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Blaenau Gwent

Our Ref./Ein Cyf.
Your Ref./Eich Cyf.
Contact:/Cysylltwch â:

THIS IS A MEETING WHICH THE PUBLIC ARE ENTITLED TO ATTEND

Dydd Iau, 7 Medi 2023 Dydd Iau, 7 Medi 2023

Dear Sir/Madam

PWYLLGOR CRAFFU CORFFORAETHOL A PHERFFORMIAD

A meeting of the Pwyllgor Craffu Corfforaethol a Pherfformiad will be held in on Dydd Iau, 14eg Medi, 2023 at 10.00 am.

Yours faithfully

Damien McCann
Interim Chief Executive

AGENDA

Pages

1. CYFIEITHU AR Y PRYD

Mae croeso i chi ddefnyddio'r Gymraeg yn y cyfarfod, mae angen o leiaf 3 diwrnod gwaith o rybudd os dymunwch wneud hynny. Darperir gwasanaeth cyfieithu ar y pryd os gwneir cais am hynny.

2. YMDDIHEURIADAU

Derbyn ymddiheuriadau.

Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg a Saesneg a byddwn yn cyfathrebu gyda chi yn eich dewis iaith, dim ond i chi rhoi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn creu unrhyw oedi.

The Council welcomes correspondence in Welsh and English and we will communicate with you in the language of your choice, as long as you let us know which you prefer. Corresponding in Welsh will not lead to any delay.

3. **DATGANIADAU BUDDIANT A GODDEFEBAU**
- Derbyn datganiadau buddiant a goddefebau.
4. **PWYLLGOR CRAFFU CORFFORAETHOL A PHERFFORMIAD** 5 - 8
- Ystyried penderfyniadau'r cyfarfod o'r Pwyllgor Craffu Corfforaethol a Pherfformiad a gynhaliwyd ar 22 Mehefin 2023.
- (D.S. Cyflwynir y penderfyniadau er pwyntiau cywirdeb yn unig).*
5. **PWYLLGOR CRAFFU CORFFORAETHOL A PHERFFORMIAD** 9 - 12
- Ystyried penderfyniadau'r cyfarfod arbennig o'r Pwyllgor Craffu Corfforaethol a Pherfformiad a gynhaliwyd ar 5 Gorffennaf 2023.
- (D.S. Cyflwynir y penderfyniadau er pwyntiau cywirdeb yn unig)*
6. **DALEN WEITHREDU** 13 - 44
- Derbyn y Ddalen Weithredu.
7. **STRATEGAETH GWASANAETHAU CWSMERIAID AR GYFER Y CYNGOR** 45 - 104
- Ystyried adroddiad y Prif Swyddog Masnachol a Chwsmeriaid.
8. **STRATEGAETH TRAWSNEWID DIGIDOL AR GYFER Y CYNGOR** 105 - 152
- Ystyried adroddiad y Prif Swyddog Masnachol a Chwsmeriaid.
9. **ADRODDIAD CYNNYDD CHWARTEROL CS092** 153 - 442

**CYNLLUN GWEITHREDU'R YMCHWILIAD A'R
POLISI CYMRAEG YN Y GWEITHLE**

Ystyried adroddiad y Pennaeth Gwasanaethau
Democrataidd, Llywodraethiant a Phartneriaethau.

10. **ADRODDIAD ADOLYGIAD BLYNYDDOL RHEOLI
TRYSORLYS 1 EBRILL 2022 I 31 MAWRTH 2023** 443 - 462

Ystyried adroddiad y Prif Swyddog Adnoddau.

11. **ADRODDIAD BLYNYDDOL IECHYD A DIOGELWCH –
1 EBRILL 2022 I 31 MAWRTH 2023** 463 - 488

Ystyried adroddiad y Pennaeth Datblygu Sefydliadol.

12. **BLAENRAGLEN GWAITH: 12 HYDREF 2023** 489 - 492

Derbyn y Flaenraglen Gwaith.

To: J. Wilkins (Cadeirydd)
J. Thomas (Is-gadeirydd)
C. Bainton
J. Hill
J. Holt
E. Jones
R. Leadbeater
Councillor C. Smith
T. Smith

All other Members (for information)
Interim Chief Executive
Chief Officers

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COUNTY BOROUGH OF BLAENAU GWENT

REPORT TO: **THE CHAIR AND MEMBERS OF THE CORPORATE AND PERFORMANCE SCRUTINY COMMITTEE**

SUBJECT: **CORPORATE AND PERFORMANCE SCRUTINY COMMITTEE – 22ND JUNE, 2023**

REPORT OF: **DEMOCRATIC & COMMITTEE SUPPORT OFFICER**

PRESENT: COUNCILLOR J. WILKINS (CHAIR)

Councillors J. Thomas
J. Hill
J. Holt
E. Jones
R. Leadbeater
C. Smith
T. Smith

WITH: Interim Chief Executive
Chief Officer Resources
Head of School Improvement
Head of Democratic Services, Governance & Partnerships
Head of Organisational Development
Professional Lead for Strategic Partnerships
Service Manager – Policy and Partnerships
Service Manager – Performance and Democratic
Team Leader - Partnerships
Scrutiny and Democratic Officer
Communications/Press Officer

<u>ITEM</u>	<u>SUBJECT</u>
No. 1	<u>SIMULTANEOUS TRANSLATION</u> It was noted that no requests had been received for the simultaneous translation service.

<p>No. 2</p>	<p><u>APOLOGIES</u></p> <p>An apology for absence was received from Councillor C. Bainton.</p>
<p>No. 3</p>	<p><u>DECLARATIONS OF INTERESTS AND DISPENSATIONS</u></p> <p>No declarations of interest or dispensations were reported.</p>
<p>No. 4</p>	<p><u>TIME OF FUTURE MEETINGS</u></p> <p>The Committee AGREED the following:-</p> <p>Agenda Meeting – 9.30 a.m. Committee – 10.00 a.m.</p>
<p>No. 5</p>	<p><u>CORPORATE AND PERFORMANCE SCRUTINY COMMITTEE</u></p> <p>Consideration was given to the decisions of the meeting held on 27th April, 2023.</p> <p>The Committee AGREED that the decisions be accepted as a true record of proceedings.</p>
<p>No. 6</p>	<p><u>ACTION SHEET</u></p> <p>Consideration was given to the Action Sheet.</p> <p>The Committee AGREED that the report be accepted and the information therein be noted.</p>
<p>No. 7</p>	<p><u>PROPOSED SCRUTINY COMMITTEE FORWARD WORK PROGRAMME 2023-24</u></p> <p>Consideration was given to the report of the Scrutiny and Democratic Officer.</p> <p>The Committee AGREED that the report be accepted and the Forward Work Programme for the Corporate Overview and Performance Scrutiny Committee be agreed (Option 1).</p>

<p>No. 8</p>	<p><u>BLAENAU GWENT ENGAGEMENT & PARTICIPATION STRATEGY</u></p> <p>Consideration was given to the report of the Professional Lead for Strategic Partnerships.</p> <p>The Committee AGREED that the report be accepted and the planning and consultation process for a new Engagement & Participation Strategy be noted and agreed to a joint Corporate Overview & Performance Scrutiny and Democratic Services Committees Workshop on 18th July 2023 to shape development of the initial Strategy. (Option 1)</p>
<p>No. 9</p>	<p><u>WELSH LANGUAGE ANNUAL REPORT 2022/23</u></p> <p>Consideration was given to the report of the Head of Democratic Services, Governance and Partnerships.</p> <p>The Committee AGREED that the report be accepted and the Corporate Overview and Performance Scrutiny Committee to supported the draft Welsh Language Annual Report 2022/23, as presented. (Option 1).</p>
<p>No. 10</p>	<p><u>FIRE SAFETY AT WORK POLICY</u></p> <p>Consideration was given to the report of the Head of Organisational Development.</p> <p>The Committee AGREED that the report be accepted and supported the Health and Safety compliance by recommending that Council approve the implementation of the Fire Safety Policy. (Option 1).</p>

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COUNTY BOROUGH OF BLAENAU GWENT

REPORT TO: THE CHAIR AND MEMBERS OF THE CORPORATE AND PERFORMANCE SCRUTINY COMMITTEE

SUBJECT: SPECIAL CORPORATE AND PERFORMANCE SCRUTINY COMMITTEE – 5TH JULY, 2023

REPORT OF: DEMOCRATIC & COMMITTEE SUPPORT OFFICER

PRESENT: COUNCILLOR J. WILKINS (CHAIR)

Councillors J. Thomas (Vice-Chair)

- J. Hill
- J. Holt
- E. Jones
- R. Leadbeater
- C. Smith
- T. Smith

WITH: Interim Chief Executive
 Corporate Director Regeneration and Community Services
 Chief Officer Resources
 Service Manager - Accountancy
 Chief Officer Customer and Commercial
 Head of School Improvement
 Head of Democratic Services, Governance & Partnerships
 Service Manager – Policy and Partnerships
 Service Manager – Performance and Democratic Scrutiny and Democratic Officer

<u>ITEM</u>	<u>SUBJECT</u>
No. 1	<p><u>SIMULTANEOUS TRANSLATION</u></p> <p>It was noted that no requests had been received for the simultaneous translation service.</p>

No. 2	<p><u>APOLOGIES</u></p> <p>An apology for absence was received from Councillor C. Bainton.</p>
No. 3	<p><u>DECLARATIONS OF INTERESTS AND DISPENSATIONS</u></p> <p>No declarations of interest or dispensations were reported.</p>
No. 4	<p><u>REVENUE BUDGET MONITORING 2022/2023 – PROVISIONAL OUTTURN</u></p> <p>Consideration was given to the report of the Chief Officer Resources.</p> <p>The Committee AGREED that the report be accepted and</p> <ul style="list-style-type: none"> (a) Members considered and provided the appropriate challenge to the financial outcomes in the report; and (b) noted the net use of specific reserves (Option 1).
No. 5	<p><u>CAPITAL BUDGET MONITORING, PROVISIONAL OUTTURN 2022/2023 FINANCIAL YEAR (AS AT 31 MARCH 2023)</u></p> <p>Consideration was given to the report of the Chief Officer Resources.</p> <p>The Committee AGREED that the report be accepted and</p> <ul style="list-style-type: none"> (a) Members considered the information included within the report and provided the appropriate challenge to the financial outcomes in the report; (b) continued to support appropriate financial control procedures agreed by Council; and (c) noted the budgetary control and monitoring procedures in place within the Capital Team, to safeguard Authority funding (Option 1).

No. 6

**MEETING SPECIFIC REQUIREMENTS OF THE EQUALITY
ACT 2010: STRATEGIC EQUALITY POLICY DEVELOPMENT**

Consideration was given to the report of the Head of Governance and Partnerships.

The Committee AGREED that the report be accepted and supported the proposed approach for developing the Strategic Equality Plan 2024/28 and Equality Objectives to be approved by Cabinet (Option 1).

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Blaenau Gwent County Borough Council

Action Sheet

Corporate Overview and Performance Scrutiny Committee

Meeting Date	Action to be Taken	By Whom	Action Taken
22.06.23	Item 10: Fire Safety at Work Policy Extract in Agile Working Policy in relation to Fire Safety at home to be provided to the committee.	Andrea Prosser	Agile Work Policy attached. Refer to pages 9 and 10 – Health and Safety; and Appendix D: Working from Home Health and Safety Arrangements. The Fire Safety at Work Policy does not apply to homes where there is homeworking. Action Complete: 05.07.23

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Agile Working Policy

‘work is an activity we do, rather than a place we go’



ORGANISATIONAL DEVELOPMENT DIVISION

Issued: April 2021 Review: September 2022

Version Control

This document is intended for:

- Council staff only School-based staff only Council & School-based staff

Version	Key Changes	Approved By
April 2021	New Policy	Council on 29/4/21

This document may be reviewed and amended at any time and without consultation in response to legal requirements or in response to an organisational requirement and where the changes do not reflect a fundamental change or affect the spirit or intent of the document.

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1. Introduction

- 1.1 Blaenau Gwent County Borough Council (the “Council”) recognises the need to develop modern working practices to enhance employees’ working experience and to maximise performance and productivity and deliver the greatest value to the organisation. This policy will focus on employee well-being by promoting a good work life balance. In addition, new technologies are making it easy to access information remotely and work from a variety of locations within the community, whilst promoting a more joined up service.
- 1.2 The introduction of a new modern model of working across the Council will improve service delivery as well as realising financial benefits for the organisation. It also links to the Council’s vision for sustainable development; placing emphasis on the importance of sustainable economic growth, de-carbonisation and the health and well-being of both staff and the community. The benefits of improved work life balance, employee engagement and reduced travel make a direct contribution to this strategic priority.
- 1.3 Home/agile working supports the modernisation of our working practices and is part of the continuous change management process. Welsh Government (“WG”) has detailed its clear ambition to see around 30% of the workforce working from home or working remotely. In accordance with WG’s aspiration, this policy promotes a shift towards home/agile working wherever possible.
- 1.4 The new workforce model will designate roles in one of three categories:
 - Homeworker
 - Agile Worker
 - Service/Community Worker

Although the nature of most of the roles within the Council cannot be classed as totally flexible, there is considerable scope in many cases for some form of agile working. The different ways in which agile working can be undertaken is dependent on the demands and needs of the role and the service within which the role is based.

2. The Potential Benefits

- 2.1 It is anticipated that the implementation of home/agile working will offer benefits to our employees, customers and the Council.

For employees, home/agile working can:

- provide an opportunity to manage their working day more efficiently;
- increase engagement as a result of autonomy and trust at work;
- improve work life balance;
- enable them to work more effectively on a particular piece of work, where concentration is important, by avoiding the interruptions that are part of the office environment;
- reduce travelling time and related costs; and
- increase their wellbeing, health and happiness through a better sense of control.

2.2 The key benefits for the Council are as follows:

- allows the Council to provide improved services to our customers;
- allows the Council to focus time and money spent on services not buildings to ensure delivering services takes priority over occupying buildings;
- reduces unnecessary travel time, which increases productivity and reduces cost;
- creates an environment which allows employees to achieve an improved work life balance, greater job satisfaction, motivation, morale and productivity;
- results in reduced costs through reduced travel and expense claims;
- lowers our carbon footprint, through reduced emissions from reduced travel;
- improves the recruitment and retention of employees via the Council becoming an employer of choice; and
- reduced absenteeism and related costs.

3. Scope

3.1 The Policy applies to all Council employees working at any level within the organisation but will exclude school based staff under the delegated powers of the Governing Body. The nature and extent of home/agile working will depend upon the role undertaken and considerations will include the impact on the ability to meet customer demand (internal and external) and employee welfare.

3.2 The policy will enable both managers and staff to gain a better understanding of home/agile working and understand the basic principles, which can then be considered and applied to specific roles.

4. Agile Working

4.1 The image below defines the three workstyles for Council staff:

Homeworker	Agile Worker	Service/Community Worker
<ul style="list-style-type: none"> ❖ Home is the base – defined as the permanent residence as recorded with the Council ❖ All work can be carried out from home ❖ Appropriate workstation and tools to do the job at home ❖ No need to access an alternative base to work on a frequent basis ❖ Occasional attendance at an alternative base for e.g. team meetings/training ❖ Allowance of £26 per month (Part-time worker £15.60 monthly) 	<ul style="list-style-type: none"> ❖ Home is the base – defined as the permanent residence as recorded with the Council ❖ Work time split between homeworking and alternative Council locations/community ❖ Work is carried out at home and an alternative base – requiring desk space (e.g. using a booking system) ❖ Appropriate workstation and tools to do the job at home ❖ Could be required to attend meetings in an alternative base ❖ Allowance of £15.60 per month 	<ul style="list-style-type: none"> ❖ Work is carried out 100% from a base in a building or 100% community working ❖ Some roles would require desk space – no fixed work station ❖ Roles/worker not possible to work from home ❖ No allowance will be paid by the Council

- 4.2 A workstyle will be designated to each post based on service needs (“the proposed designation”). Reasonable adjustments must be considered, where necessary. Review of the workstyle designation will be carried out in line with any service review, redesign or change.
- 4.3 Managers should consider the best practical and operational arrangements for working in accordance with the workstyle designation including:
- Clear and realistic objectives and expected work outputs for the employee, should be agreed between the employee and their manager and employees will be expected to deliver the agreed outcomes.
 - Regular performance coaching and 1 to 1 discussions.
 - Methods of, and arrangements for, communication and support need to be agreed. Regular communication is imperative to promote employee well-being and to ensure that employees do not feel isolated, lonely or frustrated, using a combination of face to face conversations, emails, telephone and team meetings/briefing, etc.
- 4.4 Home/agile workers will not have fixed hours (unless the role dictates this) and will be able to perform their work at times convenient to them in line with the flexible working hours scheme, however employees must be available for online meetings and to respond to calls and emails etc. in line with business needs. In particular:
- Employees should ensure that their electronic diaries are up to date so that others are aware of their availability. It is imperative that wherever individuals are working, others e.g. the manager, the team and other colleagues, know how to contact them.
 - When individuals are not working, laptops and phones should be switched off to enable individuals to have a right to privacy out of hours and be able to separate their working and home lives.
- 4.5 Home/agile working must not affect the provision of services and therefore managers must ensure that they have systems in place to maintain the correct compliment of staff, as required, and to monitor the level of available front line staff working at any one time.
- 4.6 Employees must note that during active work, time at home is not a substitute for childcare or similar carer responsibilities. It is the employee’s responsibility to ensure adequate provision is in place although there are other policies, which offer options and support to staff in such circumstances.
- 4.7 All staff must ensure that adequate breaks are taken, whichever workstyle is adopted with a minimum of 30 minutes taken for lunch. Those working at desks should take a short break from the desk/screen and move around often, ideally at least every hour. In addition, as a minimum, all staff must comply with the requirements of the Working Time Regulations 1998. Managers should discuss health, safety and well-being at every 121 session.
- 4.8 For administrative purposes, including the claiming of travel expenses, all employees will retain a designated contractual work base, as per 4.1. The agile working hub arrangements will include the General Offices (at which the new democratic facility will also be based), Anvil Court, the Depot, ViTCC and other appropriate Council buildings.

5. Reporting and other requirements

- 5.1 The Council's normal workplace rules, code of conduct and procedures apply to all employees, whichever workstyle is adopted. The contractual obligations, duties and responsibilities (apart from place of work) remain unchanged and the Council's workplace policies continue to apply including, but not limited to, GDPR compliance, as detailed in clause 11 of this policy.
- 5.2 All employees are expected to report to their manager in accordance with an agreement reached. Each employee must also comply with any formal reporting procedures set out in their contract.
- 5.3 All managers must keep in regular contact with their staff, via phone, email, meetings or Microsoft teams conferencing.

6. Illness or injury

- 6.1 If an employee cannot work on a day on which it has been agreed that they will work from home because they are ill or injured, they must follow the procedure set out in the Council's Attendance Management Policy to report their absence.

7. Payment of Allowances

- 7.1 An employee who is a home/agile worker will be provided with the necessary ICT equipment and technology to work in this way. The employee should use the Council's equipment whilst home/agile working and will not be eligible to claim expenses for use of personal equipment such as home phone lines.
- 7.2 The Council will make the following payments:
 - a. Homeworkers - £26 per month per employee (which is the maximum amount payable in line with [HMRC guidance](#)).
 - b. Part-time workers - £15.60 per month per employee.
 - c. Agile workers - £15.60 per month per employee.

Employees will not have to pay tax and national insurance contributions on these payments. As these payments are intended to contribute towards home-related expenses, these payments will not be paid to service/community based workers.

