

# Welsh Language Annual Monitoring Report 2022-2023 **Newport City Council**

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

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## 1. Legislative Context

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

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

To support our work against the Council's Welsh language compliance notice, Newport City Council has developed a [5-year Welsh Language Promotional Strategy](#). This strategy reflects Newport as a Welsh city with rich multicultural and multilingual communities. It brings together exciting Welsh language work across a range of areas and focuses on growing the range of partners and stakeholders who are engaging with the Welsh language; driving and focussing our energies to raise the profile of the Welsh language across the city.

## 2. Summary

This year, the Council has adjusted to the changing situation with regards to COVID restrictions. Consequently, we have been able to make significant positive changes in the way we engage with staff and communities across Newport. The Council has adapted to new ways of working and has continued to deliver services to our citizens.

As the world has opened up once again, we have strived to work flexibly and reassess priorities. We have redeployed resources according to the new societal norms. We have worked closely with the Welsh Language Commissioner on these changes whilst returning to providing optimum bilingual services in the city.

With recent previous restrictions related to face-to-face engagement lifting significantly this year, it has enabled us to refocus our energies and work to continue to improve the promotion of the Welsh language across our communities in a direct and meaningful way.

We have effectively engaged with Newport's communities to co-produce a number of resources, reaching out and connecting with key stakeholders who have helped shape our messaging around Welsh language rights and how to access them. We were able to continue to work with key partners to evaluate the Welsh in the Community Grant scheme to support activities across Newport in promoting the Welsh language.

The Council has increased engagement through our promotion work in the city to raise awareness of rights, access to services and celebrate our diverse Welshness. We have developed resources for campaigns throughout the year with communities in Newport, which featured children, young people, parents and key partner agencies.

We were able to build on the previous year's '[Many faces of Welsh-ness](#)' campaign further, and work with a local service to produce a series of short films to celebrate the rich diversity of Newport

and its Welsh language speaking communities. This exciting project is expanding on the work around Welsh identity and inclusiveness across the city.

Not only have we been able to engage with our partners in new and innovative ways, but we have continued to reflect on our internal processes and adapt to new ways of working. Engagement with staff and promotion of the Welsh language within our workforce have also continued to be another top priority for the Council. New weekly informal learning opportunities for staff to join lunch time “Sgwrsio Dros Ginio” hybrid sessions have afforded learners and accomplished speakers alike the ability to use their Welsh language skills that they have developed. In doing so, increasing their confidence and language skills even further. This has ensured that the Welsh language has become an important part of the colourful tapestry of working within the organisation.

The [Welsh Language Standards](#) provide Newport City Council with a framework to work towards the Welsh Government’s aspiration of delivering bilingual public services. During the year, we continued to revisit and develop the [Welsh in Education Strategic Plan](#) (WESP) and to implement the [5 Year Promotional Strategy](#) that informs policy, plans and work programmes across the Council to help achieve Welsh Government’s [Cymraeg 2050](#) Strategy. These documents are also published on the Council’s [website](#).

The Council’s Welsh language officer is supported by the Welsh Language Implementation group (WLIG), whose role it is to develop the use of the Welsh language and support compliance with the Welsh language Standards 2015 under the Welsh Language Measure 2011. WLIG continues to meet every 3 months to mainstream Welsh language in employment, service delivery and partnership work. WLIG reviews progress against the Welsh Language objective including the WESP and the Welsh Government’s [‘More than Just Words’](#) Strategy for Welsh in health, social services and social care.

This annual report provides updates on positive progress made this year, as well as identifying areas for continued development. Despite the reality of increasing costs and financial pressures as we move forward, Newport City 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 Developments

#### Welsh Language Promotion Officer

As noted in last year’s report, the Council had established a temporary role to develop community engagement, this continued until Autumn 2022. The remit included engagement with Black, Asian, and Minority Ethnic communities to promote Welsh medium education and the promotion of Welsh medium education in general. The role also included the promotion of Welsh in general to both staff and residents of Newport.

Our officer, working closely with schools and community stakeholders, developed a Promotion Plan that aligned with the outcomes of the WESP and general education targets. They played a key part in developing the governance and monitoring of the plan during this financial year.

In 2022, this plan became an integral part of the WESP and now features as Outcomes 5 and 7 of this plan and it is the focus of the WESP subgroups Tyfu/Grow and Sustain/ Cynnal. This promotion work is overseen by key partners within education across the city.

Assisting the four Welsh medium school Headteachers and a project manager, the officer developed several workshops and resources to be uploaded to Hwb. Spearheaded by the Welsh Government, Hwb provides bilingual, digital services to all maintained schools to support teaching and learning through the Curriculum for Wales. This project helped pupils develop their skills following the education they missed during the lockdowns of the pandemic.

Internally, the officer supported promotional activities for staff, including a Shwmae/ Su'mae film in September and the delivery of Welsh Language Awareness sessions for the Council's workforce.

### **Welsh in the Community Grants**

As detailed in [last year's report](#), 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 were available to projects who wished to develop interventions that would:

- Promote the use of Welsh in the community
- Increase the use of Welsh in social and non-educational environments.
- Increase 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 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.

