i
Dechreuodd Cofid a chariwn ymlaen
Wnath bywyd dim stopio
Gofalwyr yw'r Gorau!.

3.1.6 "Mwy Na Geriau", "More than Just Words"

Mwy Na Geriau "More than Just Words – Swansea social services are working across all services and team to continue to implement Health and Social Care framework, Swansea remains committed to the Fforwm Mwy Na Geiriau, the regional partnerships.

Swansea contributed a number of examples of good practice to the recent Welsh Government commissioned national evaluation of the Mwy Na Geriau strategy.

Swansea Council have extended the offer to social care staff to learn Welsh through work. Courses now run up to foundation level, and these opportunities are advertised widely on the staff intranet and through #TrainingTuesday. In addition, there is support for Welsh speakers new learners across the organisation. There is a corporate Welsh Language training group which meets to coordinate opportunities, to support each other and to share good practice.

The 'Active Offer' is being promoted within social services front doors (IAA) backed by contingency plans to ensure that there is access to suitably informed, Welsh speaking

social worker or staff trained to provide advice and assistance. The 'Active Offer' is promoted within frontline services, in the context of the pandemic.

Bonymaen House
A Welsh speaking resident who asked to have her Multi -Disciplinary Team (MDT) meeting, and review of her care and support plan to be carried out in Welsh and a Welsh Language Social Worker was appointed to ensure her wishes were carried out. The lady was very happy the meeting was carried out in her language of choice.

3.2 Policy Making Standards

3.2.1 Equality Impact Assessments

All Policy Making decisions are subject to the authority's corporate Equality Impact Assessment (EIA) 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) our particular EIA process has broadened the set of parameters to include specific mention of the Welsh Language Standards and our requirements to meet them. Associated guidance reinforces these requirements. Whilst understanding of the standards has increased generally, officers often require explanation and support when completing the Welsh language element of an EIA. One common issue is a failure to discuss proposals with Welsh speakers in the community.

During 2021-22 all reports through Cabinet/Council were screened / assessed for impact on the Welsh Language through the EIA process.

3.2.2 The Welsh Language Standards across Strategic Plans

Swansea Council has embedded its work on the Welsh Language Standards across its corporate strategic plans including:

- **The Council's Strategic Equality Plan (SEP)** both through the use of the EIA 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.

3.3 Operational standards

3.3.1 Resources for Staff

Operational Standards relate to the use of Welsh within the internal functions of the Council including the relationship between the Authority and 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

- Providing a supportive framework for staff to improve and develop their Welsh language skills.

The Human Resources department commissioned the translation of policies and procedures as directed under the standards and these are available to any member of staff as well as on the Council's website.

Access to software to assist staff in the use of Welsh (e.g. MSOffice spell checking and grammar checking; and automatic translation) is available as a standard add-on. StaffNet has a 'Welsh Language' section http://www.swansea.gov.uk/staffnet/welsh which contains supporting resources for staff using the Welsh language in their work, which includes:

- 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, each giving a quick guide to a specific area of the standards, e.g:
  - telephone calls
  - emails
  - organising meetings
  - design of signs
- Welsh Translation Services - Standard Translations that are searchable on Staffnet to assist with production of standard information with small amounts of variable data, for example:
  - dates, times, venues
  - automatic (out of office) messages
  - standard ad hoc signs
- 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 for staff - initially targeted towards front-line staff in areas with an identified insufficiency of Welsh-speakers
- Details of service area Welsh Language Champions.