- 7.3 The payment of these allowances should be reviewed during any periods of sustained absence, normally at the end of three months continued absence.

8. Allocation of Equipment

- 8.1 The Council will be responsible for determining and providing the equipment and technical requirements for the employee undertaking a home/agile working arrangement.

8.2 The Council will provide anyone working from home (whether fully or partially) with the equipment reasonably required to work from home to include:

- Computer and pulse fob
- Monitor
- Softphone or mobile
- Mouse
- Riser
- Headphones (if required)

This provision does not extend to the installation of or subscription for the home broadband connection, which is the responsibility of the employee. All equipment provided will remain the Council's property at all times. Only equipment which the Council has provided to employees, or which the Council has authorised employees to use, may be used for homeworking.

8.3 Employees can use their own furniture e.g. desks, chairs, provided that it is compliant with the requirements of the Council's health and safety/risk assessments ([Appendix D](#) and [Appendix E](#)). Where employees are Grade 6 and below the Council will provide the opportunity to purchase a desk and chair (up to the value of £200) from a Council recognised supplier or recycled furniture.

8.4 Additional equipment may be provided for staff who require reasonable adjustments as determined by occupational health. Where equipment is issued to support home-working it is essential that managers keep a log using: [this link](#).

8.5 Personally adapted equipment will be provided to an individual should a workstation assessment deem this necessary; however, this equipment will be provided at the place where they predominantly work and not across multiple sites. Therefore, the individual will be responsible for ensuring that this equipment is available for their use wherever they work. If, as a result of a risk assessment, other equipment is identified as necessary, this will also be provided, subject to the agreement of the employee.

8.6 Where the Council has provided equipment, employees must:

8.6.1 take reasonable care of it;

8.6.2 use it only for the purposes for which it was provided;

8.6.3 make it available to the Council for inspection at any time if requested, and for collection if homeworking arrangements cease, if applicable, or on leaving employment;

8.6.4 not remove it from their home without the prior permission of their manager; and

8.6.5 promptly report any damage to or malfunctioning of any item to their manager.

8.7 The Council will maintain the equipment but employees will be responsible for any damage to the equipment that goes beyond reasonable wear and tear.

8.8 If an IT issue or other equipment problem prevents an employee from working effectively from home, employees should contact their manager as soon as possible and agree what needs to happen.

9. Responsibilities

9.1 Corporate responsibilities

- The Chief Executive, on behalf of the Council, carries overall responsibility for ensuring that the Council has the appropriate processes in place, which adequately and appropriately support its employees, regardless of what working pattern or arrangement they have.
- The OD Service is responsible for providing advice and guidance on this policy and is responsible for reviewing, updating and amending this policy to reflect changes in legislation or employment practice in conjunction with trade unions.
- Corporate Leadership Team is responsible for establishing their own arrangements to ensure:
 - Effective implementation of the policy
 - Continued service delivery; and
 - Consultation with their employees on these arrangements.

9.2 Management Responsibilities

Managers are responsible for:

- Ensuring flexibility, openness and constructiveness in relation to discussions and agreements about home/agile working with employees within their area of responsibility, whilst remaining focused on the needs of the service.
- Ensuring good communication with employees and agreeing clear communication lines and methods, including arrangements for employees to report sickness absence. Making arrangements for both regular individual and team meetings, ensuring regular communication is maintained between themselves and team members, providing support for employees and implementing ways of measuring and monitoring work output that have been mutually agreed.
- Setting and monitoring defined performance measures in line with the Council's performance coaching and regular 1 to 1 meetings.
- Allowing employees who are using their homes to work from to have a right to privacy out of working hours and the ability to separate their working and home lives.
- Meeting their duties in relation to health and safety and welfare by undertaking appropriate risk assessments and acting on any areas of concern for employees who they are responsible for, as outlined in section 10 of the policy.
- Any recruitment going forward based on the designation of the role.
- Undertaking a regular review of the home/agile working arrangements. If it is not working, every effort will be made to resolve any issues.

9.3 Employee Responsibilities

Employees are responsible for:

- Complying with this policy in a reasonable, constructive and appropriate manner.
- Being flexible, open and constructive in discussing and agreeing home/agile working arrangements, whilst remaining focused on the needs of service.
- Maintaining regular contact with their manager.
- Working as agreed (appropriate work area for working at home etc.) and abiding by all the Council Policies (available on the intranet) whilst working in this way.
- Optimising meetings to minimise the amount of travel time.
- Complying with health and safety policy and procedures by participating in and undertaking risk assessments; carrying out any necessary actions to minimise risk; maintaining a safe working environment and taking reasonable care of their own safety, as outlined in section 10 of the policy.
- Complying with confidentiality, data protection and information security policies.
- Ensuring that all reasonable care is taken of all Council supplied IT equipment.
- Reporting immediately once known, any loss, theft or damage to Council IT equipment or the loss of confidential information.
- Consulting with any necessary parties, such as landlords, insurance or mortgage companies, regarding home working.
- Ensuring that any personally adapted equipment (e.g. left-hand orientation or widescreen laptop), required in order to undertake their duties, is available for their use wherever they are working under this arrangement.

10. Health and Safety

10.1 In addition to the employer, employees have a responsibility for the health, safety and welfare of themselves and others while they are carrying out work activities, regardless of the work location. Home/agile workers have the same health and safety duties as other workers and will be required to take reasonable care of their own health and safety whilst working from home. All employees must comply with all health and safety instructions issued by the Council.

10.2 Where employees use Council locations to work they should familiarise themselves with the local arrangements for managing health and safety. They should ensure that they are aware of fire safety arrangements to ensure they are fully conversant with the actions to be taken in the event of discovering a fire or on hearing the fire alarm signal and ensure they adhere to the local signing in and out arrangements.

- 10.3 Due consideration to lone working arrangements should be explored fully between the line manager and employee to ensure safe working arrangements are in place.
- 10.4 The Council retains the right to check all homeworking areas for health, safety and welfare purposes, including carrying out risk assessments, to consider, for example, work equipment, in cases where reasonable adjustments may be necessary, and display screen equipment. All access requirements will be discussed prior to the visit, and appropriate notice given. Working from Home Health and Safety Arrangements ([Appendix D](#)) and Display Screen Equipment (DSE) Workstation Checklist ([Appendix E](#)) will be carried out if any part of an employee's working style requires them to work from home. This will need to be carried out again if any substantial changes are made to the working environment or arrangements. Employees must fully participate in completing the necessary risk assessment paperwork and review this with their manager.
- 10.5 When working from home, even if only partially, the employee has a responsibility to ensure they have an appropriate workspace with adequate security, storage and screening from activities and noise in the rest of the home. There must also be adequate ventilation and lighting.
- 10.6 Homeworkers who need to attend site meetings should be aware that the Council has a Corporate Employee Protection Register ("CEPR"), which holds details of any violent individuals/dangerous incidents against Council employees. Any employee whose role involves personal contact with members of the public should initiate a search of the database prior to any visits/interviews in order to make an informed assessment of any potential risk. Employees should also comply with the [Lone Working Policy](#) and departmental procedures.
- 10.7 Employees must not, under any circumstances, give details of their home address or telephone number to clients/customers or third parties. No formal or informal work related meetings of any kind are to be held in any employee's home (save that employees may, of course, attend meetings virtually from their own home).
- 10.8 Employees must report any accident at home to their manager, in line with current arrangements.
- 10.9 Employees should report any health and safety concerns to their manager, as soon as possible.
- 10.10 Managers should focus on, and prioritise, employee well-being. Employees should contact their manager if they have any concerns regarding well-being. The employee assistance helpline, [Care First](#), is also available.
- 10.11 Employees working from home should ensure that the general fabric of the home and its fixtures and fittings, including in any area in which they work, is/are maintained in a safe and functional state for performance of work there e.g. electrical sockets. Staff should ensure that no equipment is left to charge unattended and that the correct charging device is used in relation to each item of equipment.
- 10.12 Staff working from home will be required to bring equipment into a specified Council building for PAT testing, when requested to do so.

- 10.13 Managers should seek advice regarding any specific concerns around health and safety issues as all health and safety requirements must be appropriately addressed if full or partial homeworking is to occur.
- 10.14 Copies of completed Appendices [D](#) and [E](#) should be submitted to the Organisational Development Service.

11. Data Protection, Security and Confidentiality

- 11.1 The Council provides employees with access to the personal and confidential information they need to do their job. The Council's Information Security and Information Governance Policies including, but not limited to, the [Information Security Policy](#) and the [Acceptable Use Policy](#), apply at all times regardless of the working location. It is particularly important to ensure that non-authorized personnel cannot gain access to confidential or personal information. This includes, but is not limited to, the requirement to prevent unauthorised personnel from:
- seeing and/or accessing, electronic and/or paper files;
 - being able to overhear telephone/Microsoft Teams conversations etc.
- 11.2 When working in a mobile manner, the employee is responsible for the security of equipment, files and any other information in their possession, including the transportation of such items whenever outside Council premises.
- 11.3 Employees working from home, whether fully or partially, will be responsible for ensuring the security of all Council equipment, documents and information and must take all necessary steps to ensure that private and confidential information is kept secure at all times. Wherever possible, this equipment should be locked away. At a minimum, all equipment should be stored out of sight of windows and doors to deter equipment from being stolen.
- 11.4 In particular, every employee must:
- 11.4.1 screen lock their computer whenever it is left unattended;
 - 11.4.2 store confidential papers securely when not in use;
 - 11.4.3 ensure the secure disposal of confidential materials by returning items to Council premises for disposal using the contracted confidential waste arrangements. Where this is not feasible, employees should contact their line manager or the Data Protection Officer to make alternative arrangements;
 - 11.4.4 report any data security breach to their manager immediately.
- 11.5 No work related emails or sensitive data should be sent to the employee's home email addresses. No work related files should be stored on an employee's personal computer.

- 11.6 All employees should make every effort to minimise the amount of paper records which they use, carry or transfer and should consider using more secure electronic methods wherever possible. Not only is this better for the environment, but it reduces costs for the Council and is more secure.
- 11.7 Where employees do need to print documents and send in the post, the Council's hybrid mail system must be utilised to do this and staff should not print and send documents on home equipment using standard public postal arrangements. Staff are reminded that the Council's Information Security Policy includes the requirement that staff should not connect their own unapproved hardware (e.g. a printer) to their Council devices.

12. Equal Opportunities/Reasonable Adjustments

- 12.1 The Council will ensure that all staff are treated in a fair, equitable and consistent manner. It undertakes to comply with the requirements of the Equality Act 2010 and will identify appropriate reasonable adjustments and options for those employees who may require specific support in planning and undertaking any homeworking arrangements.
- 12.2 Particular reference should be made to the provisions of the Act to ensure that appropriate communication and monitoring is in place to support an employee with any matters arising from the protected characteristics and requirements of the Act.
- 12.3 The employee is responsible for ensuring that they inform their line manager of any issues that may need to be addressed under the Act. This is particularly pertinent to homeworkers where equalities matters may be undetected for a prolonged period.
- 12.4 Where an individual has been assessed as requiring a specific workstation set-up as part of reasonable adjustments made following an Occupational Health referral under the Equality Act they will, should these not be able to be accommodated at home, be provided with a desk allocation at a hub and be expected to consider this their base.

13. Insurance, Mortgage/Tenancy Arrangements

- 13.1 In general, working from home should not give rise to any special difficulties from an insurance point of view. The guiding principle is that good practice should reduce or eliminate the possibility of injury or loss to employees. Insurance by itself does not prevent injury or loss and good risk management techniques are required.
- 13.2 It is vital that employees and managers adhere to this Agile Working policy and associated guidelines, in order to maintain the validity of the insurance provision.
- 13.3 Employees' own insurance policies are unlikely to be affected by working from home. However, employees are **strongly advised** to inform their insurers of working at home arrangements. If in doubt, employees should let their insurance company know to ensure there is no risk of non-disclosure invalidating a policy. No formal or informal work related meetings are to be held in any employee's home as this would affect the employee's home insurance policy.

- 13.4 Liability insurance protects the Council and its employees jointly for accidental death, injury and loss of property where the Council has been negligent. This insurance will operate in respect of employees who are working at home with the knowledge and consent of their manager, subject to the appropriate risk, health and safety assessments and training and support being in place. Employees must comply with Section 10 (Health and Safety) of the Agile Working Policy and any accidents must be reported immediately in accordance with the Council's health and safety guidelines.
- 13.5 Computers provided by the Council as part of the home/agile working arrangement will be covered by the Council's insurance policy. Employees must not do, cause or permit any act or omission which will avoid coverage under the Council insurance policy and reasonable care must be taken to avoid loss or damage to the equipment. If in doubt as to whether particular acts or omissions will have this effect, employees should consult their manager immediately. It is essential that any loss, theft or damage to Council IT equipment is reported immediately. Computer equipment should not be left in an unattended vehicle.
- 13.6 There is no formal insurance cover for work equipment provided aside from a computer however, employees must report promptly any damage to or malfunction of any work equipment to their manager for consideration to enable the Council to ensure that a safe working environment is maintained.

14. Temporary arrangements

- 14.1 If there is the need to temporarily cover a post, if leave is taken (other than sickness absence leave) which lasts for over 1 month, including, but not limited to, maternity leave, parental leave, adoption leave, employees who have been provided with Council equipment, should return equipment provided (with the exception of the desk and chair) to a Council location, which will be stipulated by the line manager prior to the commencement of their leave.

15. Domestic abuse/violence

- 15.1 Any individuals who are experiencing domestic abuse/violence, who do not wish to work within the home, will be accommodated in Council locations and are referred to the Council's [Domestic Abuse, Violence and Sexual Violence Policy](#), which offers further support.

16. Review and Revision Arrangements

- 16.1 This policy will be reviewed in line with HR processes and a formal review will take place after one year.
- 16.2 Employees should familiarise themselves with other Council policies to include:
- [Flexible Working Scheme](#)
 - [Information Security Policies](#)
 - [Display Screen Equipment \(DSE\) Policy](#)
 - [Lone Working Policy](#)
 - [Attendance Management Policy](#)
 - [Domestic Abuse, Violence and Sexual Violence Policy](#)

Appendix A: Guidance on application of policy for current workforce



Designation of workstyle

As per clause 4.2, a workstyle will be designated to each post based on service needs (“the proposed designation”).

Individual discussions with current staff

Managers should then consider the proposed designation during a one to one consultation with each directly reporting employee. Managers should discuss, with each employee, the designation of their role, considering any individual/reasonable adjustments where necessary.

Criteria which could justify an adjustment being made to the proposed workstyle include but are not limited to:

- Health and well-being (e.g. mental health);
- Inability to work safely and effectively from home (e.g. insufficient space for necessary equipment);
- A reasonable adjustment due to disability;
- Domestic violence.

For all staff whose proposed designation involves full or partial homeworking

Appendix B

[Appendix B](#) (Individual Assessment Role Designation) must be completed for all employees in roles designated as home/agile working. Managers cannot impose a workstyle on employees. The workstyle needs to be mutually agreed.

Where the proposed designation is varied based on individual/reasonable adjustments

If the manager and/or the employee consider that the employee is unable to work in line with the proposed designation, consideration must be given to varying the proposed designation based on individual/reasonable adjustments, in line with the above criteria. Any adjustments should be detailed in the box in section 2 of [Appendix B](#) and managers should please tick the agreed workstyle which is being adopted based on the agreed adjustments. In relation to any employees for whom the proposed designation is varied to service/community based worker, an allocated base must be identified on [Appendix B](#) for mileage purposes. Both employee and manager should then sign and date the form.

Where the proposed designation is not varied

Where the designation proposed is mutually agreed and there is therefore no change to the designation, both the manager and employee should simply go from section 1 to section 3, sign and date [Appendix B](#) and the manager should please forward a copy to Organisational Development.

Appendix C

All homeworkers and agile workers must also complete and sign [Appendix C](#) (Homeworking Agreement) and managers should please forward a copy to Organisational Development.

The Homeworking Agreement will be the agreement from the individual to vary their contract.

If any homeworking is proposed, can the employee work safely and effectively from home?

Appendices D & E

If home or agile working is being considered as an agreed designation, [Appendix D](#) (Working from home health and safety arrangements) and [Appendix E](#) (DSE) must be completed prior to the proposed designation being agreed. Appendices [D](#) and [E](#) should already have been completed for any staff who have been homeworking (fully or partially) due to the coronavirus pandemic but must, in any event, be completed again as part of this consultation exercise to check that these assessments are up to date and accurate. Only if an employee can work safely and effectively from home pursuant to these assessments, will any kind of homeworking be permitted pursuant to this Agile Working Policy. Managers must please forward the completed, signed copies of Appendices [D](#) and [E](#) to Organisational Development.

When sending Appendices B, C, D and E to Organisational Development, please could managers ensure that all forms relating to each individual are sent together (if they are all applicable).

Equipment

For the current workforce the Council will provide equipment as detailed in Section 8.2.

Furniture

Employees can use their own furniture e.g. desks, chairs, provided that it is compliant with the requirements of the Council's health and safety/risk assessments ([Appendix D](#) and [Appendix E](#)). For the current workforce the Council will provide the opportunity to purchase a desk and chair (up to the value of £200) from a Council recognised supplier or recycled furniture. Any new starters to the Council, Section 8.3 will apply.

Appendix B: Individual Assessment Role Designation



Further to the designation of roles in line with the Agile Working Policy this form should be used for ALL employees in roles designated as Home/Agile Working. Managers should complete this form when undertaking individual consultation on the proposed role designation.

Section 1 - Employee/Role Details

Employee Name:

Position Title:

Contract Type: Permanent Fixed Term Temporary

Position Ref: Contact Phone Number:

Work Base (Pre COVID):

Service: Manager:

Role Designation: Home Worker Agile Worker

Section 2 - Individual/Reasonable Adjustments

The role designation set out above must be discussed with the employee and where consideration is being given to vary this based on individual/reasonable adjustments these should be set out below. In relation to all roles for which any homeworking (whether full or partial) is being considered, Appendices D & E must be completed and must evidence that homeworking can be carried out safely and effectively. Where there is no change to the designation detailed above please simply go to Section 3 and sign.

Please outline the change in workstyle being adopted based on the agreed adjustments

Home Worker Agile Worker Service/Community Worker*

Please specify the designated base for the Service/Community Worker:

*Those unable to work from home based on individual/reasonable adjustments should be included in the Service/Community Worker category and a designated base must be detailed.

Section 3 - Agreement & Authorisation

Employee Signature: Date:

Manager Signature: Date:

Designated Home/Agile Workers must complete a Homeworking Agreement

Please forward a copy of this document to Organisational Development

Appendix C: Homeworking Agreement



Employee Name:

Position Title: Position Ref:

Service: Manager:

It has been agreed that from a date to be confirmed you will be designated a Home/Agile Worker as defined in the Agile Working Policy, you are therefore required to complete this Homeworking Agreement.