This work continued throughout 2022/ 2023 and projects that accessed the grant scheme promoted the Welsh language across a diverse range of the city's communities. A synopsis of some of the positive outcomes these projects achieved can be found in Appendix one

### **Policies & Strategies**

Over the past 12 months, the council successfully published several new Welsh language related strategies and policies.

### **Corporate Plan 2022-27**

In November 2022, Newport City Council approved its new [Corporate Plan 2022-27](#) to deliver 'an Ambitious, Fairer and Greener Newport for everyone'. Newport's Corporate Plan recognises the important role Welsh has to our communities, education and businesses over the next five years and is aligned with the Well-being of Future Generations Act and Welsh Language Standards. In the development of the Corporate Plan, we also aligned the Corporate Plan with the goals of the

Council's Welsh Language Strategy and Welsh in Education Strategic Plan (WESP). More specifically we have the following objectives and sub-objectives:

- Well-being Objective 1 (Economy, Education, Skills) – Increase the number of Welsh speakers in Newport by improving access to Welsh education, supporting businesses and promoting the Welsh language.
- Well-being Objective 4 (an Inclusive, Fair and Sustainable Council) – Become an inclusive organisation that represents the citizens of Newport, providing equitable opportunity for people to succeed and places the citizen at the centre of decision making.

### **Welsh in Education Strategic Plan (WESP)**

The Welsh in Education Strategic Plan (WESP) 2022-2032, was supported by the Welsh language officer and Welsh language promotion officer through engagement events with a range of Welsh Education Forum (WEF) members. The plan was adopted by full council and approved by the Welsh Government during this year.

### **Welsh Education Promotional Plan**

The Welsh Language Promotion Officer finalised a promotional plan to help deliver the outcomes listed in the WESP. This promotion plan included a list of activities the council and stakeholders undertook to promote Welsh medium education across Newport. This promotion plan has now been included in the WESP and is overseen by all key partners who feed into the WESP subgroups Tyfu/Grow and Cynnal/ Sustain. Input from stakeholders, who are members of the WESP subgroups, has helped develop the promotion work even further.

### **Welsh Language Skills Policy**

During the last year, a new Welsh language skills policy has been implemented by the council which went live at the start of this financial year. This included the adoption of the Association of Language Testers in Europe (ALTE) framework. ALTE is a group of leading European language testing organisations that help people understand examination results and developed a series of "Can Do" statements describing what a person "can do" using the language at a particular level and in a particular context. This adoption of the ALTE framework by Newport City Council has facilitated a means of self-assessing linguistic ability in Welsh throughout the workforce. The new skills policy has also included all posts being advertised as Welsh desirable as a minimum and a Cymraeg Clir policy to help support and develop confidence with 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.

The [strategy](#) is structured around 3 strategic themes to deliver our vision, it reflects the linguistic profile of the city, our existing Welsh language priorities, and our aspirations for Welsh language growth. Updates on each of the themes can be found below.

## **Theme 1 Communities and Culture**

This theme focusses on increasing awareness of the Welsh language across our communities, normalising Welsh so that it is heard and seen outside of formal environments like school, college or the workplace. This theme seeks to engage non-traditional users of Welsh, including our ethnic minority communities, and broaden our community partnerships. Through this theme, we aspire to widen the partnerships that we work with to promote the Welsh language, build on our work with Newport's Welsh Language Forum and engage with other local stakeholders, like sports teams and public sector partners.

The promotion of bilingualism and Welsh language education has been at the forefront of the work undertaken within the council's education department, through the WEF, the WESP subgroups and outreach by council officers at events across Newport.

We developed campaigns to co-produce video resources with residents and key partner agencies in Newport to promote Welsh medium services and education in the city. These videos highlighted rights around the Welsh language, why Welsh is important to the people of Newport and what options there are for parents and children considering a Welsh medium education. In the process, we were able to promote local [Welsh for Adults](#) services and signpost any adults who want to start or increase their skills.

The development of our partnership with the Dragons and Newport County Football was also a feature of work by the council. In the coming year, we aspire to build on the partnerships and continue ensure that Welsh is a fundamental part of key sporting events in the city going forward.

## **Theme 2 Education**

This theme ensures that Welsh language activities across the city align with and support the achievements of targets set out in our WESP. We want all families to be aware of Welsh medium education options across Newport and to understand the benefits of receiving a bilingual education. This theme also focuses on supporting parents of children in Welsh medium education, particularly those who are non-Welsh speakers.

Working within this theme, we have been able to engage successfully with communities across the city to promote Welsh language education options available to parents at events across the city this year, such as:

- Cymraeg i Blant, Malpas
- Cymraeg i Blant, Brynhyfryd Road
- Baby Shower event in Newport Riverfront for expectant parents
- Pill Millennium Centre Welsh language promotion day hosted by Menter Iaith Casnewydd

## **Theme 3 Employers and Skills**

Our final theme considers the example that the council should set as an organisation which values and supports the use of the Welsh language. We want to create an environment where Welsh and English are treated and viewed equally, and staff feel empowered to use and develop their Welsh language skills. We aspire to work with our OneNewport partners to ensure a consistent approach to

developing Welsh-speaking workforces that are fit for purpose and work together to address skills gaps across the city.