3.3.2 Staffnet – Staff usage and promotion of Welsh
There have been over 2,156,156 total pageviews on Staffnet in the past year. 19,003 of these were related to Welsh. The top 10 pages about Welsh on Staffnet from 1 April 2021 - 31 March 2022 are:

Page Title	Pageviews
Swansea Staffnet - Get something translated into Welsh	10,564
Swansea Staffnet - Welsh language lessons for staff	971
Swansea Staffnet - Welsh language	400
Swansea Staffnet - 'Do not use Google Translate for Welsh translations' our in-house translation service urge (stori newyddion)	349
Swansea Staffnet – Staff and schools say Shwmae (stori newyddion)	196

Page Title	Pageviews
Swansea Staffnet - Welsh language handy guides and useful information	195
Swansea Staffnet - Welsh learners recognised in virtual ceremony (stori newyddion)	186
Swansea Staffnet - Welsh translation reminder (stori newyddion)	175
Swansea Staffnet - Had a query in Welsh? Please answer in Welsh (stori newyddion)	175
Swansea Staffnet - Welsh phrases and words	132

3.3.4 Staff and Welsh Language Skills

The latest data supplied by staff can be seen in the following tables:

Total number of staff with Welsh Skills (excluding schools) = 662 (increase from 416 in 2020-21)

% with Welsh skills against number of employees in the Council (excluding schools) = 10.24% (increase from 6.8% in 2020-21)

	Understand spoken welsh	Speak Welsh	Read Welsh	Write Welsh	Learning Welsh	Willing to use in course of your work
Yes	257	194	206	168	192	454
No	72	65	67	67	71	294
Not Stated	1379	1449	1435	1473	1445	898
Preferred not to say	0	0	0	0	0	62

Breakdown by Directorate:

Department	Number of Staff with Welsh Language Skills	Number of Staff without Welsh Language Skills	Percentage of Staff with Welsh Language Skills
Place	275	436	38.7%
Corporate Services	61	93	39.6%
Finance	13	33	28.3%
Education excluding schools	60	132	31.3%
Social Services	253	352	41.8%

Breakdown by Grade (excluding schools):

Grade	Number of Staff
Deputy Chief Executive|1-3|	1

Director|001-007|	1
GRADE_01|01|	2
GRADE_02|03|	13
GRADE_02A|03A|	3
GRADE_03|04|	14
GRADE_04|05-06|	20
GRADE_04A|05A-06A|	2
GRADE_05|07-09|	47
GRADE_06|11-17|	61
GRADE_07|19-24|	68
GRADE_08|25-29|	48
GRADE_09|30-34|	40
GRADE_10|35-39|	24
GRADE_10A|35-37|	12
GRADE_10B|38-39|	4
GRADE_11|40-44|	13
GRADE_12|45-49|	12
Head Deputy and Assistant Teachers|001-043|H00	2
HOS Band_1|07-13|	1
HOS Band_2|03-09|	1
Apprentices	5
No grade given	2
Soulbury Advisor Inspectors|002-011|	2
Soulbury Advisor Inspectors|019-022|	2
Soulbury Advisor Inspectors|022-024|	1
Soulbury Ed Psychologist|001-009|	2
Teacher|001-006|W00	4
Threshold Teacher|001-003|P00	6
Unqualified Teacher|001-006|	3

Schools Workforce

The schools workforce census is reported to Welsh Government in this specific format:

School Workforce Census 2021 : Ability in Welsh

All schools	Headcount			Percentage of Headcount		
Level	Teachers	Support	Total	Teachers	Support	Total
Proficient Level	402	237	639	19.2%	9.1%	13.6%
Advanced Level	74	37	111	3.5%	1.4%	2.4%
Intermediate Level	181	54	235	8.6%	2.1%	5.0%
Foundation Level	442	203	645	21.1%	7.8%	13.7%
Entry Level	557	910	1467	26.6%	35.0%	31.2%
No language skills	437	1152	1589	20.9%	44.3%	33.8%
Information not yet obtained	2	9	11	0.1%	0.3%	0.2%
Grand Total	2095	2602	4697	100.0%	100.0%	100.0%

English medium only	Headcount			Percentage of Headcount		
Level	Teachers	Support	Total	Teachers	Support	Total
Proficient Level	125	46	171	6.9%	1.9%	4.1%
Advanced Level	68	23	91	3.8%	1.0%	2.2%
Intermediate Level	181	51	232	10.0%	2.1%	5.5%
Foundation Level	442	203	645	24.4%	8.5%	15.3%
Entry Level	557	910	1467	30.7%	38.1%	34.9%
No language skills	437	1148	1585	24.1%	48.0%	37.7%
Information not yet obtained	2	9	11	0.1%	0.4%	0.3%
Grand Total	1812	2390	4202	100.0%	100.0%	100.0%