Employee:

- I agree to provide an appropriate safe workspace in my home to enable me to work effectively.
- I am aware of my responsibility to inform as appropriate my landlord/mortgage/Insurance company in writing of my intention to work at home.
- I understand the requirement for me to continue to comply with all Council policies, practices and procedures whilst working from home including all Health and Safety requirements.
- I will maintain regular contact with my manager and inform them of changes to my home or personal circumstances, which could affect my ability to undertake my work effectively including health and safety.
- I understand that I have a duty to ensure, insofar as is reasonably practicable, that I work in a safe manner and follow all health and safety requirements of the Council including participating in and undertaking risk assessments; carrying out any necessary actions to minimise risk; maintaining a safe working environment and taking reasonable care of my own safety.
- I am aware and understand the requirement to report any work-related accidents whilst working at home or other locations.
- I agree to provide reasonable access to my home by an employee of the Council, or their representative to support home working arrangements (but not for meeting purposes). All access requirements will be discussed prior to the visit, and appropriate notice given.
- I am aware of the information security measures required and the sensitive nature of data with which I work. I agree at all times to protect access, maintain and store the data securely and confidentially in line with the Data Protection Acts and Council requirements.
- I understand that I am responsible for the proper care of Council equipment and that the computer and other equipment must be used for work purposes only and will not be used by anyone other than myself.
- Reporting immediately, once known, any loss, theft or damage to Council IT equipment or the loss of confidential information.

- I understand that I may be required to attend an alternative hub (location to be confirmed as appropriate) from time to time for specified communications/meetings/training as defined by my manager.
- I am aware and understand the requirements to notify my manager when I am unable to work or absent from work due to sickness or any other reason. I will also continue to use the My Options flexible working to record my times whilst working at home or otherwise in line with relevant Policy, including taking adequate rest breaks.
- In the event of home or agile working ceasing or leaving the employment of the Council, I will co-operate with the Council in arranging a time for any equipment to be collected or I will return the equipment to the Council within 5 working days of home working ceasing.

Employer:

- The Council has a range of policies and guidance to support employees working from home including the Agile Working Policy.
- Under health and safety legislation the Council is obliged to ensure the health and safety of homeworkers in the same way as for office-based staff.
- The manager will ensure that the appropriate risk/DSE assessments are carried out in respect of the work that you carry out.
- Reasonable adjustments will be considered and put in place where necessary.
- The standard equipment required to work from home as set out in the Agile Working Policy will be provided by the Council and any relevant testing of equipment will be facilitated by the Council.
- An allowance as set out in the Agile Working Policy will be paid by the Council with the employees' monthly salary.
- Regular performance coaching/supervision/reviews will continue to be conducted in line with Council Policy.

Employee Declaration

Please sign to confirm that you have read, understood and agree to the conditions relating to home working in line with the Council's Agile Working Policy and that you agree to the varying of your contract of employment.

Employee Signature: Date:

The Agile Working Policy can be accessed on the intranet or from your Manager.

Please forward a copy of this document to Organisational Development

Appendix D: Working from Home Health and Safety Arrangements



For the context of BGCBC employees working from home this means using Display Screen Equipment (and any desk based office type work) at your home either permanently or as an agile worker. Therefore, any health and safety at work considerations are low risk. Many of the risk control measures applicable to an office or similar workplace do not apply to the home (e.g. the employer's requirement to heat the workplace or provide first aid) but some risk control measures (e.g. measures to manage the risks of using DSE) do apply to the home if it is also your place of work. This document advises you on the arrangements needed for you to work safely and effectively.

Please read this document and discuss any issues that you may have with your Line Manager. Complete the document and sign and return to your Line Manager.

Name: Date of Completion:

Directorate: Service:

Fire Safety

- Ensure that your work area is kept tidy.
- Dispose of waste materials regularly.
- It is recommended that you have a smoke alarm fitted.
- Ensure that you have planned escape routes from your home and that they are kept clear.

Electrical Equipment

- Only use the equipment for the intended use.
- Prior to use check leads and equipment for damage – should they be damaged, do not use and report this to your line manager.
- Ensure that the equipment is checked/tested by the Authority periodically (usually every 4 years).
- Only charge electrical equipment to full or required power not constantly or overnight.

Work area

- Try and keep your workspace appropriately lit (natural and electrical) and ventilated (windows/doors open when needed).

Lone Working

- Ensure that you follow any risk assessments on lone working e.g. going from home to a construction site/isolated location or work with the public that may pose a risk of violence and aggression.
- Ensure that the details of any visits are available to your manager via electronic diary.

Absence/Accidents

- Ensure that you comply with the Authority's absence policy (e.g. report absence to your line manager).
- Ensure that you report any accidents or illnesses related to your work activities to your line manager.

Display Screen Equipment(DSE)

- If you use DSE for more than 1 hour per day, ensure that you complete a DSE self-assessment annually and discuss any issues that you have with your line manager. This will include the need for a desk, chair, monitor and any other equipment required.
- If you have any disabilities or physical health concerns that may increase the risk of regular DSE use inform your line manager as an individual risk assessment (by your line manager or other competent person) may be required. Following a DSE assessment your workstation (whether home or office) should be set up appropriately.
- Ensure that you have appropriate space around your DSE.
- Ensure that you take regular breaks away from the screen.
- When carrying DSE (when agile working) use a bag or a trolley.

Work Activities

- If you undertake work activities other than computer based work, then a risk assessment for those activities may be required.

Wellbeing

- Try and establish a routine.
- Keep in touch with your colleagues and manager.
- Discuss any issues concerning your mental health with your line manager.

Do you have any comments regarding your working environment?

	Yes	No	N/A
Have relevant risk assessments been completed?			
Have you informed your manager of the equipment that has been provided by the Authority e.g. chair or monitor taken from the office?			

Signature (Homeworker): Date:

Signature (Line Manager): Date:

Next Review Date:

Display Screen Equipment (DSE) Workstation Checklist



Workstation location and number:

User:

Checklist completed by:

Assessment checked by:

Any further action needed? Yes No Follow-up action completed on:

The following checklist can be used to help you complete a risk assessment and comply with the Schedule to the Health and Safety (Display Screen Equipment) Regulations 1992 as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002.

The questions and 'Things to consider' in the checklist cover the requirements of the Schedule. If you can answer 'Yes' in the second column against all the questions, having taken account of the 'Things to consider', you are complying. You will not be able to address some of the questions and 'Things to consider', e.g. on reflections on the screen, or the user's comfort, until the workstation has been installed. These will be covered in the risk assessment you do once the workstation is installed.


Work through the checklist, ticking either the 'Yes' or 'No' column against each risk factor:



- 'Yes' answers require no further action.
- 'No' answers will require investigation and/or remedial action by the workstation assessor.

They should record their decisions in the 'Action to take' column.

Managers/Assessors should check later that actions have been taken and have resolved the problem. Remember, the checklist only covers the workstation and work environment. You also need to make sure that risks from other aspects of the work are avoided, e.g. by giving users health and safety training, and providing for breaks or changes of activity.

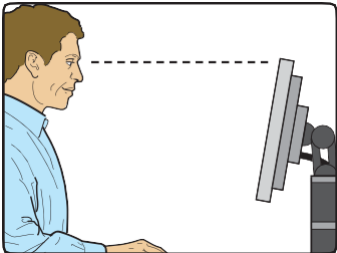
Watch this short video: [Temporary Working at Home - Workstation Setup - YouTube](#)



Risk Factors	Yes	No	Things to consider	Action to take
Keyboards				
Is the keyboard separate from the screen?	<input type="checkbox"/>	<input type="checkbox"/>	This is a requirement, unless the task makes it impracticable (e.g. where there is a need to use a portable).	
Does the keyboard tilt?	<input type="checkbox"/>	<input type="checkbox"/>	Tilt need not be built in.	
Is it possible to find a comfortable keying position?	<input type="checkbox"/>	<input type="checkbox"/>	Try pushing the display screen further back to create more room for the keyboard, hands and wrists. Users of thick, raised keyboards may need a wrist rest.	
				
Does the user have good keyboard technique?	<input type="checkbox"/>	<input type="checkbox"/>	<p>Training can be used to prevent:</p> <ul style="list-style-type: none"> • hands bent up at the wrist; • hitting the keys too hard; • overstretching the fingers. 	
Are the characters clear and readable?	<input type="checkbox"/>	<input type="checkbox"/>	Keyboards should be kept clean. If characters still can't be read, the keyboard may need modifying or replacing. Use a keyboard with a matt finish to reduce glare and/or reflection.	
Mouse, trackball, etc				
Is the device suitable for the tasks it is used for?	<input type="checkbox"/>	<input type="checkbox"/>	If the user is having problems, try a different device. The mouse and trackball are general-purpose devices suitable for many tasks, and available in a variety of shapes and sizes. Alternative devices such as touch screens may be better for some tasks (but can be worse for others).	




Risk Factors	Yes	No	Things to consider	Action to take
Is the device positioned close to the user?	<input type="checkbox"/>	<input type="checkbox"/>	<p>Most devices are best placed as close as possible, e.g. right beside the keyboard.</p> <p>Training may be needed to:</p> <ul style="list-style-type: none"> • prevent arm overreaching; • encourage users not to leave their hand on the device when it is not being used; • encourage a relaxed arm and straight wrist. 	
			 	
Is there support for the device user's wrist and forearm?	<input type="checkbox"/>	<input type="checkbox"/>	Support can be gained from, for example, the desk surface or arm of a chair. If not, a separate supporting device may help. The user should be able to find a comfortable working position with the device.	
Does the device work smoothly at a speed that suits the user?	<input type="checkbox"/>	<input type="checkbox"/>	<p>See if cleaning is required (e.g. of mouse ball and rollers).</p> <p>Check the work surface is suitable. A mouse mat may be needed.</p>	
Can the user easily adjust software settings for speed and accuracy of pointer?	<input type="checkbox"/>	<input type="checkbox"/>	Users may need training in how to adjust device settings.	

Display Screens

Are the characters clear and readable?	<input type="checkbox"/>	<input type="checkbox"/>	<p>Make sure the screen is clean and cleaning materials are available.</p> <p>Check that the text and background colours work well together.</p>	
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Risk Factors	Yes	No	Things to consider	Action to take
Is the text size comfortable to read?	<input type="checkbox"/>	<input type="checkbox"/>	Software settings may need adjusting to change text size.	
Is the image stable, i.e. free of flicker and jitter?	<input type="checkbox"/>	<input type="checkbox"/>	Try using different screen colours to reduce flicker. If there are still problems, get the set-up checked, e.g. by the equipment supplier.	
Is the screen's specification suitable for its intended use?	<input type="checkbox"/>	<input type="checkbox"/>	For example, intensive graphic work or work requiring fine attention to small details may require large display screens.	
Are the brightness and/or contrast adjustable?	<input type="checkbox"/>	<input type="checkbox"/>	Separate adjustment controls are not essential, provided the user can read the screen easily at all times.	
Does the screen swivel and tilt? 	<input type="checkbox"/>	<input type="checkbox"/>	Swivel and tilt need not be built in; you can add a swivel and tilt mechanism. However, you may need to replace the screen if: <ul style="list-style-type: none"> • swivel/tilt is absent or unsatisfactory; • work is intensive; and/or • the user has problems getting the screen to a comfortable position. 	
Is the screen free from glare and reflections?	<input type="checkbox"/>	<input type="checkbox"/>	Use a mirror placed in front of the screen to check where reflections are coming from. You might need to move the screen or even the desk and/or shield the screen from the source of the reflections. Screens that use dark characters on a light background are less prone to glare and reflections.	
Are adjustable window coverings provided and in adequate condition?	<input type="checkbox"/>	<input type="checkbox"/>	Check that blinds work. Blinds with vertical slats can be more suitable than horizontal ones. If these measures do not work, consider anti-glare screen filters as a last resort and seek specialist help.	

Risk Factors	Yes	No	Things to consider	Action to take
Software				
Is the software suitable for the task?	<input type="checkbox"/>	<input type="checkbox"/>	Software should help the user carry out the task, minimise stress and be user-friendly. Check users have had appropriate training in using the software. Software should respond quickly and clearly to user input, with adequate feedback, such as clear help messages.	
Furniture				
Is the work surface large enough for all the necessary equipment, papers, etc?	<input type="checkbox"/>	<input type="checkbox"/>	Create more room by moving printers, reference materials, etc elsewhere. If necessary, consider providing new power and telecoms sockets, so equipment can be moved. There should be some scope for flexible rearrangement.	
				
				
Can the user comfortably reach all the equipment and papers they need to use?	<input type="checkbox"/>	<input type="checkbox"/>	Rearrange equipment, papers etc to bring frequently used things within easy reach. A document holder may be needed, positioned to minimise uncomfortable head and eye movements.	
Are surfaces free from glare and reflection?	<input type="checkbox"/>	<input type="checkbox"/>	Consider mats or blotters to reduce reflections and glare.	
Is the chair suitable? Is the chair stable? Does the chair have a working:	<input type="checkbox"/>	<input type="checkbox"/>	The chair may need repairing or replacing if the user is uncomfortable, or cannot use the adjustment mechanisms.	
<ul style="list-style-type: none"> • seat back height and tilt adjustment? • seat height adjustment? • castors or glides? 				

Risk Factors	Yes	No	Things to consider	Action to take
Furniture				
Is the chair adjusted correctly?	<input type="checkbox"/>	<input type="checkbox"/>	The user should be able to carry out their work sitting comfortably. Consider training the user in how to adopt suitable postures while working. The arms of chairs can stop the user getting close enough to use the equipment comfortably. Move any obstructions from under the desk.	
				
Is the small of the back supported by the chair's backrest?	<input type="checkbox"/>	<input type="checkbox"/>	The user should have a straight back, supported by the chair, with relaxed shoulders.	
Are forearms horizontal and eyes at roughly the same height as the top of the DSE?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Adjust the chair height to get the user's arms in the right position, and then adjust the DSE height, if necessary.	
Are feet flat on the floor, without too much pressure from the seat on the backs of the legs?	<input type="checkbox"/>	<input type="checkbox"/>	If not, a footrest may be needed.	
Environment				
Is there enough room to change position and vary movement?	<input type="checkbox"/>	<input type="checkbox"/>	Space is needed to move, stretch and fidget. Consider reorganising the office layout and check for obstructions. Cables should be tidy and not a trip or snag hazard.	
Is the lighting suitable, e.g. not too bright or too dim to work comfortably?	<input type="checkbox"/>	<input type="checkbox"/>	Users should be able to control light levels, e.g. by adjusting window blinds or light switches. Consider shading or repositioning light sources or providing local lighting, e.g. desk lamps (but make sure lights don't cause glare by reflecting off walls or other surfaces).	

Risk Factors	Yes	No	Things to consider	Action to take
Does the air feel comfortable?	<input type="checkbox"/>	<input type="checkbox"/>	DSE and other equipment may dry the air. Circulate fresh air if possible. Plants may help. Consider a humidifier if discomfort is severe.	
Are levels of heat comfortable?	<input type="checkbox"/>	<input type="checkbox"/>	Can heating be better controlled? More ventilation or air conditioning may be required if there is a lot of electronic equipment in the room. Or, can users be moved away from the heat source?	
Are levels of noise comfortable?	<input type="checkbox"/>	<input type="checkbox"/>	Consider moving sources of noise, e.g. printers, away from the user. If not, consider soundproofing.	

Final questions to users

- Has the checklist covered all the problems that exist when working with DSE?
- Have there been any discomfort or other symptoms which can be attributed to working with DSE?
- Are you aware that you can ask for spectacles to wear when working with DSE?
- Regular breaks from using DSE should be taken. Does the user take regular breaks working away from DSE? Take short breaks often, rather than longer ones less often. For example 5 to 10 minutes every hour is better than 20 minutes every 2 hours. Ideally, users should be able to choose when to take breaks. In most jobs it is possible to stop DSE work to do other tasks, such as going to meetings or making phone calls. Breaks or changes of activity should allow users to get up from their workstations and move around, or at least stretch and change posture. See the link below for some ideas about moving:

[Posturite A4-Advice-Sheet Agile-Working-timings 241016.pdf](#)

DSE Arrangement



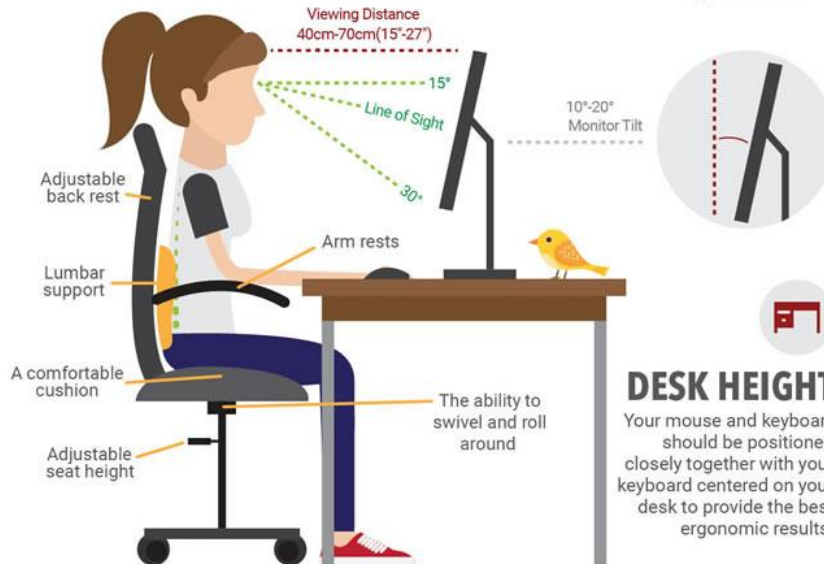
Monitor

Viewing distance 40cm–70cm (15"–27"), line of sight 15°–30°, and monitor tilt 10°–20° is a visually comfortable range for a majority of sitting users.



DESK

Your mouse and keyboard should be positioned closely together with your keyboard centered on your desk to provide the best ergonomic results.



Write down the details of any problems here:

March 2021

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Agenda Item 7

Cabinet and Council only

Date signed off by the Monitoring Officer:

Date signed off by the Section 151 Officer:

Committee: **Corporate Overview and Performance Scrutiny Committee**
Date of meeting: **14th September 2023**
Report Subject: **Customer Service Strategy for the Council**
Portfolio Holder: **Councillor Stephen Thomas, Leader and Cabinet Member for Corporate Overview and Performance**
Report Submitted by: **Bernadette Elias – Chief Officer Commercial and Customer
Leanne Roberts – Service Manager Customer Experience & Digital Transformation**

Reporting Pathway								
Directorate Management Team	Corporate Leadership Team	Portfolio Holder / Chair	Governance Audit Committee	Democratic Services Committee	Scrutiny Committee	Cabinet	Council	Other (please state)
	24/08/2023	04.09.23			14/09/2023	04/10/2023		

1. Purpose of the Report

- 1.1 The purpose of this report is to present the Council Customer Services Strategy 2023 – 2027 (hereafter ‘the strategy’) and the associated customer standards and charter to the Corporate Overview and Performance Scrutiny Committee for consideration prior to approval by Cabinet.

2. Scope and Background

- 2.1 The Customer Services landscape has changed dramatically over recent years and is constantly evolving with higher expectations of standards of service and accessibility, including the way the public receive council services.
- 2.2 The Pandemic changed customer behaviour, and the way in which public services needed to respond has given momentum to shaping a new vision for the Council’s customer offer. The lasting impact of COVID-19 has accelerated the need for the review of the Customer Services delivery model.
- 2.3 The development of our vision and approach to customer services for the Council recognises the changing public expectations which we need to plan and deliver for. It also acknowledges that different channels for different customer contacts are important alongside looking to maximise the potential for digital solutions to provide a better offer and value for money. The development of the strategy was grounded in an approach which would:
- Continue to build on our relationship with residents and strengthen the Councils reputation
 - Strive for consistency in the quality of our customer service offer across the whole Council
 - Put users at the centre of services, mapping the journey through our services through their eyes

- Defines “customer” as all residents, visitors, businesses who use the services we provide and enables us to develop mixed channels so the more complex contacts keep the human touch; and
- Improve our digital presence and ease of use so those who can self-serve are able to, helping us realise efficiencies to support our medium term financial planning.