In line with this theme to create an environment which values and supports the use of Welsh, the council was able to successfully set up pilot informal learning sessions called “Sgwrsio Dros Ginio”. The overall aim of the sessions is to develop confidence of people who are learning or have learned Welsh or who are Welsh speakers, but they have lost confidence using the language. It is hoped that this new initiative will assist the workforce by increasing confidence and workplace skills in using the language and ensure that the Welsh Language is an integral part of working in the local authority.



With a different focus each week, the groups, facilitated by the Welsh language officer, choose the direction of the sessions. This is sometimes work related (answering the telephone), sometimes subject based (meeting people, going on holiday, shopping in Welsh, buying groceries), season specific (Winter, Christmas, Spring), or news related.

Meeting on alternate weeks, two groups have been set up as hybrid sessions; affording attendees the option to work face to face or online. Whichever is the most convenient to the learner.

The Mynediad (Entry) and Sylfaen (Foundation) level group for beginners focuses on developing council staffs' confidence to put the Welsh they know or have learned in the classroom into practice, by discussing everyday topics. Delivered bilingually, the sessions encourage staff to use the target language of Welsh as much as possible.

The second group, for more experienced Welsh speakers from Canolradd (Intermediate) to Gloywi (fluent), follows the same format. These sessions are delivered only through the medium of Welsh.

The pilot, running from December 2022 to March 2023, was evaluated by the WLIG in March 2023. It was decided to continue the sessions following a workforce survey to explore any changes that needed to be implemented. This survey will shape the delivery and frequency of the initiative in the coming year and will be reported on in all WLIG meetings and next year's annual report.

## Promoting Bilingual Education

Working with colleagues in the Education Team, we have updated the “[Becoming Bilingual](#)” parents' booklet to include the new Welsh primary school Nant Gwenlli. This resource has been the focus of several community engagement events in 2022/23 to connect with parents and discuss options for Welsh language education across the city for their children. By doing so, we were able to initiate discussion with parents about their child's potential journey into Welsh language education.





## 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:

- a [St David's Day](#) film competition to celebrate and showcase why the Welsh language is important to the young learners of Newport. Four schools took part in the competition and the entrants all received a £50 book voucher for their contributions. These films were made available via social media channels and on the council's YouTube channel.
- Running a St David's Day special newsletter for staff which included:

- details of the new Welsh language commissioner,
- virtual visits to some of Wales's key tourist sites,
- a quiz on all things related to Welshness,
- a bilingual "how to" guide on using Welsh in virtual meetings,
- links to accessing virtual meeting backgrounds (that indicated that attendees speak or are learning Welsh), and
- a guide to everyday Welsh phrases.

- Drop-in sessions for council staff wishing to set up bilingual meetings on Microsoft Teams following an update of this platform by Microsoft in December 2022.
- a film for [Diwrnod Shwmae/ Su'mae](#), which was posted on our social media channels that looked at the importance of starting each conversation in Welsh. The content of this film was recorded at community events in the city and by council staff.
- Produced a series of films for [Welsh Language Rights Day](#) which explored how residents and key stakeholders view accessing their Welsh language rights in the city. These films, made available via our social media platforms, included contributions from secondary school students in Gwent is Coed, parents and children from local Welsh language baby and parent groups, third sector colleagues working in the city and staff working in a variety of council departments.



- Sponsored and supported [Gŵyl Newydd](#), the annual Welsh language festival, this year which was hosted at the Riverfront Centre in the city to celebrate the Welsh language, culture, Welsh arts and Welshness. Taking place in late September 2022, the council had a significant role on the day by opening the event with a welcome from the council's Welsh language champion. Staff from the council also ran an information stand to engage with residents and other stakeholders to promote the council's Welsh language services, Welsh language education options for young learners in the city and job vacancies within the council.
- Continued to provide representation on the local forums for Mwy na Geiriau / More than Just Words and an update was provided in the Director's Annual report (2022/23) on our approach to developing an action plan to implement Mwy na Geiriau / More than Just Words.
- We have also provided representation at Fforwm Iaith, Deddf, the regional Welsh language promotion project meetings and Rhwydiaith. This work has ensured that Newport City Council has had an influence in regard to Welsh language issues on a city-wide basis, across the region and nationally in Wales.
- Created a video in partnership with [Careers Wales](#) on multilingualism. This short film, prepared for use in schools across the region, explores the benefits of language learning for careers pathways and future employment opportunities. This film was planned and recorded in 2022/23, with a view to future release in 2023/24.



## Employment and Skills

The Right Skills Board, which reports to OneNewport, 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 group considers recommendations on how we can work together to promote and support the development of Welsh language skills across the city.

The Council has continued to work with Careers Wales to promote the use of Welsh and has produced a video for use across the country on the professional benefits of multilingualism and how language learning can increase employability and future career opportunities.

## 4. Monitoring

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

The recruiting manager and the 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.