Welsh medium only	Headcount			Percentage of Headcount		
Level	Teachers	Support	Total	Teachers	Support	Total
Proficient Level	277	191	468	97.9%	90.1%	94.5%
Advanced Level	6	14	20	2.1%	6.6%	4.0%
Intermediate Level		3	3	0.0%	1.4%	0.6%
Foundation Level				0.0%	0.0%	0.0%
Entry Level				0.0%	0.0%	0.0%
No language skills		4	4	0.0%	1.9%	0.8%
Information not yet obtained				0.0%	0.0%	0.0%
Grand Total	283	212	495	100.0%	100.0%	100.0%

3.3.5 New and Vacant Posts

The table below gives a summary of the number of new or vacant posts advertised by the authority and indicates the levels of Welsh Language Skill required for the role. Level 1 being the most basic level of understanding and Level 5 the most advanced. The request for Welsh language skills as desirable has significantly increased from 316 last year to 511 in 2021-22. In the coming year the Council will explore:

a) Ways of attracting Welsh speakers to work for the Council from Welsh medium schools, universities, and further education colleges

b) Mandatory Welsh when recruiting unless there is a specific shortage in the market for a particular skill.

Welsh Language skill level required	Number of new and vacant posts advertised
Level 1	463
Level 2	3
Level 3	0
Level 4	0
Level 5	0
Not Required	557
Desirable	511
To be Learned	0
Essential	2

3.3.6 Staff Training
A Welsh Language Training Support Group is established, meeting monthly for the purpose of improving opportunites to learn or improve Welsh Language skills.

A Welsh Language Skills Framework document, setting out proposals for the development of the Welsh language in the Council is in the process of consultation

With regard to formal training, in 2021/22 there were courses run for staff at Myndeiad Levels 1 and 2 and Syfaen Levels 1 and 2.

- 12 participants on Mynediad Level 1 (Down 15 from last year)
- 16 participants on Mynediad Level 2 (Up from 4 last year)
- 5 on Sylfaen Level 1 (Up from 1 last year)
- 6 Sylfaen Level 2.

3.3.7 Cwtsh Cymraeg
The Microsoft Teams virtual 'Cwtsh – Ysgrifennu yn Cymraeg' was available thoughout the year for Officers to use virtually.

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

3.3.9 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.

3.4 Record Keeping Standards

Complaints
Complaints in relation to the Welsh Language and /or complaints received in the Welsh Language about any aspect of service delivery are dealt with according to the Council's corporate complaints policy. The Complaints Policy was reviewed and updated.

Section 13 of the revised Complaints Policy deals exclusively with Welsh Language complaints so as to comply with the Standards. The Policy identifies the process, timescales, responsible officers, and staff training and communication around Welsh Language complaints.

As highlighted earlier in section 3.1.4, both the new complaints system and upgraded ERP system will improve the breadth of reporting. This will enable data-led decision-making and targeted training around Welsh Language Standards and compliance.

Six Welsh Language complaints were received directly to the Council during the reporting period April 2021 – March 2022. Further staff awareness will be undertaken, particularly around the Service Delivery Standards as all the complaints during the year relate to that category. These include:

Standards Group	Complaint Details	Action Taken
Service Delivery Standards	Extra signage, paperwork, money etc that is being spent by the Council on delivering services in accordance with the Welsh Language Standards.	Response: Welsh Government law requires Welsh to be treated no less favourably than English and compliance with the Welsh Language Standards laws means that it is mandatory that the Council follows this guidance which we endeavour to do so. I note your comments but the implementation of the Welsh Language Standards is mandatory so your comments should be directed to the Welsh Government.
Service Delivery Standards	Welsh translation of sign in park incorrect	Text was not submitted to the translation unit for translation. Department has been made aware that all documents which require translation must be sent the Welsh Translation Unit.
Service Delivery Standards	Welsh first on car park payment machines	Response: Swansea Council adheres to the legislation and guidance from the Welsh Language Commissioner, who states all local authorities in Wales should facilitate the Welsh language within the function of the pay and display machine. In all automated machines, such as parking payment machines, Welsh is the primary language with an option for English.
Service Delivery Standards	'No Cycle's signs translated incorrectly	Response: Thank you for your report and highlighting the error. The signs at Blackpill were being refreshed but it was noted that these signs were originally English only therefore a bi-lingual version with a circle to emphasise the signage was instructed. The contractor provided the wording which was taken to be a standard sign. This was obviously a mistake but the Contractor has recognised the error and the signs are being corrected today
Service Delivery Standards	Lack of a "^" above the "o" in Mor. Lack of a Welsh translation for "privately maintained road".	Roads are unadopted and not the responsibility of the Council. Complainant directed to Bellway Homes
Service Delivery Standards	Welsh first on car park payment machines	Response: Swansea Council adheres to the legislation and guidance from the Welsh Language Commissioner, who states all local authorities

Standards Group	Complaint Details	Action Taken
		in Wales, should facilitate the Welsh language within the function of the pay and display machine. In all automated machines, such as parking payment machines, Welsh is the primary language with an option for English.

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. 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 has now been submitted for final approval. The plan will go live 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.

Currently the number of students attending Welsh-medium education in the three age ranges and the overall percentage of each range is outlined in the tables below.

2021-2022

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-Y13	1420	294	**20.70%**
Total	**35,685**	**5,147**	**14.42%**

2020-2021

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-Y13	1507	315	**20.90%**
Total	**35,525**	**5,146**	**14.49%**

2019-2020

School Rolls	Total Welsh and English streams	Number of students in Welsh medium provision	Percentage of students in Welsh language streams
Primary	22190	3519	**15.9%**
Y7-11	12331	1503	**12.2%**
Y12-Y13	1358	273	**20.1%**
Total	**35,879**	**5,295**	**14.8%**

2018-2019

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-Y13	1318	273	**20.7%**
Total	**35,711**	**5,082**	**14.2%**

In GCSE Welsh First Language, 88.0% in 2021 of students attain grades A*- C, and numbers entering this subject (292 entries) were the highest we've seen in the last five years.

In the GCSE Welsh Second Language 74.8% in 2021 attain grades A*- C with 1736 entries, however the 2021 cohort was slightly smaller than 2020.

Performance in Welsh is also strong in key stages 2 and 3, but no data was collected in 2020 or 2021 due to the pandemic.

5. Conclusions and Recommendations

Last year's report made several recommendations. The following have been completed:

a) With regard to promotional materials, emergency procedures and experiences from the pandemic were reviewed with regard to provision in English and Welsh
b) The e-democracy project was completed – improving participation in public meetings
c) The new Standards Officer is now in post
d) Impact on the Welsh Language is now fully embedded in the Integrated Impact Assessment (IIA).

Areas of work that are underway and continuing include:

a) Improve staff awareness of the service delivery standards – this was the main category of complaint during the year

b) Training / awareness sessions to Policy makers on the code of practice guidance to ensure the impact on the Welsh language is thoroughly assessed and meaningful
c) Establishing a Welsh Language Board
d) Completing the automation project in the Welsh Translation Unit
e) Completing the new online complaints system
f) Reviewing and updating the five year strategy and plan
g) As part of the strategy work, explore ways of attracting Welsh speakers to work for the Council from Welsh medium schools, universities, and further education colleges
h) Piloting the breach panel process – this already works well for data protection and it is hoped the process can be mirrored for the Welsh Language Standards compliance work
i) Reviewing the joint Welsh Translation Service with Neath & Port Talbot Council to ensure adequate provision of translation services
j) Explore mandatory Welsh when recruiting unless specific shortage in the market for a particular skill.