2.4 The Strategy is underpinned by three key principles and three priorities: -

Principle One: to deliver a Positive Customer Service experience;

Principle Two: investing in our staff to support customers and to resolve queries at first point of contact where possible;

Principle Three: developing a culture that supports digital improvement, innovation and continues to make the best use of new technology;

Priority One: designing services to meet the needs of our customers;

Priority Two: delivery of a customer focused culture;

Priority Three: giving our customers the choice on how they interact with us, based on feedback.

2.5 Implementation of the strategy will be driven by a Customer Service Standards document (Appendix 2) and a Customer Service Charter (Appendix 3). It will commence on a phased basis with the emphasis on the Community Hub and Contact Centre services in the first instance before expanding to wider service areas.

2.6 In December 2022 an external review was undertaken with the aim to gain a better organisational oversight of customer service delivery across the Council. The review offered an opportunity to better understand what our customers think of the way we interact with them, the barriers they face when contacting us and views on how they would like to contact us in the future.

2.7 The findings from the review were shared with Wider Corporate Leadership Team (WCLT) and a Member briefing session held in March 2023. The main findings are set out in the performance information section of this report.

2.8 The review was used to inform the development of our strategy alongside service area knowledge and a desk top research exercise of the customer service models in other councils.

3. **Options for Recommendation**

3.1 CLT endorsed the Strategy on 24th August 2023

- 3.2 **Option 1:**
That the committee endorses the Customer Services Strategy and associated Customer Standards and Charter prior to it being presented to Cabinet for approval;
- 3.3 **Option 2:**
That the committee considers the Customer Services Strategy and associated Customer Standards and Charter and provides recommendations for changes prior to it being presented to Cabinet for approval.
4. **Evidence of how this topic supports the achievement of the Corporate Plan / Statutory Responsibilities / Blaenau Gwent Well-being Plan**
- 4.1 The Local Government (Wales) Measure 2009 (Section 15), places a duty on all Local Authorities in Wales to make arrangements to secure continuous improvement. As part of this, the Council is required to develop a Corporate Plan. The Well-being of Future Generations (Wales) Act 2015 also places individual duties on public bodies. The legislation is about improving the social, economic, environmental and cultural well-being of Wales and creating a Wales that we all want to live in, now and in the future.
- 4.2 The Strategy supports these objectives and the Corporate Plan priority “an ambitious and innovative Council delivering quality services at the right time and in the right place.”.
- 4.3 The strategy is an important part of the overall governance framework and is aligned to other key Council plans and strategies including the Digital Strategy (currently in the democratic process for approval), the Commercial strategy, the Workforce Strategy, the Communication Strategy and the Decarbonisation Plan.
5. **Implications Against Each Option**
- 5.1 ***Impact on Budget (short and long term impact)***
- 5.1.1 The Strategy supports elements of the Medium Term Financial Strategy and aspects of its delivery are included within the Commercial Strategy and within the Bridging the Gap Programme.
- 5.1.2 There is a clear alignment to the telephony and digital programmes that are currently in progress.
- 5.1.3 There are no anticipated impacts on budget to deliver the core values of the strategy.
- 5.1.4 Staff within the Customer Service team would be required to ensure adoption of the strategy, standards and charter across the Council.
- 5.2 ***Risk including Mitigating Actions***
- 5.2.1 There is a risk of non-compliance of the adoption of the strategy. Failure to comply with the ambitions of the strategy will impact the delivery and savings associated with the Strategic Financial programme called Bridging the Gap, such as:

- Reducing Third Party Spend Strategic Business Review
- Workplace Transformation Strategic Business Review
- Use of data and insight to support decision making Strategic Business Review
- Designing services around the customer Strategic Business Review
- Behavioural Insight Strategic Business Review

5.2.2 Non-compliance to the strategy will impact the delivery of the Council's Corporate Plan priorities and pose risks to the delivery of other key plans and strategies, such as:

- Digital Transformation Strategy
- Medium Term Financial Strategy
- Workforce Strategy
- Regeneration Strategy
- Education ICT Strategy
- Commissioning and Procurement Strategy
- Commercial Strategy

5.2.3 The mitigation of these risks will be monitored through officer networks (mentioned in Performance Section 6 of the report).

5.3 **Legal**

Adherence to Welsh Language Standards will be part of the delivery of the strategy

5.4 **Human Resources**

5.4.1 Training of staff across the Council and delivery of the strategy will be undertaken with consultation with colleagues in Human Resources

5.4.2 Attendance at Officer Networks across the Council, i.e. Future Working Programme Board and Service Design and Digital Board will support the adoption of the strategy

5.5 **Health and Safety**

None identified.

6. **Supporting Evidence**

6.1 **Performance Information and Data**

6.2 The external review undertaken in 2022 of customer experience across the Council found:

- People value the interaction and the experience of in person customer service channels
- There are many access points and it's confusing people
- Some people lack the ability to use digital channels but not all
- Customers who are able to self-serve are opting to call for reasons including difficulty in navigating the online experience
- Often the content we communicate is misunderstood and causes confusion
- Closer working between Customer Services officers and service areas could alleviate frustrating and confusing experiences for people.

- 6.3 There will be a set of delivery plans against each priority set out in the strategy and will have a number of key success measures, such as % of customers accessing front facing services rating the service they receive as excellent or good; total number of complaints received per thousand populations (aligned to Council Complaints procedure)
- 6.4 Behavioural insight will inform delivery of the strategy moving forward.

6.2 ***Expected outcome for the public***

- 6.2.1 To support the successful delivery of this strategy there are some clear links to the level of service that customers can expect to receive, whatever channel they choose to use.
- 6.2.2 Our Customer Service Standards and Charter (currently in draft – Appendix 2 and 3) underpins our customer services delivery model and describes the basic standards of service that a customer can expect from Blaenau Gwent Council.
- 6.2.3 Within our Customer Charter the term “customer” relates to all residents, visitors, businesses who use the services we provide.
- 6.2.4 Transforming our customer service delivery will undoubtedly impact on the standards outlined in our Customer Charter. It is important that these changes and their impact are considered. The charter will be reviewed and updated regularly throughout the life of the strategy.

6.3 ***Involvement (consultation, engagement, participation)***

The Strategy, Standards and Charter has been developed with engagement via;

- An externally facilitated organisational review of the customer experience and access involving a range of service areas and engagement through journey mapping with customers who use our services
- User research with customers including that gained through service re design projects
- Senior management and Elected member feedback
- Undertaking desk top research and,
- Discussions with partner organisations

- 6.3.1 User research will be a key part of the strategy implementation moving forward.

6.4 ***Thinking for the Long term (forward planning)***

- 6.4.1 The Customer Services landscape has changed dramatically over recent years and is constantly evolving with higher expectations of standards of service and accessibility, including the way the public receive council services.
- 6.4.2 The Pandemic changed customer behaviour, and the way in which public services needed to respond has given momentum to shaping a new vision for the Council’s customer offer.

- 6.4.3 The lasting impact of COVID-19 has accelerated the need for the review of the Customer Services delivery model.
- 6.4.4 Closely aligning the strategy with understanding our demographics utilising new technology will provide a pathway for future proofing the Council moving forward into the 21st Century
- 6.5 ***Preventative focus***
- 6.5.1 The demands and expectations of customers and staff and the speed of digital innovation means that we need to be able to deal with the rising volume of customers' requests, who want faster, more comprehensive services across a growing range of channels
- 6.5.2 The key principles and priorities of this strategy and the Digital Strategy are aimed at those that need and want to access the Council.
- 6.5.3 The intention is to build good quality services with those that use and provide them. The additional benefits of using digital technology and innovation will support independence and better-connected communities.
- 6.5.4 Through our customer-centred design approach we will consider each element of a process and how customers use our services. Having the right culture and leadership to drive our ambition will support the development of customer-centred services.
- 6.5.5 Improved use of data, better engagement and collaboration will allow us to join up services to remove barriers between organisations so that customers can easily access what they need, supporting behaviour change where possible
- 6.6 ***Collaboration / partnership working***
The strategy will be shared with key partners to support working towards a more joined up public services experience for customers.
- 6.7 ***Integration (across service areas)***
The strategy takes a whole council approach and promotes knowledge sharing across service areas.
- 6.8 ***Decarbonisation and Reducing Carbon Emissions***
The Community Hub model places the emphasis on delivering customer services closer to the communities.
- Utilisation of digital solutions where customers are able to also supports decarbonisation, ability to transact online where customers are able
- 6.9 ***Integrated Impact Assessment (IIA)***
See Appendix 4.
7. ***Monitoring Arrangements***
- 7.1 Information will be included in the quarterly Joint finance and performance report which is part of the committee forward work programme, including an annual quarter 4 position.

- 7.1.2 The Future Working Programme Board chaired by the Chief Executive will receive progress updates on the implementation of the strategy.
- 7.1.3 The Service Design and Digital Board which has representations from across the service areas will review its terms of reference to support monitoring and delivery of the strategy
- 7.1.4 A midpoint review of the strategy will be undertaken.

Background Documents /Electronic Links

- Appendix 1 - Customer Services Strategy
- Appendix 2 - Customer Services Standards
- Appendix 3 - Customer Service Charter
- Appendix 4 – Integrated Impact Assessment

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Blaenau Gwent Council Customer Services Strategy

2023 - 2027



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Foreword

Welcome to the Customer Service Strategy

The strategy sets out the key outcomes, activities and behaviours that Blaenau Gwent Council will pursue in support of our corporate priorities and a culture of continuous improvement.

Understanding the experience of our key community groups will allow us to provide services where and when they are needed along with supporting the corporate approach to reducing inequalities. As the demand for council services increases, listening to our customers, the residents of Blaenau Gwent is essential to our success on delivering excellent customer service.

Blaenau Gwent Council is committed to putting the customer at the heart of service delivery and, leaders in our organisation actively support this, as well as utilising customer insight to inform policy and strategy.

Along with guiding our customer service to be the best it can be for all our customers the strategy links to our Corporate Plan 2022 -2027 and complements our Digital Strategy 2023 - 2027 that likewise will allow and continue to inform our work in delivering the best customer service.

The journey to achieving what is set out in the strategy will involve the experience and expertise of all our council staff and partners.

This strategy has been developed in consultation with a cross service council officer group (Wider Corporate Leadership Team), elected members and Corporate Leadership Team. This will ensure customer service has a prominent presence at the centre of all service development demonstrating its strategic importance.

This Customer Service Strategy will ensure that service provision is designed and delivered to meet local needs and that services improvements are customer led and outcome focused.

Steve Thomas - Leader

Helen Cunningham - Deputy Leader

Introduction

Where we are now

Blaenau Gwent is committed to its customer service delivery and ensuring a positive customer experience for all.

In 2022 a review was undertaken in relation to customer service delivery across the organisation, part of which included understanding the access points across the Council (from telephony, face to face, email addresses).

The objective of the review was to:

- > Understand what our customers think of the way we interact with them
- > Establish what barriers our customers face when contacting us and;
- > To obtain ideas / suggestions as to how customers would like to interact with us in the future

The key themes and priorities of this strategy have been developed through various methods, including:

- > user research, feedback and engagement with our customers
- > senior management and elected member feedback
- > undertaking desk top research, and
- > discussions with partner organisations

We work with customers who find themselves digitally excluded and learn from their experiences to better support them.

What we are trying to achieve

Blaenau Gwent is committed to its customer service delivery and ensuring a positive customer experience for all.

This strategy sets out our ambition to deliver a positive customer experience throughout the Council, putting the customer at the heart of everything we do.

The importance of customer service delivery has never been more vital. As demand for council services increases, the way in which we respond to our customers' needs to be consistent (irrespective of what service customers are accessing), accurate, effective and efficient

Our customers and staff have been the driving force behind the creation of our Customer Service Standards and Customer Service Charter (in draft). We believe our customers have the right to know what level of service they can expect from us and how we will put things right if / when things go wrong.

Blaenau Gwent Context

This strategy will support the Council’s vision of being “a place that is fair, open and welcoming to all by working with and for our communities”

It will help to deliver the Council’s Corporate Plan Priorities:

An ambitious and innovative Council delivering quality services at the right time and in the right place (closer to our communities)

Empowering and supporting communities to be safe, independent and resilient

Maximise learning and skills for all to create a prosperous, thriving, resilient Blaenau Gwent

Respond to the nature and climate crisis and enable connected communities

This strategy is aligned to the ambitions of the following key plans and strategies:

- > Customer Strategy (in draft)
- > Workforce Strategy
- > Commercial Strategy
- > Communication Strategy
- > Commissioning and Procurement Strategy
- > Medium Term Financial Strategy
- > Decarbonisation Plan

This strategy demonstrates the Council’s commitment and investment into becoming a customer focussed Council by:

- > providing equal access to services
- > supporting learning and developing skills
- > identifying and developing the right technology in the right way
- > improving collaboration with others

66,900

people live in Blaenau Gwent



30,000

households in Blaenau Gwent

There are 4,035
Welsh Speaking
Residents

7,497

Residents visited our
Community Hubs in
2022/23

There
are over
90

services in Blaenau Gwent that
can be transacted on-line




58,821

calls were handled in the
Contact Centre in 2022/23

@ 6,500+

residents contacted us via our
info@ email address last year

 Blaenau Gwent has
17,845 followers on
Facebook

 Blaenau Gwent has
13,698 followers on
X

 150,000 people visit
our website each
quarter

7.3%

of households do not have
internet access

93.5%

of households with internet
access have superfast
broadband

Our Principles

The strategy sets out the commitment of Blaenau Gwent Council in providing excellent customer services from highly skilled staff, thus enhancing the experience received.

It is underpinned by three key principles and three priorities. These are essential to the delivery of a positive customer service experience across the Council.

Principle One

To deliver a Positive Customer Service experience.

We will do this by:

- > developing a shared vision on how the Council improve and deliver its services
- > influencing behaviours that put the customer at the heart of everything we do
- > developing a customer-centric approach to delivering services
- > working as one to remove silos
- > developing a data driven culture to improve and design services
- > developing an innovating and intrapreneurial culture to modernise the Council
- > developing an open culture where information is shared and reused where able to
- > learning from customer feedback, both positive and negative and using this to improve service delivery
- > working with customers who are digitally excluded

Principle Two

Invest in our staff to support customers and to resolve queries at first point of contact where possible.

We will do this by:

- > assessing the skills and capabilities required
- > providing ongoing mentorship and training to all customer service representatives
- > collaborating with partners and organisations around training
- > creating a customer service network
- > developing a customer service champion network
- > creating a Customer Service Charter and Standards
- > developing staff skills to future proof customer service delivery and the organisation

Principle Three

Develop a culture that supports digital improvement, innovation and continues to make the best use of new technology.

We will do this by:

- > reviewing and assessing current systems and processes used across the Council that supports customer service delivery
- > understanding what our customers' needs are, putting them at the heart of everything we do
- > reviewing services so that they are fully accessible and meet all required standards
- > making it easy to find and understand information online
- > making it easy for customers to contact and transact with us online
- > increasing the number of services available online
- > continually move with the times but ensuring customers' needs always come first
- > supporting the building of services that are fit for the 21st Century

Our Priorities

Priority One - Designing Services to meet the needs of our customers.

Aim: Identify customer needs and priorities across Blaenau Gwent through ongoing engagement.

The active participation of people who have used our services can bring valuable knowledge and experience which will contribute to the design, planning, delivery and evaluation of our services as we move forward.

This strategy builds on a solid foundation and further develops the work that is already underway in the organisation to support the delivery of customer focussed services.

At all times we must strive to meet our customers' expectations and deliver an excellent quality of service.

We will do this by:

- > working with our customers and stakeholders to help shape our services
- > community engagement with community groups, 3rd sector partners and Community Hub attendees
- > continuing to review and redesign our services to make us efficient and effective
- > monitoring and improving our communication processes with our customers, making it easier for customers to understand letters etc. to be able to contact us via their preferred method.

Demonstrate delivery by:

- > Example of key performance indicators - % of customers accessing front facing services rating the service they receive as excellent or good; total number of complaints received per thousand population.

Priority Two - Delivery of a customer focused culture

Aim: A positive customer experience to be provided at all times. It is important that all staff work within a customer focused culture, putting the customer at the heart of everything they do.

The variety and breadth of the services we provide preclude the establishment of a single model of customer care.

We will have in place a range of tools and processes that are tailored to the specific needs of the customer, the service required and the delivery of that service.

We will do this by:

- > delivering customer service training as part of induction for all employees
- > learning from complaints to improve service delivery
- > embedding customer service delivery within business plans
- > continually measuring customer service satisfaction
- > developing a customer service charter and standards (in draft)
- > providing information and advice to our customers in a concise and professional way
- > utilising all communication channels, linking to Corporate Communication Strategy
- > undertaking first contact resolution where possible

Demonstrate delivery by:

- > Example key performance indicators, % resolution at first point of contact
- > Example key performance indicators, % of customers who rated services received as good / excellent

Priority Three - Redesigning Services, giving our customers the choice on how they interact with us.

Aim: Digital technology is changing the way that we communicate. There is an expectation by many of our customers that we will offer a wide range of digital services. Customers should have the choice of how they want to communicate with us.

We will do this by:

- > further development of the My Council Services platform
- > developing phase 2 of Community Hubs delivery
- > transforming the Corporate Contact Centre to understand why customers are contacting us and what is important to them
- > the development of the Digital Exclusion project, supporting our customers to be more digitally included where they want to be
- > providing a website that meets the needs of customers
- > communicating in plain language, accessible formats with inclusivity for all

Demonstrate delivery by:

- > Example key performance indicators, % resolution at first point of contact
- > Example key performance indicators, % of customers who rated services received as good / excellent

Customer Service Standards and Customer Charter

To support the successful delivery of this strategy there are some clear links to the level of service that customers can expect to receive, whatever channel they choose to use.

Our current Customer Service Standards and Charter (in draft) underpins our customer services delivery model and describes the basic standards of service that a customer can expect from Blaenau Gwent Council.

Within our Customer Charter the term “customer” relates to all residents, visitors, businesses who use the services we provide.

Transforming our customer service delivery will undoubtedly impact on the standards outlined in our Customer Charter.

It is important that these changes and their impact are considered. The charter will be reviewed and updated regularly throughout the life of this strategy.

Monitoring and Review

The structure for customer service within Blaenau Gwent County Borough Council is as follows:

- > Leadership through Cabinet Members, the Leader and Portfolio Member for Corporate Overview and Performance
- > Chief Officer Commercial and Customer
- > Service Manager Customer Experience and Transformation;
- > Customer Experience Team Lead

The strategy will have a set of delivery plans against each priority and each priority will have a number of key success measures.

Information will be included in the quarterly Joint finance and performance report which is part of the committee forward work programme, including an annual quarter 4 position.

The Future Working Programme Board chaired by the Chief Executive will receive progress updates on the implementation of the strategy.

The Service Design and Digital Board which has representations from across the service areas will review its terms of reference to support monitoring and delivery of the strategy.

A midpoint review of the strategy will be undertaken.

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Customer Service Standards

Customer Service Standards

Why do we need Customer Service Standards?

The Customer Service Standards helps define what Blaenau Gwent customers can expect from services and how it should be delivered.

Our Customer Service Standards

The Customer Service Standards helps define what Blaenau Gwent customers can expect from services and how it should be delivered.

> Telephone Standards

When calling the contact centre, customers can expect calls to be answered as quickly as possible; generally, within six rings. This is linked to the customer service standard of answering 80% of all calls within 20 seconds. Like every contact centre we will have busy times, when we cannot answer all calls this quickly. However, this will be the exception to the rule. We will deliver this commitment by ensuring that we are staffed to meet customer demand and that staff are well trained, so they can resolve calls quickly.