No. of new posts 2020/21	No. of new posts 2021/22	No. of new posts 2022/23
291	392	412
<b>2020/21</b>		
Welsh Competency Requirement	Number	Percentage of Total
Essential	6	2.06
Desirable	17	5.84
Not necessary	268	92.10
To be learnt in post	0	
Total	291	
<b>2021/22</b>		
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>2022/23</b>		
Welsh Competency Requirement	Number	Percentage of Total
Essential	15	3.6%
Desirable	164	39.8%
Not necessary	231	56.1%
To be learnt in post	2	0.5%
Total	412	

From 1st April 2022, Newport City Council launched the Welsh Language Skills Policy. This policy highlighted the Council's commitment to the Welsh language, how it aims to support staff who are learning or already speak Welsh and it supports managers to develop their teams through the recruitment process. We wanted to ensure that we created an environment and culture where both languages are viewed equally, and staff feel empowered to use and develop their Welsh language skills. The policy sets out a cohesive approach to the recruitment, training and development of Welsh learners and speakers across the council, to help ensure the growth of the Welsh language within the workplace.

All vacancies were designated as Welsh desirable as a minimum with all vacancies advertised bilingually. Linguistic ability in Welsh is measured using the ALTE Framework. In 23/24, we will work to further develop the embedding of this approach, ensuring that all job descriptions for advertised roles are available bilingually.

Even though schools are considered in these overall figures for the council, schools are not subject to the same requirements under the Welsh language standards and therefore, have not needed to adopt our Welsh language policy.

We hope to work with all local schools over the next year to encourage creating roles where Welsh language skills are desirable for each role in recruitment within school settings and that all job descriptions for advertised roles are available bilingually.

## 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 WLIG meeting where restorative actions and learning are discussed. This includes complaints received from the public, or through the Welsh Language Commissioner's Office.

Complaints related to the Welsh language are commonplace for all organisations that are subject to working within the Welsh language standards. All organisations who work within the standards are legally required to undertake the following:

- keep a record, in relation to each financial year, of the number of complaints it receives relating to its compliance with the standards. (Standard 147)
- keep a copy of any written complaint that it receives that relates to its compliance with the standards with which it is under a duty to comply, which are those standards in its compliance notice. (Standard 148)
- keep a copy of any written complaint it receives that relates to the Welsh language. (Standard 149)
- keep a record of the steps that it has taken in order to ensure compliance with the policy making standards with which it is under a duty to comply. (Standard 150)

In 2022/2023, the Council received 5 complaints in total: 3 direct to the Council and 2 via the Welsh Language Commissioner's office.

### **Direct Complaints**

In relation to the complaints received directly to the Council, one was ongoing from last year's report. The complaint had also been received via the Welsh Language Commissioner and was subject to their complaint's procedure, please see below (Welsh Language Commissioner).

All other complaints are detailed below:

Date	Nature of complaint	Actions taken
07/11/2022	Lack of Welsh names on street plates in the city centre.	Resolved by writing to the resident to explain that the council's approved policy states that all existing street names (street name plates) will (and would) remain in their known language and all new street names would be named bilingually.
09/11/2022	Concerns over traffic signs (with English first and Welsh second) and a lack of Welsh language on Newport Transport's webpages.	<p>Resolved with a letter to the resident explaining that all new signs will be provided bilingually, with Welsh as the first language. It was communicated that this is for any new provision or the maintenance of an existing sign.</p> <p>It was explained in the letter that the council is not responsible for the language options on key partners' websites.</p> <p>Support has been offered to Newport Transport around Welsh language issues.</p>
01/03/2023	Complaint regarding a car parking facility owned by a private company related to the lack of Welsh language service on the payment machines.	Resolved by communicating to the visitor that the car park was not a council owned facility, and that the complaint should be communicated to the company that directly manages the site.

### Welsh Language Commissioner

As noted above, the Council received 2 complaints from the Welsh Language Commissioner's office, one complaint was open throughout this year from the previous year.

Date	Nature of complaint	Actions taken
07/01/2022	This complaint was ongoing from the previous year's report. A resident was unhappy about not having received a Welsh language service when contacting the call centre for parking permits. When contacted, the resident was not given a Welsh language option for parking permits.	<p>An intensive programme of training on Welsh language awareness, handling Welsh language requests, internal process of handling Welsh language calls and services.</p> <p>All parking permits updated to bilingual permit booklets.</p> <p>The Welsh language commissioner's office was happy with the comprehensive response to addressing the complaint and an outcome of no further action was communicated early 2023.</p>
15/03/23	<p>Self-assessment on promoting the Welsh language and a mystery shopping exercise to explore access points to the council's services and information. Issues arose related to:</p> <ul style="list-style-type: none"><li>• inconsistent links to information (Welsh language job descriptions) on the Welsh side of the council's website,</li><li>• Welsh language calls to call centre not being handled in line with the standards,</li><li>• some messaging on the council's social media platforms</li></ul>	<p>A comprehensive action plan was put together towards the end of 2022/23 and will be reported on fully in the next annual report.</p>

	falling outside of the standards.	
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## 5. 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.

### Welsh Language Training

The delivery of Welsh language training resumed this year by the local Welsh for Adults services in Coleg Gwent. Internal Welsh language awareness training continued to be delivered online.

We have revised our Welsh language videos that are now an integral part of the council's Welsh language awareness session.

### Number of attendees for Welsh language training sessions

Course Title	2020/21	2021/22	2022/23
Improvers Course for Welsh Speakers	2	-	0
Welsh at Work 90-minute Taster	7	-	13
Welsh Mynediad/Entry Level 30-week course (Year 1)	0	31	27
Welsh Mynediad/Entry Level 30-week course (Year 2)	0	11	13
Welsh Sylfaen/Foundation Level 30-week course (Year 1)	0	2	3
Welsh Sylfaen/Foundation Level 30-week course (Year 2)		7	2
Canolradd – Year 1		2	5
Canolradd – Year 2		6	1
Uwch 1	0	0	2
Uwch 2	0	0	1
Gloywi	0	0	1
Say Something in Welsh App	30	30	0

## Number of staff who attended Welsh Language Awareness sessions.

Course Title	2020/2021	2021/2022	2022/2023
Welsh Language Awareness	9	28	99

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

Headcount 2020/21	Headcount 2021/2022	Headcount 2022/2023
5865	5980	5958

During previous reporting periods, the council was able to compare, and contrast language ability developments per service area. Due to a recent restructure, new departments being created, and departments merged, comparing previous tables for Welsh language skills per service area for this year's report is unfeasible. Adding to this, the newly adopted ALTE framework for Welsh language ability, differs slightly to the previous method of assessing linguistic skills. As a result of both recent changes, the data below refers to this year only, with the new categories of Reading, Spoken/ Listening and Writing being considered for the report. This year's data will be used to benchmark performance for future years.

### Establishment List\*

	No. of Employees by Score 2022/2023 with ALTE scales						
Welsh Competency	None	Level 1 / Entry	Level 2 / Foundation	Level 3 / Intermediate	Level 4 / Advanced	Level 5	No Record
Reading	2382	12391	9	219	197	18	4064
Spoken/ Listening	2116	1483	17	253	210	19	4098
Writing	2407	1173	9	209	179	17	3965
Percentage of headcount	38.51%	21.75%	0.20%	3.81%	3.27%	0.30%	

(\*This performance measure is reliant upon staff members self-assessing their Welsh language skills within their Employee Self-Service account and therefore may not be complete. We are working with HR colleagues to remind all staff to complete this section in their accounts and a report will be provided at service area level to ask managers to encourage their teams to complete the self-assessment).

### By Service Area:

#### Adult and Community Services

	No. of Adult and Community Services Employees by Score 2022/23						
Welsh Competency	None	Level 1 / Entry	Level 2 / Foundation	Level 3 / Intermediate	Level 4 / Advanced	Level 5	No Record
Reading	175	28	-	3	4	-	210



Spoken/ Listening	161	38	-	5	4	-	208
Writing	172	21	-	2	4	-	199

#### Children and Young People Services

	No. of Children and Young People Services Employees by Score 2022/23						
Welsh Competency	None	Level 1 / Entry	Level 2 / Foundation	Level 3 / Intermediate	Level 4 / Advanced	Level 5	No Record
Reading	169	44	1	6	8	1	229
Spoken/ Listening	157	58	2	9	10	1	237
Writing	168	34	2	7	9	1	221

#### People, Policy and Transformation

	No. of People, Policy and Transformation Employees by Score 2022/23						
Welsh Competency	None	Level 1 / Entry	Level 2 / Foundation	Level 3 / Intermediate	Level 4 / Advanced	Level 5	No Record
Reading	64	10	-	3	2	1	80
Spoken/ Listening	57	18	-	3	2	1	81
Writing	62	9	-	3	2	1	77

#### Regeneration and Economic Development

	No. of Regeneration and Economic Development by Score 2022/23						
Welsh Competency	None	Level 1 / Entry	Level 2 / Foundation	Level 3 / Intermediate	Level 4 / Advanced	Level 5	No Record
Reading	68	15	-	1	3	-	87
Spoken/ Listening	55	24	-	1	4	-	84
Writing	64	12	-	2	2	-	80

#### Schools Employees

	No. of Schools Employees by Score 2022/23						
Welsh Competency	None	Level 1 / Entry	Level 2 / Foundation	Level 3 / Intermediate	Level 4 / Advanced	Level 5	No Record
Reading	1278	952	8	182	148	14	2582

Spoken/ Listening	1114	1090	15	210	157	15	2601
Writing	1294	928	7	168	153	13	2545

### Strategic Directors

	No. of Strategic Directors by Score 2022/23						
Welsh Competency	None	Level 1 / Entry	Level 2 / Foundation	Level 3 / Intermediate	Level 4 / Advanced	Level 5	No Record
Reading	2	1	-	-	-	-	3
Spoken/ Listening	2	1	-	-	-	-	3
Writing	3	-	-	-	-	-	3