> Written Standards

Upon receipt of a customer letter or email the Council will ensure that a reply is sent within five working days. If the query is complex and will take some time to answer, we will acknowledge receipt of the correspondence within five working days and provide the customer with the timescales for a full response.

> Face to Face Standards

Customers visiting the Community Hubs can expect to be seen by an appropriate member of staff as quickly as possible. Like our contact centre we will have busy times, but we will try to ensure that on most occasions we are staffed to deal with demand and appropriately trained to resolve queries in an efficient manner.

> **Customer choice in accessing services**

As a Council we will provide services through the quickest and most efficient access channel for the customer, whether that is over the phone, online, face to face or via letter. We recognise that quick, simple and straightforward transactions are easily completed online or via the phone and therefore we are committed to making this possible for all of these services. We recognise that for more in depth and complex issues customers may need to speak with us face to face. We are already committed to providing this in the Community Hubs across the borough.

> **Resolving customer enquiries promptly and conveniently**

We want to resolve customer queries as quickly as we can. Therefore, if we can resolve it during the first contact, we will. In order to achieve this, we are committed to providing comprehensive training to all frontline staff and empowering them to make decisions that will speed up the process

> **Clear communication**

When customers contact the Council we promise to listen. If it takes longer than expected to resolve the matter, we will keep them informed, explaining the reasons why. We will also be clear with our communication and avoid the use of jargon.

> **We will be courteous and welcoming**

When customers visit Council buildings they can expect a welcoming environment. We will be polite and courteous and will ensure that we treat everyone equally.

> **Equality in accessing Council services**

Accessibility and fairness is a key priority for us. When visiting the Community Hubs customers can access services in languages other than English, staff are also being trained in the Welsh Language. Our website is also in the process of being re-designed to make it accessible to all, providing a range of facilities to help customers access the services they need. We aim to continuously improve in order to ensure that we provide access to services in a fair way.

> **Putting things right**

If customers are unhappy with a service they have received from the Council or they want to tell us about something we have done well, we want to know. To make this as easy as possible we have a very clear and consistent Concerns and Complaints policy. Concerns and Complaints should be acknowledged within three working days and a response should be given within ten working days.

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Blaenau Gwent

County Borough Council

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Customer Service Charter

Customer Service Charter

Why do we need a Customer Service Charter?

The Customer Service Charter describes the standards of service customers can expect from Blaenau Gwent Council.

Who are our Customers?

Within the charter the term “customer” relates to all residents and visitors who use the services we provide and includes the pupils, parents and carers served by our schools.

Our pledge to you

We want to provide an excellent customer service to everyone in Blaenau Gwent, this means putting the customer at the heart of the service and processes.

This Customer Charter will let you know what you can expect from us when receiving our services, and what we can expect from you.

Treating you fairly - WE will:

- > Be polite, helpful and considerate and take time to listen to you
- > Treat you with respect
- > Treat you as an individual and according to your needs
- > Protect your personal information
- > Deal with your requests and complaints quickly

Making access easier - WE will:

- > Develop services with your help, that meet your needs
- > Make our website accessible to everyone
- > Increase our online services for you to use at a time that suits you
- > Clearly advertise all the ways you can access our services (including face to face)

Keeping you informed - WE will:

- > Give you clear information about the right people to help you
- > Talk to you in plain language, without jargon
- > Keep all the information on our website up-to-date
- > Update you with any progress on requests and complaints

Getting it right - WE will:

- > Do what we say we will do
- > Say sorry and put things right if we have made a mistake
- > Tell you what to do next if you are not happy with how you have been treated
- > Use your feedback to shape our services
- > Train our staff to the highest standards

How you can help - YOU will:

- > Treat our staff with courtesy and respect
- > Give us the opportunity to put things right first
- > Provide us with honest feedback
- > Participate in surveys and consultations.

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Blaenau Gwent County Borough Council - Integrated Impact Assessment

All decisions, policy reviews or policy implementation will now require a completed Integrated Impact Assessment.

- Section 1-Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011
- Section 2-Socio-economic Duty – Sections 1 to 3 of the Equality Act 2010
- Section 3-Corporate Plan
- Section 4-Wellbeing of Future Generations (Wales) Act 2015
- Section 5-Welsh Language (Wales) Measure 2011
- Section 6-Children’s Right “The Right Way”
- Section 7-Community Safety
- Section 8 Armed Forces
- Section 9-Data
- Section 10-Consultations Statutory Consultation Doctrine of Legitimate Expectation and Gunning Principles
- Section 11-Monitoring
- Section 12-Decision of proposal

Lead Officer	Head of Service	Service Area & Department	Date
Jonathan Morgan/Shawn Hughes	Leanne Roberts	Corporate Services	29/8/2023

Briefly outline the proposal indicating what change or decision is to be made, also provide any documentation that may be used to support this.

What is the proposal that needs to be assessed?

The development and introduction of a Digital Transformation Strategy and Customer Services Strategy including Customer Service Standards and Customer Service charter. These will be embedded so that a clear description of the level of service customers can expect when dealing with the Council.

<p>Section 1</p> <p>Outline how the proposal will impact on any people or groups of people with protected characteristics, please refer to the Equalities Act 2010 (Wales) for further information Equality Act 2010: guidance - GOV.UK (www.gov.uk) and the EHRC guidance The Essential Guide to the Public Sector Equality Duty: EHRC</p> <p>Briefly outline below if there will be any positive or negative impacts as a result of the proposal being considered.</p>			
Protected characteristics	Will the proposal have any positive impacts on those with a protected characteristics?	Will the proposal have any negative impacts on those with a protected characteristics?	Outline how the proposal could maximise any positive impacts or minimise any negative impact. Please indicate any views evidence you have that supports this.
Age (<i>people of all ages</i>)	Yes	Positive impact – customers will be able to self serve as much as possible, but also for those unable to self serve alternative ways to contact us are available.	Customers will be able to take responsibility for their own actions by interacting with us on-line as much as possible rather than waiting to see or speak to an agent. This can be 24/7, 365 days a year. The Contact Centre and Community Hubs only operate during working hours Monday to Friday.
Disability (<i>people with disabilities/ long term conditions</i>)	Yes	Positive impact – clear guidance will show how customers will be able to self serve as much as possible, speak to an agent in the Contact	Customers will be able to take responsibility for their own actions by interacting with us on-line as much as possible rather than waiting to see or speak to an agent. This can be 24/7, 365 days a year. The Contact Centre and Community Hubs only operate during working hours Monday to Friday.

		Centre or visit a Community Hub. Negative impact – location of the Community Hubs in town centres may be challenging to some residents in terms of their location.	
Gender Reassignment <i>(anybody who's gender identity or gender expression is different to the sex they were assigned at birth)</i>	Considered but no impact identified		
Marriage or Civil Partnership <i>(people who are married or in a civil partnership)</i>	Considered but no impact identified		
Pregnancy and Maternity <i>(women who are pregnant and/or on maternity leave)</i>	Yes	Positive impact – customers will be able to self serve as much as possible, but also for those unable to self serve alternative ways to contact us are available.	Customers will be able to take responsibility for their own actions by interacting with us on-line as much as possible rather than waiting to see or speak to an agent. This can be 24/7, 365 days a year. The Contact Centre and Community Hubs only operate during working hours Monday to Friday.

		Negative impact – parking in town centres near to the Community Hub maybe challenging due to traffic restrictions.	
Race (<i>people from black, Asian and minority ethnic communities and different racial backgrounds</i>)	Considered but no impact identified	n/a	
Religion or Belief (<i>people with different religions and beliefs including people with no beliefs</i>)	Considered but no impact identified	n/a	
Sex (<i>women and men, girls and boys and those who self-identify their gender</i>)	Considered but no impact identified	n/a	
Sexual Orientation (<i>lesbian, gay, bisexual, heterosexual, other</i>)	Considered but no impact identified	n/a	

NOTE: Section 2 only needs to be completed if proposals are of a strategic nature or when reviewing previous strategic decisions. See page 6 of the Preparing for the Commencement of the Socio-economic Duty Welsh Government Guidance.

Section 2
Socio-economic Duty (Strategic Decisions Only)
The Welsh Governments [Socio-economic Duty](#) provides a framework in order to ensure tackling inequality is at the forefront of decision making.

.Please consider the below vulnerable groups and consider how the proposal could affect them:

- Single parents and vulnerable families
- People with low literacy/numeracy
- Pensioners
- Looked after children
- Homeless people
- Carers
- Armed Forces Community
- Students
- Single adult households
- People misusing substances
- People who have experienced the asylum system
- People of all ages leaving a care setting
- People living in the most deprived areas in Wales (WIMD)
- People involved in the criminal justice system

Socio Economic disadvantage definitions.	Will the proposal have a positive, negative or neutral impacts on the below?	How could you mitigate the negative impacts outlined?	Please highlight any evidence that has been considered.
<p>Low Income / Income Poverty <i>(cannot afford to maintain regular payments such as bills, food, clothing, transport etc.)</i></p>	<p>Positive – customers will have a choice to access services on their own devices, telephone or visit Community Hubs.</p>	<p>Negative – no access to digital technology due to financial constraints. Also, costly to travel to Community Hubs.</p> <p>Customers will have a choice as to how best their circumstances allow them to interact with us.</p>	<p>Every case is treated on its own merits and the Customer Service delivery provided to our customers will depend on their individual circumstance.</p>

<p>Low and/or No Wealth (<i>enough money to meet basic living costs and pay bills but have no savings to deal with any unexpected spends and no provisions for the future</i>)</p>	<p>Positive – customers will have a choice to access services on their own devices, telephone the Contact Centre or visit Community Hubs</p>	<p>Negative – no access to digital technology due to financial constraints or personal choice. Also, costly to travel to Community Hubs</p> <p>Customers will have a choice as to how best their circumstances allow them to interact with us.</p>	<p>Every case is treated on its own merits and the Customer Service delivery provided to our customers will depend on their individual circumstance</p>
<p>Material Deprivation (<i>unable to access basic goods and services i.e. financial products like life insurance, repair/replace broken electrical goods, warm home, hobbies etc.</i>)</p>	<p>Positive – residents will be able to access services on their own devices rather than travel to Community Hubs</p>	<p>Negative – no access to digital technology due to financial constraints or personal choice. Also, costly to travel to Community Hubs</p> <p>Customers will have a choice as to how best their circumstances allow them to interact with us.</p>	<p>Every case is treated on its own merits and the Customer Service delivery provided to our customers will depend on their individual circumstance</p>
<p>Area Deprivation (<i>where you live (rural areas), where you work</i>)</p>	<p>Positive – residents will be able to access services on their own</p>	<p>Negative – no access to digital technology due to financial</p>	<p>Customers will a choice of how to interact with the Council</p>


<p><i>(accessibility of public transport) Impact on the environment?</i></p>	<p>devices rather than travel to Community Hubs</p>	<p>constraints or personal choice. Also, costly to travel to Community Hubs and public transport services to town centres are limited in certain areas.</p>	<p>dependant on their individual circumstances.</p>
<p>Socio-economic Background <i>(social class i.e. parents education, employment and income)</i></p>	<p>Considered but no impact identified</p>	<p>n/a</p>	
<p>Socio-economic Disadvantage <i>(What cumulative impact will the proposal have on people or groups because of their protected characteristic(s) or vulnerability or because they are already disadvantaged)</i></p>	<p>Positive – residents will be able to access services om their own devices rather than travel to Community Hubs</p>	<p>Negative – no access to digital technology due to financial constraints or choice.</p>	<p>Customers will a choice of how to interact with the Council dependant on their individual circumstances.</p>

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Section 3-Corporate Plan

Please outline any Corporate Plan linkages of the proposal -[BG Corporate Plan 22-27](#)

<p>Priority 1 - Maximise learning and skills for all to create a prosperous, thriving, resilient Blaenau Gwent</p>	<p>Priority 2 of the Digital Strategy – “To be a digitally enabled Borough” – To develop digital and data skills to deliver services that meet customer and business needs. We have a duty to make arrangements to secure continuous improvement.</p>
<p>Priority 2 - Respond to the nature and climate crisis and enable connected communities</p>	<p>The Customer Service Strategy will link into the Decarbonisation Plan.</p>
<p>Priority 3 - An ambitious and innovative council delivering quality services at the right time and in the right place</p>	<p>Both strategies emphasise the importance of investing in our staff and developing a culture that supports digital improvement and a seamless, positive customer experience.</p>
<p>Priority 4 - Empowering and supporting communities to be safe, independent and resilient</p>	<p>Allowing customers to have the choice of how they interact with us but with the knowledge that, as Priority 2 of the digital Strategy says, all data is protected appropriately and only shared when it is safe and appropriate to do so.</p>

Section 4-Well-being of Future Generations (Wales) Act 2015 – The Five Ways of Working (ICLIP)	
<i>Sustainable development principles. The WCFG Act requires the Council to consider how any proposal improves the economic, social, environmental and cultural well-being of Wales using the five ways of working as a baseline)</i>	
Five Ways of Working	How have you used the Sustainable Development Principles in forming the proposal?
<p>Long Tern</p> 	<p>Consider the long-term impact of the proposal on the ability of communities to secure their well-being. The Digital and Customer Service landscape has changed dramatically over recent years and is constantly evolving with higher expectations of standards of service and accessibility, including the way the public receive council services.</p> <p>The Pandemic changed customer behaviour, and the way in which public services needed to respond has given momentum to shaping a new vision for the Councils customer offer.</p> <p>The lasting impact of COVID-19 has accelerated the need for the review of the Digital and Transformation and Customer Services delivery model.</p> <p>Closely aligning the strategy with understanding our demographics utilising new technology will provide a pathway for future proofing the Council moving forward into the 21st Century</p>

<p>Prevention</p> 	<p>Consider how the proposal is preventing problems from occurring or getting worse The demands and expectations of customers and staff and the speed of digital innovation means that we need to be able to deal with the rising volume of customers' requests, who want faster, more comprehensive services across a growing range of channels</p> <p>The key principles and priorities of the Digital and Customer Services Strategies are aimed at those that need and want to access the Council.</p> <p>The intention is to build good quality services with those that use and provide them. The additional benefits of using digital technology and innovation will support independence and better-connected communities.</p> <p>Through our customer-centred design approach we will consider each element of a process and how customers use our services. Having the right culture and leadership to drive our ambition will support the development of customer-centred services.</p> <p>Improved use of data, better engagement and collaboration will allow us to join up services to remove barriers between organisations so that customers can easily access what they need, supporting behaviour change where possible</p>
<p>Integration</p> 	<p>Consider how your proposal will impact on other services provided in our communities (these might be Council services or services delivered by other organisations or groups) The strategies take a whole council approach and promotes knowledge sharing across service areas.</p>

Collaboration



Consider how you are working with Council services or services delivered by other organisations or groups in our communities. The strategies will be shared with key partners to support working towards a more joined up public services experience for customers.

Involvement



Consider how you involve people who have an interest in this proposal and ensure that they represent the diversity of our communities.

The Strategies, has been developed with engagement via;

- An externally facilitated organisational review of the customer experience and access involving a range of service areas and engagement through journey mapping with customers who use our services
- Feedback from customers, non-users, learners, businesses, partners, staff and data gathered during various service design projects;
- User research with customers including that gained through service re design projects
- Evidence from work undertaken on service design projects, i.e Planning and content design;
- Wider CLT session facilitated by Centre of Public Digital Services to understand current position, opportunities, barriers and objectives;
- Senior management and Elected member feedback
- Feedback from elected members, MCS induction session;
- Digital self-evaluation, facilitated by WLGA;
- Digital Exclusion project across Gwent;
- Customer Experience and Access review;
- Review of agile working
- Community feedback on budget proposals – 62% want easy access to digital services

	User research will be a key part of the strategy implementation moving forward.
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How does your proposal link to the Welsh Governments Priorities for Wales? Please indicate below.

1. **A PROSPEROUS WALES** ... an innovative, productive and low carbon society which recognises the limits of the global environment and therefore uses resources efficiently and proportionately (including acting on climate change); and which develops a skilled and well-educated population in an economy which generates wealth and provides employment opportunities, allowing people to take advantage of the wealth generated through securing decent work.

The strategy will contribute towards the requirements and standards set out in the following: > Well-being and Future Generations Act > Digital Strategy for Wales > Digital Service Standards for Wales > Welsh Language Act Whilst delivering this Strategy, we will ensure the decisions we make consider the well-being goals and five ways of working: Long Term, Integration, Involvement, Collaboration and Prevention. We will ensure that our decisions are evidenced-based and consider the social and economic impact on our communities. The key principles and priorities of this strategy are aimed at those who need and want to access the Council. The intention is to build good quality services with those who use and provide them. The additional benefits of using digital technology and innovation will support independence and better-connected communities. Through our customer-centred design approach we will consider each element of a process and how customers use our services. Having the right culture and leadership to drive our digital ambition will support the development of customer-centred services. Improved use of data, better engagement and collaboration will allow us to join up services to remove barriers between organisations so that customers can easily access what they need

2. **A RESILIENT WALES** ... a nation which maintains and enhances a biodiverse natural environment with healthy functioning ecosystems that support social, economic and ecological resilience and the capacity to adapt to change (for example climate change). Think about how your activity will have regard to protecting and enhancing biodiversity.

Considered but no impact identified

3. **A HEALTHIER WALES** ... a society in which people's physical and mental well-being is maximised and in which choices and behaviours that benefit future health are understood.

The strategies will provide our residents with a choice of how they interact with us dependant on the individual circumstances and needs.

4. **A MORE EQUAL WALES** ... A society that enables people to fulfil their potential no matter what their background or circumstances (including their socio economic background and circumstances).

The strategies will provide our residents with a choice of how they interact with us dependant on the ondividual circumstances and needs.

5. **A WALES OF COHESIVE COMMUNITIES** ... attractive, viable, safe and well-connected communities.

We aim to ensure our technology and digital infrastructure is responsive, secure and adaptive to meet changing needs of our customers, business and staff and we will aim to do this by working with communities, developing a digital infrastruture to support 21st century services, collaborating with partners but maintaining our systems so they are always safe and secure

6. **A WALES OF VIBRANT CULTURE AND THRIVING** ... a society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, and sports and recreation.

Improving customer digital skills can open many doors to opportunity and skills developme

7. **A GLOBALLY RESPONSIBLE WALES** ... a nation which, when doing anything to improve the economic, social, environmental and cultural well-being of Wales, takes account of whether doing such a thing may make a positive contribution to global well-being.