### Law and Regulation

	No. of Law and Regulation Employees by Score 2022/23						
Welsh Competency	None	Level 1 / Entry	Level 2 / Foundation	Level 3 / Intermediate	Level 4 / Advanced	Level 5	No Record
Reading	54	13	-	2	4	-	73
Spoken/ Listening	49	19	-	2	4	-	74
Writing	25656	11	-	2	3	-	72

### Education

	No. of Education Employees by Score 2022/23						
Welsh Competency	None	Level 1 / Entry	Level 2 / Foundation	Level 3 / Intermediate	Level 4 / Advanced	Level 5	No Record
Reading	78	32	-	8	5	1	124
Spoken/ Listening	68	42	-	8	5	1	124
Writing	80	26	-	7	4	1	118

### Environment and Public Protection

	No. of Environment and Public Protection Services Employees by Score 2022/23						
Welsh Competency	None	Level 1 / Entry	Level 2 / Foundation	Level 3 / Intermediate	Level 4 / Advanced	Level 5	No Record
Reading	167	19	-	4	8	1	199
Spoken/ Listening	169	27	-	4	9	1	201
Writing	166	16	-	5	6	1	194

## Finance

	No. of Finance Services Employees by Score 2022/23						
Welsh Competency	None	Level 1 / Entry	Level 2 / Foundation	Level 3 / Intermediate	Level 4 / Advanced	Level 5	Nº Record
Reading	94	32	-	2	2	-	130
Spoken/ Listening	90	34	-	2	2	-	128
Writing	92	30	-	1	2	-	125

## Housing and Communities

	No. of Housing and Communities Employees by Score 2022/23						
Welsh Competency	None	Level 1 / Entry	Level 2 / Foundation	Level 3 / Intermediate	Level 4 / Advanced	Level 5	No Record
Reading	69	17	-	1	4	-	91
Spoken/ Listening	58	24	-	2	3	-	88
Writing	69	11	-	3	2	-	85

## Infrastructure

	No. of Infrastructure Employees by Score 2022/23						
Welsh Competency	None	Level 1 / Entry	Level 2 / Foundation	Level 3 / Intermediate	Level 4 / Advanced	Level 5	No Record
Reading	60	10	-	-	5	-	75
Spoken/ Listening	57	13	-	-	5	-	75
Writing	58	10	-	1	4	-	73

## Prevention and Inclusion

	No. of Prevention and Inclusion by Score 2022/23						
Welsh Competency	None	Level 1 / Entry	Level 2 / Foundation	Level 3 / Intermediate	Level 4 / Advanced	Level 5	No Record
Reading	122	75	-	7	5	-	209
Spoken/ Listening	105	104	-	8	5	-	222
Writing	122	65	-	8	6	-	201

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

## 7. Overview of work against Standards

### Service Delivery Standards

The review of our compliance with Service Delivery Standards is ongoing and features as a regular part of the WLIG meeting agenda items. This annual report, also considered by Scrutiny Committee is also an important part of this monitoring work. Key issues and complaints are also escalated to the executive team.

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, and within our corporate action plan. Staffing and recruitment continue to be difficult and present the authority with significant challenges in a continuation of service delivery. As a way of addressing this, we are working with local schools to attract Welsh speaking applicants for positions.

### Policy Making Standards

In the last reporting period, Newport City Council updated our Fairness and Equality Impact Assessments (FEIA) based on the Welsh Language Commissioner's guidance on Policy Making Standards. This integrated impact assessment now supports us in ensuring the Welsh Language is not treated less favourably.

Assessments against all new, revised or reviewed policies are ongoing, and when developing proposals and policies, Council officers must consider compliance with Welsh Language Standards and the impact on the Welsh Language and Welsh speakers, including the opportunities to use Welsh. New FEIA training has been developed and will be made more broadly available in the next period.

### Operational Standards

Our HR department continues to work to ensure compliance with Operational Standards across several business areas. A subgroup of the Welsh Language Implementation Group previously drafted a new Welsh Language Skills Policy which was implemented from April 2022. Training the workforce on Welsh language issues is a top priority for Newport City Council to ensure we offer optimum Welsh language services throughout all of our access points. From awareness raising around the Welsh language standards, how they shape our services and how we must operate, through to increasing accessibility for all service areas to Welsh language sessions. This Welsh language awareness course is mandatory for all staff. Furthermore, the Sgwrsio Dros Ginio project encourages all staff to use the Welsh skills they have acquired and to put this into use in everyday situations. Consequently, this has increased the use of the Welsh language within the council, and it continues to build on the workforce's confidence to enrich Welsh language services for our citizens.

### Promotion Standards

Our new [5 year Promotion Strategy](#) is inclusive and accessible to all of Newport's diverse communities. It aims to bring together the work with stakeholders, other council service 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 OneNewport partners 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 John Harris for the year 2022-2023) 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 the WLIG and key performance indicators included in our corporate performance management system. This allows 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.

## **8. Looking Forward to 2023/2024**

In 2023/24, we aim to carry over several priorities which were previously identified, including:

- 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.
- 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.
- Building 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 and Newport County AFC
- Delivering a cohesive approach to Welsh language skills development across our OneNewport partners through the Right Skills Board
- Offer Welsh language courses for lapsed speakers, or those that need a confidence boost.

We have also identified several new priorities, including:

- Cymraeg Gwaith, a new grant scheme that will enable the council to access an innovative tailored approach to Welsh language teaching within the organisation that will afford the council:
  - All of the Cymraeg i Oedolion curriculum
  - Bespoke informal learning sessions.
  - Intensive language learning sessions (online and at the Nant Gwrtheyrn national centre for learning Welsh).
  - Tailored one to one support for staff needing to address audiences in Welsh.
  - A series of online learning modules that are tailored for specific sectors.

- An even greater focus on recruitment, retention and development of Welsh speakers across all service areas within the council, and
- Facilitating and supporting events throughout the year and looking at the cross-cutting themes around equality, diversity and inclusion.

For further information about our Welsh language work, please contact [nccequality@newport.gov.uk](mailto:nccequality@newport.gov.uk)

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## Appendix One

### Feedback from some of the projects that accessed the Welsh in the Community Grants

#### 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 was accessed for:** Writing a Learning Welsh resource for adults, planning, printing, event for families, staff time.

*“Outcomes: A series of 'Triniaeth a Meddyginiaeth Rhufeinig / Lotions & Potions' events delivered at the National Roman Museum during the summer of 2022. A resource developed for adult learners to explore historic Caerleon.*

*Events and resource promoted throughout Southeast Wales.*

*The 'Triniaeth a Meddyginiaeth Rhufeinig / Lotions & Potions' event was delivered by a Roman costumed facilitator every Friday throughout August at 11am-1pm & 2-4pm. The event was hosted in the Pegasus centre located in the Roman Garden at the Museum.*

#### **Promotion**

*Events and resources were promoted by working in partnership with Menter Iaith Casnewydd and local Fusion Networks to target local Welsh language schools and families. The event was also promoted as part of the National 'Summer of Fun' campaign -which was heavily promoted throughout Wales.*

*We used a paid for promotion campaign on Facebook. We targeted Welsh learners in Southeast Wales. There was a positive reaction and good level of engagement to the posts. Menter Iaith shared our posts and contacted local Welsh language primary schools before the summer holidays to promote the event. They also shared and created social media content about the event. Emails were sent out to local Fusion networks in Newport, Caerphilly and Cwmbran to promote this free activity. Activities were promoted on the Museum Website.*

### ***Uptake of Welsh learners***

*The event was very popular and busy with families and visitors of all ages every day it was offered. However, we would have hoped for more Welsh speakers and learners to attend the event, however despite our best efforts to promote the event, together with partners, the numbers of Welsh learners attending the event was low. Each day, we only had two or three Welsh language families attending the event. Menter Iaith explained that take up to events in the Newport area is fairly low. Those that did attend were very grateful to participate in Welsh and improve their Welsh.*

*The event raised the profile of the Welsh language to visitors from the rest of the UK and non-Welsh speakers in Wales in a fun and engaging way. All participants went away with their own Welsh vocabulary sheets.*

*Non-Welsh speaking staff at the National Roman Legion Museum also had the opportunity to practice and gain confidence in using Welsh.*

### ***Quote from a family:***

*Over the summer I went to Caerleon with my two granddaughters who are 5 and 7 years old. They are pupils of a local Welsh School. We went into the Museum and saw a Roman doctor with all kinds of medicines. It was great for the grandchildren to have the opportunity to speak Welsh outside the school and I would like to thank the organisers.*

*Bye for now."*

### **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 friendly 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 was accessed for:** Sound and lighting technician, ushers, studios, resources for families, officer time, artists/speakers, food.

*"A Welsh Festival for Everyone was held on 25.06.22 at Riverfront Theatre. The day was organized by The British Red Cross and Dysgu Cymraeg Gwent and the theatre collaborated very well with us and gave full support to the event.*



*There were stalls from several organisations that supported the day there including Menter Newport, the Red Cross Voices Network, Art on the Front, Dysgu Cymraeg Gwent, Dysgu Welsh Cardiff and Welsh for Children and a face painting stall which was very busy throughout the day. Fitness sessions were held for the family, crafts for children, Ti and Fi sessions, Croeso i Bawb tasting lessons, a panel of guest speakers including Seren Jones, Ameer Davies-Rana and Shereen Williams, Welsh music by Eirian Conlon and Sudanese dance by a local group. A creche was available all day with the support of 'Yellow Bunnies Day Care' so that parents could enjoy tasting and fitness sessions without the children. Lunch was provided by the Alice Foundation.*

*The day itself was very successful, raising awareness of the language in the community and a Croeso i Bawb class was started through the Red Cross Voices Network as a result of the day. There were several families there with small children learning about education through the Welsh language so the hope is that the families there will consider sending their children to the Welsh language schools when the time comes.”*

### **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 was accessed for:** Rent, board-games/toys/shipping, food, cleaning products, travel costs, Welsh-English interpreter.