The Digital Strategy will contribute towards the requirements and standards set out in the following: > Well-being and Future Generations Act > Digital Strategy for Wales > Digital Service Standards for Wales > Welsh Language Act



Section 5-Welsh Language (Wales) Measure 2011 and Welsh Language Standards

(The Welsh Language Measure 2011 and the Welsh Language Standards require the Council to have 'due regard' for the positive or negative impact that any proposal may have on opportunities to use the Welsh language. [Welsh Language Standards](#))

Requirement	Does the proposal have any positive, negative or neutral impacts in regards to the below?	What can be done to mitigate any negative impacts?	Please demonstrate any evidence used to form this opinion.
<p>Compliance with the Welsh Language Standards. <i>Specifically Standards 88 - 93</i></p>	<p>Positive – the strategies support the Welsh language and support the equalities agenda.</p>	<p>Ensuring the Welsh language standards are adhered to and embedded into every service area.</p>	<p>Customers will be given the choice of communicating in their preferred language of choice.</p>
<p>What opportunities are there to promote the Welsh Language? <i>e.g. status, use of Welsh language services, use of Welsh in everyday life in work / community</i></p>	<p>Correspondance will be provided in the language of choice.</p>		
<p>What opportunities are there for a person or person to use the Welsh Language? <i>e.g. staff, residents and visitors</i></p>	<p>Customers will be able to deal with queries in their preferred language of their choice</p>	<p>Whilst there are already Welsh speakers in the LA, front line customer service staff are currently under-going Welsh language training.</p>	<p>Customers will be able to converse with customer service staff in their preferred choice of language.</p>

<p>Has the Welsh Language been considered in order to treat the Welsh language no less favourably than the English language?</p>	<p>Yes</p>	<p>Whilst there are already Welsh speakers in the LA, front line customer service staff are currently under-going Welsh language training.</p>	<p>We are currently following an action plan following intervention from the Welsh language Commissioner</p>
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<p>Section 6 – Children’s Rights Approach - The Right Way</p> <p>The Children’s Rights Approach – The Right Way is a framework for working with children, grounded in the UN Convention on the Rights of the Child (UNCRC). It places the UNCRC at the core of planning and service delivery and integrates children’s rights into every aspect of decision-making, policy and practice. The Right Way focuses on three main them Participation, Provision and Protection.</p>			
<p>Protected characteristics</p>	<p>Will the proposal have any positive impacts on the Children’s Rights Approach?</p>	<p>Will the proposal have any negative impacts on the Children’s Rights Approach?</p>	<p>Outline how the proposal could maximise any positive impacts or minimise any negative impact. Please indicate any views evidence you have that supports this.</p>
<p>Participation (child or young person as someone who actively</p>	<p>Considered but no impact identified</p>		

contributes to society as a citizen)			
Provision (the basic rights of children and young people to survive and develop)	Considered but no impact identified		
Protection (children and young people are protected against exploitation, abuse or discrimination)	Considered but no impact identified		

<p>Section 7– Community Safety</p> <p>Duty to Consider Crime and Disorder Implications</p> <p>Section 17 of the Crime and Disorder Act 1998 places a duty on the local authority to exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent, crime and disorder, anti-social and other behaviour adversely affecting the local environment, the misuse of drugs, alcohol and other substances, re-offending and serious violence.</p>			
Impacts	Will the proposal have any positive impacts on crime and disorder?	Will the proposal have any negative impacts on crime and disorder?	Outline how the proposal could maximise any positive impacts or minimise any negative impact. Please indicate any views evidence you have that supports this.

<p>Crime (consider impact on each: victims, offenders and neighbourhoods)</p>	<p>Considered but no impact identified</p>		
<p>Anti-Social Behaviour and behaviour adversely affecting the local environment (consider impact on each: victims, offenders, neighbourhoods and green spaces)</p>	<p>Considered but no impact identified</p>		
<p>Misuse of drugs, alcohol and other substances (Think vulnerable children, adults, families and communities)</p>	<p>Considered but no impact identified</p>		
<p>Re-offending (Think young people and adults, victims, families, communities)</p>	<p>Considered but no impact identified</p>		
<p>Serious Violence (Think vulnerable young people, vulnerable adults, victims, families, communities)</p>	<p>Considered but no impact identified</p>		

Counter Terrorism (People and places that are vulnerable to terrorism or violent extremism)	Considered but no impact identified		
Community Cohesion (Asylum seekers, Migrants, Victims or Hate Crime, Community tensions)	Considered but no impact identified		

Section 8- Armed Forces Covenant Duty AFC Draft Statutory Guidance - Final.pdf			
Impacts	Will the proposal have any positive impacts on the armed forces community?	Will the proposal have any negative impacts on the armed forces community?	Outline how the proposal could maximise any positive impacts or minimise any negative impact. Please indicate any views evidence you have that supports this.
Health <ul style="list-style-type: none"> • Provision of services • Planning and funding • Co-operation between bodies and professionals 	Considered but no impact identified		

<p>These healthcare functions are within scope of the Duty in the following settings:</p> <ul style="list-style-type: none"> • NHS Primary Care services, including general practice, community pharmacies, NHS dental, NHS optometry services and public health screening services. • NHS Secondary Care services, including urgent and emergency care, hospital and community services, specialist care, mental health services, and additional needs services (as applicable). • Local authority-delivered healthcare services, including sexual health services and drug and alcohol misuse services 			
<p>Education</p> <ul style="list-style-type: none"> • Admissions • Educational attainment and curriculum • Child wellbeing 	<p>Considered but no impact identified</p>		

<ul style="list-style-type: none"> • Transport • Attendance • Additional needs support • Use of Service Pupil Premium funding (England only) <p>These education functions are within scope of the Duty in compulsory education settings, that is, primary, secondary, and, for England only, compulsory further education. The Duty does not cover nursery (early years education), higher education, or other voluntary adult education settings</p>			
<p>Housing</p> <ul style="list-style-type: none"> • Allocations policy for social housing • Tenancy strategies (England only) • Homelessness • Disabled Facilities Grants 	<p>Considered but no impact identified</p>		

Section 9-Data-Please outline any data or evidence that has been used to develop the proposal, this can be previous consultations, local/national data, pilot projects, reports, feedback from clients etc.

Data/evidence –What data/evidence was used? - provide any links.	What were the key findings?	How has the data/evidence informed this proposal?
<p>The Strategies have been developed with engagement via;</p> <ul style="list-style-type: none"> • Feedback from customers, non-users, learners, businesses, partners, staff and data gathered during various service design projects; <ul style="list-style-type: none"> • Evidence from work undertaken on service design projects, i.e Planning and content design; • Wider CLT session facilitated by Centre of Public Digital Services to understand current position, opportunities, barriers and objectives; • Feedback from elected members, MCS induction session; • Digital self-evaluation, facilitated by WLGA; • Digital Exclusion project across Gwent; • Customer Experience and Access review; • Review of agile working 	<p>The external review undertaken in 2022 of customer experience across the Council found;</p> <ul style="list-style-type: none"> • People value the interaction and the experience of in person customer service channels • There are many access points and it’s confusing people • Some people lack the ability to use digital channels but not all • Customers who are able to self-serve are opting to call for reasons including difficulty in navigating the online experience • Often the content we communicate is misunderstood and causes confusion 	<p>All the evidence and data we have gathered has allowed us to consider our position in order to develop these strategies</p>

- Community feedback on budget proposals – 62% want easy access to digital services

User research will be a key part of the strategy implementation moving forward.

- Closer working between Customer Services officers and service areas could alleviate frustrating and confusing experiences for people.

There will be a set of delivery plans against each priority set out in the strategy and will have a number of key success measures, such as % of customers accessing front facing services rating the service they receive as excellent or good; total number of complaints received per thousand populations (aligned to Council Complaints procedure)

Are there any data or information gaps and if so what are they and how do you intend to address them?

n/a

Section 10-Consultation. Please provide details of consultation undertaken to support the proposal. Please consider the Gunning Principles: -

Principle 1: Consultation must take place when the proposals are still at a formative stage. You must not have already made up your mind.

Principle 2: Sufficient reasons must be put forward to allow for intelligent consideration and response. Have people been given the information and opportunity to influence?

Principle 3: Adequate time must be given for consideration and response. Is the consultation long enough bearing in mind the circumstances?

Principle 4: The product of consultation must be conscientiously taken into account when finalising the decision

Briefly describe any planned consultations or consultations that have been carried out to date. Please consider the above principles.

Please consider the following questions; -

- 1. Who did you consult?**
- 2. When did the consultation take place and was adequate time given for a response?**
- 3. Was there enough information provided to respond effectively?**
- 4. What were the findings?**
- 5. Have the findings been considered in regards to the decision?**

The Strategy, Standards and Charter has been developed with engagement via;

- An externally facilitated organisational review of the customer experience and access involving a range of service areas and engagement through journey mapping with customers who use our services
- User research with customers including that gained through service re design projects
- Senior management and Elected member feedback

- Undertaking desk top research and,
- Discussions with partner organisations

User research will be a key part of the strategy implementation moving forward

Section 11-Monitoring and Review

How will the implementation of the proposal be monitored, including the impacts or changes made?	Information will be included in the quarterly Joint finance and performance report which is part of the committee forward work programme, including an annual quarter 4 position
What monitoring tools will be used?	To be considered
How will the results be used for future development?	Each year the strategy will have a set of Delivery Plans developed against each priority. A set of key success measures will also be developed.
How and when will it be reviewed?	For the Customer Service strategy an annual quarter 4 position but with a mid-point review of the strategies to be undertaken. The Digital strategy will be reviewed annually to ensure we keep pace with ongoing changes to digital innovation, technologies and customer expectation
Who is responsible for ensuring this happens?	The Future Working Programme Board chaired by the Chief Executive will receive progress updates on the implementation of the Customer Services strategy. The Service Design and Digital Leadership Board will oversee the delivery of the Digital Transformation Strategy.

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Section 12 - Decision

Using the information you have gathered from sections 1-9 please state in the table below whether you are able to proceed with the proposal.

Continue with the proposal in its current form Yes No

Continue with proposal but take into account reasonable steps to mitigate any negative impacts of the proposal	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
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Name of person completing the IIA	
Name:	Jonathan Morgan
Job Title:	Team Manager Customer Contact
Date:	7/9/2023

Head of Service Approval			
Name:	Leanne Roberts		
Job Title:	Service Manager – Customer Experience & Transformation		
Signature:	L.C.Roberts	Date:	29/8/2023

Please contact Policy & Partnerships should you require any further advice or guidance on completing your assessment via lissa.friel@blaenau-gwent.gov.uk or emma.scherptong@blaenau-gwent.gov.uk.

Agenda Item 8

Cabinet and Council only

Date signed off by the Monitoring Officer:

Date signed off by the Section 151 Officer:

Committee: **Corporate Overview and Performance Scrutiny Committee**
Date of meeting: **14th September 2023**
Report Subject: **Digital Transformation Strategy for the Council**
Portfolio Holder: **Councillor Stephen Thomas, Leader and Cabinet Member for Corporate Overview and Performance**
Report Submitted by: **Bernadette Elias – Chief Officer Commercial and Customer
Leanne Roberts – Service Manager Customer Experience & Digital Transformation**

Reporting Pathway								
Directorate Management Team	Corporate Leadership Team	Portfolio Holder / Chair	Governance Audit Committee	Democratic Services Committee	Scrutiny Committee	Cabinet	Council	Other (please state)
	24/08/2023	04.09.23			14/09/2023	04/10/2023		

1. Purpose of the Report

- 1.1 The purpose of this report to present the Council Digital Transformation Strategy 2023 – 2027 (hereafter ‘the strategy’) to the Corporate Overview and Performance Scrutiny Committee for consideration prior to approval by Cabinet.

2. Scope and Background

- 2.1 The Council has been progressing with its digital transformation journey over the last few years, with the introduction of new ways of working, modern technology and cloud-based software.
- 2.2 The scope of the strategy sets out our ambition to make digital transformation an integral part of our approach to providing high quality services.
- 2.3 The key principles and priorities of the strategy are aimed at those that need and want to access the Council. The intention is to build good quality services with those that use and provide them.
- 2.4 The additional benefits of using digital technology and innovation will support independence and better-connected communities.
- 2.5 Through our customer-centred design approach we will consider each element of a process and how customers use our services.
- 2.6 Having the right culture and leadership to drive our digital ambition will support the development of customer-centred services.
- 2.7 Improved use of data, better engagement and collaboration will allow us to join up services to remove barriers between organisations so that customers can easily access what they need
- 2.8 The Strategy is underpinned by two key principles and three priorities and are essential to improving and delivering our services in the future.

2.9 **Principle One:**, developing a culture that supports digital improvement and a seamless customer experience;

Principle Two: improving collaboration to make the best use of knowledge and expertise to create better services;

Priority One: to be a customer focussed organisation;

Priority Two: to be a digitally enabled Borough;

Priority Three: to maximise the use of our resources and technology.

2.10 The key themes and priorities of this strategy have been developed through user research and engagement with customers; staff engagement; senior management workshops; elected member engagement; discussions with local authority partners and results of digital maturity assessments.

These were shared with CLT and a Member engagement session was held in July 2023.

The Strategy demonstrates the Council's commitment and investment into: -

- Becoming a citizens focused organisation;
- Supporting learning and development
- Providing equal access to services
- Identifying and developing the right technology in the right way
- Improving collaboration with others

3. **Options for Recommendation**

3.1 CLT endorsed the Strategy on 24th August 2023

3.2 **Option 1:**

That the committee endorses the Digital and Transformation Strategy prior to it being presented to Cabinet for approval.

3.3 **Option 2:**

That the committee considers the Digital and Transformation Strategy and provides recommendations for changes prior to it being presented to Cabinet for approval.

4. **Evidence of how this topic supports the achievement of the Corporate Plan / Statutory Responsibilities / Blaenau Gwent Well-being Plan**

4.1 The Local Government (Wales) Measure 2009 (Section 15), places a duty on all Local Authorities in Wales to make arrangements to secure continuous improvement.

As part of this, the Council is required to develop a Corporate Plan. The Well-being of Future Generations (Wales) Act 2015 also places individual duties on public bodies. The legislation is about improving the social, economic, environmental and cultural well-being of Wales and creating a Wales that we all want to live in, now and in the future.

- 4.2 The Strategy supports these objectives and the Corporate Plan priority “an ambitious and innovative Council delivering quality services at the right time and in the right place.”.
- 4.3 The strategy is an important part of the overall governance framework and is aligned to other key Council plans and strategies including the Customer Services Strategy (currently in the democratic process for approval), the Commercial strategy, the Workforce Strategy, and Communication Strategy.

5. **Implications Against Each Option**

5.1 ***Impact on Budget (short and long term impact)***

- 5.1.2 The Strategy supports elements of the Medium Term Financial Strategy and aspects of its delivery are included within the Commercial Strategy and within the Bridging the Gap Programme
- 5.1.3 There is a clear alignment to the digital programmes that are currently in progress
- 5.1.4 There are no current anticipated impacts on budget to deliver the core values of the strategy, the strategy is clearly aligned to the Corporate Digital Programme and ICT Investment Road map

5.2 ***Risk including Mitigating Actions***

- 5.2.1 There is a risk of non-compliance of the adoption of the strategy. Failure to comply with the ambitions of the strategy will impact the delivery and savings associated with the Strategic Financial programme called Bridging the Gap, such as:
 - Reducing Third Party Spend Strategic Business Review
 - Workplace Transformation Strategic Business Review
 - Use of data and insight to support decision making Strategic Business Review
 - Designing services around the customer Strategic Business Review
 - Behavioural Insight Strategic Business Review
- 5.2.2 Non-compliance to the strategy will impact the delivery of the Council’s Corporate Plan priorities and pose risks to the delivery of other key plans and strategies, such as:
 - Customer Strategy
 - Medium Term Financial Strategy
 - Workforce Strategy
 - Regeneration Strategy
 - Education ICT Strategy
 - Commissioning and Procurement Strategy
 - Commercial Strategy

5.2.3 The mitigation of these risks will be monitored through officer networks (mentioned in Performance Section 6 of the report).

5.3 **Legal**

Adherence to GDPR Principles, Security and code of practices

5.4 **Human Resources**

Attendance at Officer Networks across the Council, i.e. Service Design and Digital Board will support the adoption of the strategy

5.5 **Health and Safety**

None identified.

6. **Supporting Evidence**

6.1 **Performance Information and Data**

6.1.2 Key deliverables

- Developing our My Services portal and Blaenau Gwent app so customers can self-serve and access services easily;
- Review of online content, so it's easier to understand;
- Continue to look at digital solutions to help customers self-serve;
- Identifying training opportunities to improve digital skills for staff, members and how we can access support for customers;
- Continue to rationalise the number of digital systems across the Council to reduce our third party spend;
- Looking at areas where we can use automation and artificial intelligence to improve processes.

6.1.3 There will be a set of delivery plans against each priority set out in the strategy and will have a number of key success measures, such as % of customers accessing front facing services rating the service they receive as excellent or good; % of customers choosing to self-serve.

6.1.4 Behavioural insight will also inform delivery of the strategy moving forward.

6.2 **Expected outcome for the public**

6.2.1 The strategy will support our aim to be proactive, embracing opportunities for national, regional, partnership and local collaboration to better meet the needs of the community.

6.2.2 People already interact digitally with shops, banks and schools and request many services online. Modern customers expect to do the same with their local Council.

6.2.3 The demands and expectations of customers and staff and the speed of digital innovation means that we need to be able to deal with the rising volume of customers' requests, who want faster, more comprehensive services across a growing range of channels.

- 6.2.4 The additional benefits of using digital technology and innovation will support independence and better-connected communities.
- 6.2.5 To support the successful delivery of this strategy there are some clear links to the level of service that customers can expect to receive, whatever channel they choose to use and will be closely aligned to our Customer Services Strategy (currently in draft).
- 6.3 ***Involvement (consultation, engagement, participation)***
- 6.3.1 The Strategy, has been developed with engagement via;
- Feedback from customers, non-users, learners, businesses, partners, staff and data gathered during various service design projects;
 - Evidence from work undertaken on service design projects, i.e Planning and content design;
 - Wider CLT session facilitated by Centre of Public Digital Services to understand current position, opportunities, barriers and objectives;
 - Feedback from elected members, MCS induction session;
 - Digital self-evaluation, facilitated by WLGA;
 - Digital Exclusion project across Gwent;
 - Customer Experience and Access review;
 - Review of agile working
 - Community feedback on budget proposals – 62% want easy access to digital services
- 6.3.2 User research will be a key part of the strategy implementation moving forward.
- 6.4 ***Thinking for the Long term (forward planning)***
- 6.4.1 The Digital landscape has changed dramatically over recent years and is constantly evolving with higher expectations of standards of service and accessibility, including the way the public receive council services.
- 6.4.2 The Pandemic changed customer behaviour, and the way in which public services needed to respond has given momentum to shaping a new vision for the Councils customer offer.
- 6.4.3 The lasting impact of COVID-19 has accelerated the need for the review of the Digital and Transformation delivery model.
- 6.4.4 Closely aligning the strategy with understanding our demographics utilising new technology will provide a pathway for future proofing the Council moving forward into the 21st Century
- 6.5 ***Preventative focus***
- 6.5.1 The demands and expectations of customers and staff and the speed of digital innovation means that we need to be able to deal with the rising volume of customers' requests, who want faster, more comprehensive services across a growing range of channels

- 6.5.2 The key principles and priorities of this strategy and the Customer Services Strategy are aimed at those that need and want to access the Council.
- 6.5.3 The intention is to build good quality services with those that use and provide them. The additional benefits of using digital technology and innovation will support independence and better-connected communities.
- 6.5.4 Through our customer-centred design approach we will consider each element of a process and how customers use our services. Having the right culture and leadership to drive our ambition will support the development of customer-centred services.
- 6.5.5 Improved use of data, better engagement and collaboration will allow us to join up services to remove barriers between organisations so that customers can easily access what they need, supporting behaviour change where possible
- 6.6 ***Collaboration / partnership working***
The strategy will be shared with key partners to support working towards a more joined up public services experience for customers.
- 6.7 ***Integration (across service areas)***
The strategy takes a whole council approach and promotes knowledge sharing across service areas.
- 6.8 ***Decarbonisation and Reducing Carbon Emissions***
Utilisation of digital solutions where customers are able to also supports decarbonisation, ability to transact online where customers are able
- 6.9 ***Integrated Impact Assessment (IIA)***
See Appendix 2.
7. **Monitoring Arrangements**
- 7.1.1 The Service Design and Digital Leadership Board will oversee the delivery of the Digital Transformation Strategy.
- 7.1.2 Each year the strategy will have a set of Delivery Plans developed against each priority. A set of key success measures will also be developed.
- 7.1.3 The strategy will be reviewed annually to ensure we keep pace with ongoing changes to digital innovation, technologies and customer expectation.
- 7.1.4 This strategy is one of a set of strategic digital/ICT programmes designed to secure the future sustainability across the community and deliver improved outcomes for our customers, businesses and learners

Background Documents /Electronic Links

- Appendix 1 Digital and Transformation Strategy
- Appendix 2 Integrated Impact Assessment

Blaenau Gwent Council Digital Transformation Strategy

2023 - 2027



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Foreword

'The way that we work and live our lives today is constantly changing and will continue to do so into the future.'

We live in a digital age, where the use of digital technologies is having a big impact on the way we connect with our families, friends, and the outside world. The way we receive information and access services has changed significantly.

The range of digital options available presents us with exciting opportunities to change the way we do things. From using mobile phones and smart devices to help us book appointments and order goods online, to the growing capabilities that artificial intelligence can give us.

Our priorities will enable us to improve our customers' experience. This will mean involvement in ambitious projects to ensure those who are able to use the internet can access information and services 24 hours a day, 365 days a year. We will be working hard to ensure Blaenau Gwent is a place where people can connect, communicate and access the services they need quickly and efficiently.

Through collaboration with our partners, we will support the more vulnerable in our community to use digital tools and technologies that can help them be independent, stay safe, keep well and be able to get the help they need easily. Equal access is very important to us and for customers unable to access services via digital technologies, the traditional channels will continue to be provided for as long as they are needed.

Stephen Thomas - Leader

Helen Cunningham - Deputy Leader

Introduction

Where we are now

Blaenau Gwent has been progressing with its digital transformation journey over the last few years, with the introduction of new ways of working, modern technology and cloud-based software.

What we are trying to achieve

The scope of this strategy sets out our ambition to make digital transformation an integral part of our approach to providing high quality services.

Our aim is to be proactive, embracing opportunities for national, regional, partnership and local collaboration to better meet the needs of the community.

People already interact digitally with shops, banks and schools and request many services online. Modern customers expect to do the same with their local Council.

The demands and expectations of customers and staff and the speed of digital innovation means that we need to be able to deal with the rising volume of customers' requests, who want faster, more comprehensive services across a growing range of channels.

We work with customers who find themselves digitally excluded and learn from their experiences to better support them.



The digital picture for ...

... the UK

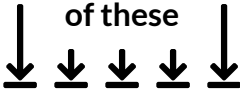
23%

of the UK population



(12.6 million people)

lack basic digital skills



of these

49%

are disabled

60%

have no formal qualifications

63%

are over 75

90%

of jobs nationally **require digital skills** to some degree

... Wales

58%

of adults in Wales access the internet



Internet users in Wales spent an average of

21 hours online per week

Blaenau Gwent

7.3%

of households do not have internet access



93.5%

of households with internet access have **superfast broadband**

Blaenau Gwent Context

This strategy will support the Council's Vision of being 'a place that is fair, open and welcoming to all by working with and for our communities'.

It will help to deliver the Council's Corporate Plan Priorities:

Maximise learning and skills for all to create a prosperous, thriving, resilient Blaenau Gwent

Respond to the nature and climate crisis and enable connected communities

An ambitious and innovative Council delivering quality services at the right time and in the right place

Empowering and supporting communities to be safe, independent and resilient

The strategy is aligned to the ambitions of the following key plans and strategies:

- > Customer Strategy (in Draft)
- > Workforce Strategy
- > Education ICT Strategy
- > Regeneration Strategy
- > Medium Term Financial Strategy
- > Commissioning and Procurement Strategy
- > Commercial Strategy

This strategy demonstrates the Council's commitment and investment into becoming a customer focussed organisation by:

- > supporting learning and developing skills
- > providing equal access to services
- > identifying and developing the right technology in the right way
- > improving collaboration with others

The key themes and priorities this strategy have been developed through user research and engagement with customers, staff engagement, senior management workshops, elected member engagement, discussions with local authority partners and results of digital maturity assessments.

Wales Context

The strategy will contribute towards the requirements and standards set out in the following:

- > **Well-being and Future Generations Act**
- > **Digital Strategy for Wales**
- > **Digital Service Standards for Wales**
- > **Welsh Language Act**

Whilst delivering this Strategy, we will ensure the decisions we make consider the well-being goals and five ways of working:

Long Term, Integration, Involvement, Collaboration and Prevention.

We will ensure that our decisions are evidenced-based and consider the social and economic impact on our communities.

The key principles and priorities of this strategy are aimed at those who need and want to access the Council. The intention is to build good quality services with those who use and provide them. The additional benefits of using digital technology and innovation will support independence and better-connected communities.

Through our customer-centred design approach we will consider each element of a process and how customers use our services. Having the right culture and leadership to drive our digital ambition will support the development of customer-centred services.

Improved use of data, better engagement and collaboration will allow us to join up services to remove barriers between organisations so that customers can easily access what they need.

Our Principles

The Strategy is underpinned by two key principles and three priorities which are essential to improving and delivering our services in the future:

Principle One

Develop a culture that supports digital improvement and a seamless customer experience.

Aim: To ensure we have a shared understanding of what digital means for our organisation, customers, businesses and learners.

We will do this by:

- > developing a shared vision on how the Council will improve and deliver its services
- > influencing behaviours that put the customer at the heart of everything we do
- > developing a customer-centric approach to delivering services
- > working as one organisation to remove silos
- > developing a data driven culture to improve and design services
- > developing an innovating and intrapreneurial culture to modernise the organisation
- > collaborating with partners and organisations to design digital services that can be used for the whole of Wales
- > developing an open culture where information is shared and reused whilst ensuring appropriate safeguards are in place

Principle Two

Improve collaboration to make the best use of knowledge and expertise to create better services.

Aim: To improve how we engage with customers, businesses, learners and partners to provide an opportunity to build services that are fit for the 21st Century.

We will do this by:

- > working with communities to design digital services to solve complex problems
- > working with all stakeholders to understand issues with service delivery
- > working with partners to align projects and contracts to make the best use of resources
- > building and developing multi-disciplinary teams to improve skills and draw on expertise
- > becoming more efficient when delivering projects with shared knowledge, ownership and understanding
- > improving communication and sharing of information across the organisation and with stakeholders

Our Priorities

Priority One - To be a customer focussed organisation

Aim: Design services based on what our customers and businesses need by taking a customer-centred approach

We will achieve this by:

- > designing digital services that are so good that people prefer to use them
- > ensuring our services are fully accessible and meet all required local and national standards
- > making it easier to find and understand information online
- > making it easier to contact and transact with us
- > making it easier to manage services on behalf of friends and family
- > increasing the number of services available for customers and businesses online
- > ensuring that customers and businesses only share information with us once
- > continuing to review and redesign our processes to make us efficient and effective



Priority Two - To be a digitally enabled Borough

Aim: To develop digital and data skills to deliver services that meet customer and business needs.

We will achieve this by:

- > putting customers and businesses at the heart of everything we do
- > building the right skills that are necessary to deliver customer-centred services
- > develop staff so they are confident in their digital skills to future-proof them and the organisation for the 21st century
- > ensure all elected members and senior managers are digital leaders and support customer-centred approaches
- > ensuring we can adapt quickly to the changing needs and demands of customers and service requirements
- > improving the quality of our data to provide better services
- > making decisions based on evidence
- > using data and insights to become proactive rather than reactive
- > ensuring that all data is protected appropriately
- > sharing data when it is safe and appropriate to do so
- > exploring the use of Open Data to help solve complex problems



Priority Three - To maximise the use of our resources and technology

Aim: To ensure our technology and digital infrastructure is responsive, secure and adaptive to meet the changing needs of our customers, businesses and staff.

We will achieve this by:

- > recruiting and retaining the right people with the right skills for the 21st century
- > ensuring staff have the right tools to deliver efficient and effective services
- > enabling staff to securely work with any device from anywhere (subject to policy)
- > working with communities and businesses to ensure we have the right technology to meet their needs
- > having reliable, secure technology that is cost effective and minimises our carbon footprint
- > developing our digital infrastructure to support the delivery of 21st century services
- > understanding the need for digital products in the Council
- > identifying new technologies and innovations to improve services and how we work
- > collaborating and sharing digital products and technology internally and with partners
- > maintaining our systems so they are always safe and secure
- > automating routine tasks so that our staff can focus on value added work



Monitoring and Review

The Service Design and Digital Leadership Board will oversee the delivery of the Digital Transformation Strategy.

Each year the strategy will have a set of Delivery Plans developed against each priority.

A set of key success measures will also be developed.

The strategy will be reviewed annually to ensure we keep pace with ongoing changes to digital innovation, technologies and customer expectation.

This strategy is one of a set of strategic digital/ICT programmes designed to secure the future sustainability across the community and deliver improved outcomes for our customers, businesses and learners.



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Website: www.blaenau-gwent.gov.uk



Cyngor Bwrdeistref Sirol

Blaenau Gwent

County Borough Council

Blaenau Gwent County Borough Council - Integrated Impact Assessment

All decisions, policy reviews or policy implementation will now require a completed Integrated Impact Assessment.

- Section 1-Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011
- Section 2-Socio-economic Duty – Sections 1 to 3 of the Equality Act 2010
- Section 3-Corporate Plan
- Section 4-Wellbeing of Future Generations (Wales) Act 2015
- Section 5-Welsh Language (Wales) Measure 2011
- Section 6-Children’s Right “The Right Way”
- Section 7-Community Safety
- Section 8 Armed Forces
- Section 9-Data
- Section 10-Consultations Statutory Consultation Doctrine of Legitimate Expectation and Gunning Principles
- Section 11-Monitoring
- Section 12-Decision of proposal

Lead Officer	Head of Service	Service Area & Department	Date
Jonathan Morgan/Shawn Hughes	Leanne Roberts	Corporate Services	29/8/2023

Briefly outline the proposal indicating what change or decision is to be made, also provide any documentation that may be used to support this.

What is the proposal that needs to be assessed?

The development and introduction of a Digital Transformation Strategy and Customer Services Strategy including Customer Service Standards and Customer Service charter. These will be embedded so that a clear description of the level of service customers can expect when dealing with the Council.

Section 1
Outline how the proposal will impact on any people or groups of people with protected characteristics, please refer to the Equalities Act 2010 (Wales) for further information [Equality Act 2010: guidance - GOV.UK \(www.gov.uk\)](http://www.gov.uk) and the EHRC guidance [The Essential Guide to the Public Sector Equality Duty: EHRC](#)
Briefly outline below if there will be any positive or negative impacts as a result of the proposal being considered.

Protected characteristics	Will the proposal have any positive impacts on those with a protected characteristics?	Will the proposal have any negative impacts on those with a protected characteristics?	Outline how the proposal could maximise any positive impacts or minimise any negative impact. Please indicate any views evidence you have that supports this.
Age (<i>people of all ages</i>)	Yes	Positive impact – customers will be able to self serve as much as possible, but also for those unable to self serve alternative ways to contact us are available.	Customers will be able to take responsibility for their own actions by interacting with us on-line as much as possible rather than waiting to see or speak to an agent. This can be 24/7, 365 days a year. The Contact Centre and Community Hubs only operate during working hours Monday to Friday.
Disability (<i>people with disabilities/ long term conditions</i>)	Yes	Positive impact – clear guidance will show how customers will be able to self serve as much as possible, speak to an agent in the Contact	Customers will be able to take responsibility for their own actions by interacting with us on-line as much as possible rather than waiting to see or speak to an agent. This can be 24/7, 365 days a year. The Contact Centre and Community Hubs only operate during working hours Monday to Friday.

		Centre or visit a Community Hub. Negative impact – location of the Community Hubs in town centres may be challenging to some residents in terms of their location.	
Gender Reassignment <i>(anybody who's gender identity or gender expression is different to the sex they were assigned at birth)</i>	Considered but no impact identified		
Marriage or Civil Partnership <i>(people who are married or in a civil partnership)</i>	Considered but no impact identified		
Pregnancy and Maternity <i>(women who are pregnant and/or on maternity leave)</i>	Yes	Positive impact – customers will be able to self serve as much as possible, but also for those unable to self serve alternative ways to contact us are available.	Customers will be able to take responsibility for their own actions by interacting with us on-line as much as possible rather than waiting to see or speak to an agent. This can be 24/7, 365 days a year. The Contact Centre and Community Hubs only operate during working hours Monday to Friday.

		Negative impact – parking in town centres near to the Community Hub maybe challenging due to traffic restrictions.	
Race (<i>people from black, Asian and minority ethnic communities and different racial backgrounds</i>)	Considered but no impact identified	n/a	
Religion or Belief (<i>people with different religions and beliefs including people with no beliefs</i>)	Considered but no impact identified	n/a	
Sex (<i>women and men, girls and boys and those who self-identify their gender</i>)	Considered but no impact identified	n/a	
Sexual Orientation (<i>lesbian, gay, bisexual, heterosexual, other</i>)	Considered but no impact identified	n/a	

NOTE: Section 2 only needs to be completed if proposals are of a strategic nature or when reviewing previous strategic decisions. See page 6 of the Preparing for the Commencement of the Socio-economic Duty Welsh Government Guidance.

Section 2
Socio-economic Duty (Strategic Decisions Only)
The Welsh Governments [Socio-economic Duty](#) provides a framework in order to ensure tackling inequality is at the forefront of decision making.

.Please consider the below vulnerable groups and consider how the proposal could affect them:

- Single parents and vulnerable families
- People with low literacy/numeracy
- Pensioners
- Looked after children
- Homeless people
- Carers
- Armed Forces Community
- Students
- Single adult households
- People misusing substances
- People who have experienced the asylum system
- People of all ages leaving a care setting
- People living in the most deprived areas in Wales (WIMD)
- People involved in the criminal justice system

Socio Economic disadvantage definitions.	Will the proposal have a positive, negative or neutral impacts on the below?	How could you mitigate the negative impacts outlined?	Please highlight any evidence that has been considered.
<p>Low Income / Income Poverty <i>(cannot afford to maintain regular payments such as bills, food, clothing, transport etc.)</i></p>	<p>Positive – customers will have a choice to access services on their own devices, telephone or visit Community Hubs.</p>	<p>Negative – no access to digital technology due to financial constraints. Also, costly to travel to Community Hubs.</p> <p>Customers will have a choice as to how best their circumstances allow them to interact with us.</p>	<p>Every case is treated on its own merits and the Customer Service delivery provided to our customers will depend on their individual circumstance.</p>

<p>Low and/or No Wealth (<i>enough money to meet basic living costs and pay bills but have no savings to deal with any unexpected spends and no provisions for the future</i>)</p>	<p>Positive – customers will have a choice to access services on their own devices, telephone the Contact Centre or visit Community Hubs</p>	<p>Negative – no access to digital technology due to financial constraints or personal choice. Also, costly to travel to Community Hubs</p> <p>Customers will have a choice as to how best their circumstances allow them to interact with us.</p>	<p>Every case is treated on its own merits and the Customer Service delivery provided to our customers will depend on their individual circumstance</p>
<p>Material Deprivation (<i>unable to access basic goods and services i.e. financial products like life insurance, repair/replace broken electrical goods, warm home, hobbies etc.</i>)</p>	<p>Positive – residents will be able to access services on their own devices rather than travel to Community Hubs</p>	<p>Negative – no access to digital technology due to financial constraints or personal choice. Also, costly to travel to Community Hubs</p> <p>Customers will have a choice as to how best their circumstances allow them to interact with us.</p>	<p>Every case is treated on its own merits and the Customer Service delivery provided to our customers will depend on their individual circumstance</p>
<p>Area Deprivation (<i>where you live (rural areas), where you work</i>)</p>	<p>Positive – residents will be able to access services on their own</p>	<p>Negative – no access to digital technology due to financial</p>	<p>Customers will a choice of how to interact with the Council</p>


<p><i>(accessibility of public transport) Impact on the environment?</i></p>	<p>devices rather than travel to Community Hubs</p>	<p>constraints or personal choice. Also, costly to travel to Community Hubs and public transport services to town centres are limited in certain areas.</p>	<p>dependant on their individual circumstances.</p>
<p>Socio-economic Background <i>(social class i.e. parents education, employment and income)</i></p>	<p>Considered but no impact identified</p>	<p>n/a</p>	
<p>Socio-economic Disadvantage <i>(What cumulative impact will the proposal have on people or groups because of their protected characteristic(s) or vulnerability or because they are already disadvantaged)</i></p>	<p>Positive – residents will be able to access services om their own devices rather than travel to Community Hubs</p>	<p>Negative – no access to digital technology due to financial constraints or choice.</p>	<p>Customers will a choice of how to interact with the Council dependant on their individual circumstances.</p>

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Section 3-Corporate Plan

Please outline any Corporate Plan linkages of the proposal - [BG Corporate Plan 22-27](#)

<p>Priority 1 - Maximise learning and skills for all to create a prosperous, thriving, resilient Blaenau Gwent</p>	<p>Priority 2 of the Digital Strategy – “To be a digitally enabled Borough” – To develop digital and data skills to deliver services that meet customer and business needs. We have a duty to make arrangements to secure continuous improvement.</p>
<p>Priority 2 - Respond to the nature and climate crisis and enable connected communities</p>	<p>The Customer Service Strategy will link into the Decarbonisation Plan.</p>
<p>Priority 3 - An ambitious and innovative council delivering quality services at the right time and in the right place</p>	<p>Both strategies emphasise the importance of investing in our staff and developing a culture that supports digital improvement and a seamless, positive customer experience.</p>
<p>Priority 4 - Empowering and supporting communities to be safe, independent and resilient</p>	<p>Allowing customers to have the choice of how they interact with us but with the knowledge that, as Priority 2 of the digital Strategy says, all data is protected appropriately and only shared when it is safe and appropriate to do so.</p>

Section 4-Well-being of Future Generations (Wales) Act 2015 – The Five Ways of Working (ICLIP)	
<i>Sustainable development principles. The WCFG Act requires the Council to consider how any proposal improves the economic, social, environmental and cultural well-being of Wales using the five ways of working as a baseline)</i>	
Five Ways of Working	How have you used the Sustainable Development Principles in forming the proposal?
<p>Long Tern</p> 	<p>Consider the long-term impact of the proposal on the ability of communities to secure their well-being. The Digital and Customer Service landscape has changed dramatically over recent years and is constantly evolving with higher expectations of standards of service and accessibility, including the way the public receive council services.</p> <p>The Pandemic changed customer behaviour, and the way in which public services needed to respond has given momentum to shaping a new vision for the Councils customer offer.</p> <p>The lasting impact of COVID-19 has accelerated the need for the review of the Digital and Transformation and Customer Services delivery model.</p> <p>Closely aligning the strategy with understanding our demographics utilising new technology will provide a pathway for future proofing the Council moving forward into the 21st Century</p>

<p>Prevention</p> 	<p>Consider how the proposal is preventing problems from occurring or getting worse The demands and expectations of customers and staff and the speed of digital innovation means that we need to be able to deal with the rising volume of customers' requests, who want faster, more comprehensive services across a growing range of channels</p> <p>The key principles and priorities of the Digital and Customer Services Strategies are aimed at those that need and want to access the Council.</p> <p>The intention is to build good quality services with those that use and provide them. The additional benefits of using digital technology and innovation will support independence and better-connected communities.</p> <p>Through our customer-centred design approach we will consider each element of a process and how customers use our services. Having the right culture and leadership to drive our ambition will support the development of customer-centred services.</p> <p>Improved use of data, better engagement and collaboration will allow us to join up services to remove barriers between organisations so that customers can easily access what they need, supporting behaviour change where possible</p>
<p>Integration</p> 	<p>Consider how your proposal will impact on other services provided in our communities (these might be Council services or services delivered by other organisations or groups) The strategies take a whole council approach and promotes knowledge sharing across service areas.</p>

<p>Collaboration</p> 	<p>Consider how you are working with Council services or services delivered by other organisations or groups in our communities. The strategies will be shared with key partners to support working towards a more joined up public services experience for customers.</p>
<p>Involvement</p> 	<p>Consider how you involve people who have an interest in this proposal and ensure that they represent the diversity of our communities.</p> <p>The Strategies, has been developed with engagement via;</p> <ul style="list-style-type: none"> • An externally facilitated organisational review of the customer experience and access involving a range of service areas and engagement through journey mapping with customers who use our services • Feedback from customers, non-users, learners, businesses, partners, staff and data gathered during various service design projects; • User research with customers including that gained through service re design projects • Evidence from work undertaken on service design projects, i.e Planning and content design; • Wider CLT session facilitated by Centre of Public Digital Services to understand current position, opportunities, barriers and objectives; • Senior management and Elected member feedback • Feedback from elected members, MCS induction session; • Digital self-evaluation, facilitated by WLGA; • Digital Exclusion project across Gwent; • Customer Experience and Access review; • Review of agile working • Community feedback on budget proposals – 62% want easy access to digital services

	<p>User research will be a key part of the strategy implementation moving forward.</p>
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How does your proposal link to the Welsh Governments Priorities for Wales? Please indicate below.