*“We were delighted for the opportunity with this grant, which was given to us, because we think it is important for our children to learn the Welsh language and traditions, so they can deepen their knowledge of this area where they live.*

*It was also a great opportunity for our community to open up to Welsh children and to show them our culture too.*

*Children love to play, it's a common language, so in the first round, thanks to the grant, we launched a series of events where Hungarian children who came to our school could invite their little Welsh friends and family.*

*Together with Hungarian, English and Welsh teachers, we set up a number of small activities and games to deepen their knowledge of the three languages. The children learned new words through play and took the word cards home with them each time. The rest of the day, they played board games with us, where they also played a lot of word games, deepening*

*the knowledge they had learned that day. The event was held several times and was a growing success.*

*So, we decided to continue it next year and, in addition to expanding their vocabulary, introduce them to traditional dances, food and sights.*

*Thank you for allowing us to offer the children such an experience by being awarded the grant."*

### **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 was accessed for:** Resources, transport, accompanist, studio recording, venue hire, cooking ingredients, bilingual documentary, consumables.

*"Thanks to the Welsh in the Community grant received from Newport City Council, we have been able to deliver a rich and cultural 'Taste of Wales' project to our family community in the Gaer through arts, crafts, music and food.*

*The project has enabled us to learn and embed incidental Welsh through lots of quality workshops in partnership with local providers and using local amenities and venues.*

*Being Welsh is more than learning the language, it is a full and rich heritage filled with pride and tradition. Our project focussed on learning about some of our traditional cuisines, crafts, song and folk dancing!*

*We believe that the project has created an extended social hub for learning bilingually and with a real focus and understanding on Wales. Our rich tapestry of learning has been documented and is available for you to use as evidence.*

*Here is the link to our documentary: <https://youtu.be/8u9AMrLkxVU> "*

## Newport Live

Project Aims: 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.

*There will also be opportunities for children to participate in creative workshops through the medium of Welsh.*

**Grant was accessed for:** Welsh language flashcards, choir project, music night, young people's holiday workshops.

*"Canu Casnewydd - "Operasonic" were commissioned to deliver an 8-week programme that delivered a fun and friendly environment for the learning of traditional Welsh songs.*

*Choir rehearsals were open to all at the Riverfront Theatre. Both Welsh speakers and enthusiastic learners participated.*

*At the end of the project, the newly formed choir gave a performance of the songs in the atrium area of the Riverfront on St Davids Day 2022. This performance preceded a theatrical performance of the stage play "Carwyn". Creating a Welsh themed evening of entertainment.*

*30+ individuals attended the Choir practice sessions and performance.*

*The video of the Canu Casnewydd performance on St Davids Day 2022 at the Riverfront Theatre can be viewed through the following link. <https://fb.watch/bv8DnjdtNY/>.*

**Clwb Creadigol** - The Riverfront Team delivered Welsh language arts sessions through the medium of Welsh at The Riverfront Theatre & Arts Centre.

*This allowed young people to engage in arts and craft activities, socialise in Welsh and also formed part of the audio recordings for our Wonderland immersive experience in the Spring of 2022.*

*Advert for the Clwb Creadigol sessions.*

Mae Clwb Creadigol yn gyfres o brosiectau a gyflwynir drwy gyfrwng y Gymraeg. Bydd y sesiynau'n cynnwys: ffotograffiaeth, gwneud ffilmiau, ysgrifennu caneuon, crefftiau, ysgrifennu sgriptiau, a llawer mwy.

Clwb Creadigol for ages 11-14 launches on Monday!

Running weekly on a Monday Clwb Creadigol is a series of creative projects delivered through the medium of Welsh.

Sessions will include: photography, film making, song writing, craft, script writing, and much more.... [See more](#)

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***Welsh Flashcards for approximately 450 staff - The project is currently being rolled out across the organisation. These cards will sit alongside educational videos demonstrating the pronunciation and context of the phrases.***

***Image of the Welsh Flashcards produced for Newport Live Staff***



***Every member of staff (Approx 450) will be issued with a set of Flashcards to support their Welsh Language Skills development. “***

## **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 was accessed 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.

*“We held a highly successful St. David's Day celebration event at the Pillgwenlly Millennium Centre on Saturday afternoon, 3pm – 5pm on the 4th of March. Our partners were invited to be involved, with stalls for Cymraeg i Blant, RHAG, Stwff and Newport City Council. This location was specifically chosen as Pillgwenlly is where Newport's newest Welsh school will be located once the construction work has been completed.*

*Over 200 local residents attended the event. The event took place on a Saturday afternoon, with visiting community members celebrating the Welsh language and culture. During the event, we had the opportunity, with our partners, to inform attendees about Welsh education opportunities and talk about the new school. The families and their young children from the community were invited to participate in a range of Welsh activities on the day; from craft activities to sampling Welsh cakes and enjoying Welsh music (performed by a local Welsh language band). Attendance and engagement at the event exceeded expectations and several of the partners reported that they had conversations and discussions with individuals who were completely unaware of Welsh language education (including families who had moved to Newport from Bristol) and that they were interested in finding out more information after the event. The event was advertised on social media pages for the area and on our own social media channels.”*

### **Poster for the event**