1. **A PROSPEROUS WALES** ... an innovative, productive and low carbon society which recognises the limits of the global environment and therefore uses resources efficiently and proportionately (including acting on climate change); and which develops a skilled and well-educated population in an economy which generates wealth and provides employment opportunities, allowing people to take advantage of the wealth generated through securing decent work.

The strategy will contribute towards the requirements and standards set out in the following: > Well-being and Future Generations Act > Digital Strategy for Wales > Digital Service Standards for Wales > Welsh Language Act Whilst delivering this Strategy, we will ensure the decisions we make consider the well-being goals and five ways of working: Long Term, Integration, Involvement, Collaboration and Prevention. We will ensure that our decisions are evidenced-based and consider the social and economic impact on our communities. The key principles and priorities of this strategy are aimed at those who need and want to access the Council. The intention is to build good quality services with those who use and provide them. The additional benefits of using digital technology and innovation will support independence and better-connected communities. Through our customer-centred design approach we will consider each element of a process and how customers use our services. Having the right culture and leadership to drive our digital ambition will support the development of customer-centred services. Improved use of data, better engagement and collaboration will allow us to join up services to remove barriers between organisations so that customers can easily access what they need

2. **A RESILIENT WALES** ... a nation which maintains and enhances a biodiverse natural environment with healthy functioning ecosystems that support social, economic and ecological resilience and the capacity to adapt to change (for example climate change). Think about how your activity will have regard to protecting and enhancing biodiversity.

Considered but no impact identified

3. **A HEALTHIER WALES** ... a society in which people's physical and mental well-being is maximised and in which choices and behaviours that benefit future health are understood.

The strategies will provide our residents with a choice of how they interact with us dependant on the individual circumstances and needs.

4. **A MORE EQUAL WALES** ... A society that enables people to fulfil their potential no matter what their background or circumstances (including their socio economic background and circumstances).

The strategies will provide our residents with a choice of how they interact with us dependant on the ondividual circumstances and needs.

5. **A WALES OF COHESIVE COMMUNITIES** ... attractive, viable, safe and well-connected communities.

We aim to ensure our technology and digital infrastructure is responsive, secure and adaptive to meet changing needs of our customers, business and staff and we will aim to do this by working with communities, developing a digital infrastruture to support 21st century services, collaborating with partners but maintaining our systems so they are always safe and secure

6. **A WALES OF VIBRANT CULTURE AND THRIVING** ... a society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, and sports and recreation.

Improving customer digital skills can open many doors to opportunity and skills developme

7. **A GLOBALLY RESPONSIBLE WALES** ... a nation which, when doing anything to improve the economic, social, environmental and cultural well-being of Wales, takes account of whether doing such a thing may make a positive contribution to global well-being.

The Digital Strategy will contribute towards the requirements and standards set out in the following: > Well-being and Future Generations Act > Digital Strategy for Wales > Digital Service Standards for Wales > Welsh Language Act



Section 5-Welsh Language (Wales) Measure 2011 and Welsh Language Standards

(The Welsh Language Measure 2011 and the Welsh Language Standards require the Council to have 'due regard' for the positive or negative impact that any proposal may have on opportunities to use the Welsh language. [Welsh Language Standards](#))

Requirement	Does the proposal have any positive, negative or neutral impacts in regards to the below?	What can be done to mitigate any negative impacts?	Please demonstrate any evidence used to form this opinion.
<p>Compliance with the Welsh Language Standards. <i>Specifically Standards 88 - 93</i></p>	<p>Positive – the strategies support the Welsh language and support the equalities agenda.</p>	<p>Ensuring the Welsh language standards are adhered to and embedded into every service area.</p>	<p>Customers will be given the choice of communicating in their preferred language of choice.</p>
<p>What opportunities are there to promote the Welsh Language? <i>e.g. status, use of Welsh language services, use of Welsh in everyday life in work / community</i></p>	<p>Correspondance will be provided in the language of choice.</p>		
<p>What opportunities are there for a person or person to use the Welsh Language? <i>e.g. staff, residents and visitors</i></p>	<p>Customers will be able to deal with queries in their preferred language of their choice</p>	<p>Whilst there are already Welsh speakers in the LA, front line customer service staff are currently under-going Welsh language training.</p>	<p>Customers will be able to converse with customer service staff in their preferred choice of language.</p>

<p>Has the Welsh Language been considered in order to treat the Welsh language no less favourably than the English language?</p>	<p>Yes</p>	<p>Whilst there are already Welsh speakers in the LA, front line customer service staff are currently under-going Welsh language training.</p>	<p>We are currently following an action plan following intervention from the Welsh language Commissioner</p>
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Section 6 – Children’s Rights Approach - [The Right Way](#)

The Children’s Rights Approach – The Right Way is a framework for working with children, grounded in the UN Convention on the Rights of the Child (UNCRC). It places the UNCRC at the core of planning and service delivery and integrates children’s rights into every aspect of decision-making, policy and practice. The Right Way focuses on three main them Participation, Provision and Protection.

<p>Protected characteristics</p>	<p>Will the proposal have any positive impacts on the Children’s Rights Approach?</p>	<p>Will the proposal have any negative impacts on the Children’s Rights Approach?</p>	<p>Outline how the proposal could maximise any positive impacts or minimise any negative impact. Please indicate any views evidence you have that supports this.</p>
<p>Participation (child or young person as someone who actively</p>	<p>Considered but no impact identified</p>		

contributes to society as a citizen)			
Provision (the basic rights of children and young people to survive and develop)	Considered but no impact identified		
Protection (children and young people are protected against exploitation, abuse or discrimination)	Considered but no impact identified		

<p>Section 7– Community Safety</p> <p>Duty to Consider Crime and Disorder Implications</p> <p>Section 17 of the Crime and Disorder Act 1998 places a duty on the local authority to exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent, crime and disorder, anti-social and other behaviour adversely affecting the local environment, the misuse of drugs, alcohol and other substances, re-offending and serious violence.</p>			
Impacts	Will the proposal have any positive impacts on crime and disorder?	Will the proposal have any negative impacts on crime and disorder?	Outline how the proposal could maximise any positive impacts or minimise any negative impact. Please indicate any views evidence you have that supports this.

<p>Crime (consider impact on each: victims, offenders and neighbourhoods)</p>	<p>Considered but no impact identified</p>		
<p>Anti-Social Behaviour and behaviour adversely affecting the local environment (consider impact on each: victims, offenders, neighbourhoods and green spaces)</p>	<p>Considered but no impact identified</p>		
<p>Misuse of drugs, alcohol and other substances (Think vulnerable children, adults, families and communities)</p>	<p>Considered but no impact identified</p>		
<p>Re-offending (Think young people and adults, victims, families, communities)</p>	<p>Considered but no impact identified</p>		
<p>Serious Violence (Think vulnerable young people, vulnerable adults, victims, families, communities)</p>	<p>Considered but no impact identified</p>		

Counter Terrorism (People and places that are vulnerable to terrorism or violent extremism)	Considered but no impact identified		
Community Cohesion (Asylum seekers, Migrants, Victims or Hate Crime, Community tensions)	Considered but no impact identified		

Section 8- Armed Forces Covenant Duty AFC Draft Statutory Guidance - Final.pdf			
Impacts	Will the proposal have any positive impacts on the armed forces community?	Will the proposal have any negative impacts on the armed forces community?	Outline how the proposal could maximise any positive impacts or minimise any negative impact. Please indicate any views evidence you have that supports this.
Health <ul style="list-style-type: none"> • Provision of services • Planning and funding • Co-operation between bodies and professionals 	Considered but no impact identified		

<p>These healthcare functions are within scope of the Duty in the following settings:</p> <ul style="list-style-type: none"> • NHS Primary Care services, including general practice, community pharmacies, NHS dental, NHS optometry services and public health screening services. • NHS Secondary Care services, including urgent and emergency care, hospital and community services, specialist care, mental health services, and additional needs services (as applicable). • Local authority-delivered healthcare services, including sexual health services and drug and alcohol misuse services 			
<p>Education</p> <ul style="list-style-type: none"> • Admissions • Educational attainment and curriculum • Child wellbeing 	<p>Considered but no impact identified</p>		

<ul style="list-style-type: none"> • Transport • Attendance • Additional needs support • Use of Service Pupil Premium funding (England only) <p>These education functions are within scope of the Duty in compulsory education settings, that is, primary, secondary, and, for England only, compulsory further education. The Duty does not cover nursery (early years education), higher education, or other voluntary adult education settings</p>			
<p>Housing</p> <ul style="list-style-type: none"> • Allocations policy for social housing • Tenancy strategies (England only) • Homelessness • Disabled Facilities Grants 	<p>Considered but no impact identified</p>		

Section 9-Data-Please outline any data or evidence that has been used to develop the proposal, this can be previous consultations, local/national data, pilot projects, reports, feedback from clients etc.

Data/evidence –What data/evidence was used? - provide any links.	What were the key findings?	How has the data/evidence informed this proposal?
<p>The Strategies have been developed with engagement via;</p> <ul style="list-style-type: none"> • Feedback from customers, non-users, learners, businesses, partners, staff and data gathered during various service design projects; <ul style="list-style-type: none"> • Evidence from work undertaken on service design projects, i.e Planning and content design; • Wider CLT session facilitated by Centre of Public Digital Services to understand current position, opportunities, barriers and objectives; • Feedback from elected members, MCS induction session; • Digital self-evaluation, facilitated by WLGA; • Digital Exclusion project across Gwent; • Customer Experience and Access review; • Review of agile working 	<p>The external review undertaken in 2022 of customer experience across the Council found;</p> <ul style="list-style-type: none"> • People value the interaction and the experience of in person customer service channels • There are many access points and it’s confusing people • Some people lack the ability to use digital channels but not all • Customers who are able to self-serve are opting to call for reasons including difficulty in navigating the online experience • Often the content we communicate is misunderstood and causes confusion 	<p>All the evidence and data we have gathered has allowed us to consider our position in order to develop these strategies</p>

- Community feedback on budget proposals – 62% want easy access to digital services

User research will be a key part of the strategy implementation moving forward.

- Closer working between Customer Services officers and service areas could alleviate frustrating and confusing experiences for people.

There will be a set of delivery plans against each priority set out in the strategy and will have a number of key success measures, such as % of customers accessing front facing services rating the service they receive as excellent or good; total number of complaints received per thousand populations (aligned to Council Complaints procedure)

Are there any data or information gaps and if so what are they and how do you intend to address them?

n/a

Section 10-Consultation. Please provide details of consultation undertaken to support the proposal. Please consider the Gunning Principles: -

Principle 1: Consultation must take place when the proposals are still at a formative stage. You must not have already made up your mind.

Principle 2: Sufficient reasons must be put forward to allow for intelligent consideration and response. Have people been given the information and opportunity to influence?

Principle 3: Adequate time must be given for consideration and response. Is the consultation long enough bearing in mind the circumstances?

Principle 4: The product of consultation must be conscientiously taken into account when finalising the decision

Briefly describe any planned consultations or consultations that have been carried out to date. Please consider the above principles.

Please consider the following questions; -

- 1. Who did you consult?**
- 2. When did the consultation take place and was adequate time given for a response?**
- 3. Was there enough information provided to respond effectively?**
- 4. What were the findings?**
- 5. Have the findings been considered in regards to the decision?**

The Strategy, Standards and Charter has been developed with engagement via;

- An externally facilitated organisational review of the customer experience and access involving a range of service areas and engagement through journey mapping with customers who use our services
- User research with customers including that gained through service re design projects
- Senior management and Elected member feedback

- Undertaking desk top research and,
- Discussions with partner organisations

User research will be a key part of the strategy implementation moving forward

Section 11-Monitoring and Review

How will the implementation of the proposal be monitored, including the impacts or changes made?	Information will be included in the quarterly Joint finance and performance report which is part of the committee forward work programme, including an annual quarter 4 position
What monitoring tools will be used?	To be considered
How will the results be used for future development?	Each year the strategy will have a set of Delivery Plans developed against each priority. A set of key success measures will also be developed.
How and when will it be reviewed?	For the Customer Service strategy an annual quarter 4 position but with a mid-point review of the strategies to be undertaken. The Digital strategy will be reviewed annually to ensure we keep pace with ongoing changes to digital innovation, technologies and customer expectation
Who is responsible for ensuring this happens?	The Future Working Programme Board chaired by the Chief Executive will receive progress updates on the implementation of the Customer Services strategy. The Service Design and Digital Leadership Board will oversee the delivery of the Digital Transformation Strategy.

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Section 12 - Decision

Using the information you have gathered from sections 1-9 please state in the table below whether you are able to proceed with the proposal.

Continue with the proposal in its current form Yes X No

Continue with proposal but take into account reasonable steps to mitigate any negative impacts of the proposal

Yes

No

Name of person completing the IIA

Name:	Jonathan Morgan		
Job Title:	Team Manager Customer Contact		
Date:	7/9/2023		

Head of Service Approval

Name:	Leanne Roberts		
Job Title:	Service Manager – Customer Experience & Transformation		
Signature:	L.C.Roberts	Date:	29/8/2023

Please contact Policy & Partnerships should you require any further advice or guidance on completing your assessment via lissa.friel@blaenau-gwent.gov.uk or emma.scherptong@blaenau-gwent.gov.uk.

Agenda Item 9

Cabinet and Council only

Date signed off by the Monitoring Officer:

Date signed off by the Section 151 Officer:

Committee: **Corporate Overview and Performance Scrutiny Committee**

Date of meeting: **14th September 2023**

Report Subject: **CS092 Investigation Action Plan Progress Quarterly Report and Welsh in the Workplace Policy**

Portfolio Holder: **Cabinet Member Corporate/Leader of the Council**

Report Submitted by: **Sarah King, Head of Democratic Services, Governance & Partnerships**

Reporting Pathway								
Directorate Management Team	Corporate Leadership Team	Portfolio Holder / Chair	Governance Audit Committee	Democratic Services Committee	Scrutiny Committee	Cabinet	Council	Other (please state)
	10.08.23	04.09.23			14.09.23	04.10.23		

1. Purpose of the Report

- 1.1 The purpose of the Report is to present the CS092 Investigation Action Plan Progress Quarterly Report, and the Welsh in the Workplace Policy.

2. Scope and Background

CS092 Investigation Action Plan Progress Quarterly Report

- 2.1 The CS092 investigation (“the investigation”) was opened by the Welsh Language Commissioners Office (WLCO) in November 2021 following concerns raised during a direct verification assessment of whether the Council was compliant with the Welsh Language Standards in terms of providing a Welsh language telephone service.
- 2.2 In April 2022, the Council provided an initial response to the investigation, which in turn raised further compliance concerns with regards to promoting services, assessing the language skills of staff, providing training opportunities and assessing the language needs of posts. This led to the terms of reference for the investigation being widened to include a number of additional operational standards.
- 2.3 In September 2022, a final determination of the investigation, in accordance with Section 77 of the Welsh Language (Wales) 2011 Measure, was provided to the Council. The determination outlined the steps required to reach compliance and expected delivery timeframes. It also requested the Council take forward an organisational approach (including clear accountability and governance framework) to develop an Action Plan, with a deadline 31 January 2023. The final draft Action Plan was presented to the Corporate Leadership Team for consideration and signed-off on the 26th January 2022. The WLCO signed off the report in March 2023.

2.4 The CS092 Quarterly Progress Report (Appendix 1) provides an update on the implementation of actions set out within the plan since the March 2023 until the end of July 2023.

2.5 *Welsh in the Workplace Policy*

On the 28th of March 2023 the Council received an Action Notice from the WLCO, explaining that during their standards compliance monitoring the Council failed to comply with standard 98. Standard 98 sets the requirement to produce a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language, which must also be published on the intranet.

2.6 To ensure the Council meets this requirement a draft Welsh in the Workplace Policy has been developed taking into consideration guidance from the WLCO as well as considering good practice from other public bodies under the same duty (Appendix 2).

3. **Options for Recommendation**

3.1 CLT considered the CS092 Quarterly Progress Report (Appendix 1) and Welsh in the Workplace Policy (Appendix 2) on 10 August 2023.

3.2 *Scrutiny Considers the recommendations below outlining a recommendation for the Quarterly Progress Report and a recommendation for the Welsh in the Workplace Policy.*

3.3 *CS092 Quarterly Progress Report*

Option 1a

Consider the CS092 Quarterly Progress Report (Appendix 1), and support approach to be presented to Cabinet.

Option 1b

Consider the CS092 Quarterly Progress Report (Appendix 1), and make observations/recommendations on progress to be presented to Cabinet

Welsh in the Workplace Policy

Option 2a

Consider the Welsh in the Workplace Policy (Appendix 2) and recommend approval by Cabinet for publication.

Option 2b

Consider the Welsh in the Workplace Policy (Appendix 2) and make observations/recommendations to Cabinet prior to approval.

4. **Evidence of how this topic supports the achievement of the Corporate Plan / Statutory Responsibilities / Blaenau Gwent Well-being Plan**

Since 2016 the Council has a statutory requirement to work in accordance with our Welsh Language Compliance Notice set by the Welsh Language Commissioners Office, written in accordance with the Welsh Language (Wales) Measure 2011.

This Action Plan ensures compliance with the standards that the WLCO failed the Council on as part of the recent investigation, including the Council developing a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language (Standard 98).

The Corporate Plan recognises meeting our Welsh language requirements as a key policy area which will enable the Council to deliver its ambition.

5. **Implications Against Each Option**

5.1 ***Impact on Budget (short and long term impact)***

Failure to comply with any Welsh language standard could lead to penalties. The quoted figure is £5,000 by breach.

5.2 ***Risk including Mitigating Actions***

There is a reputational risk to the Council if the action plan is not implemented efficiently, and the Council is found non-compliant with standard 98.

5.3 ***Legal***

Failure to comply with any requirement set out within the decision notice requesting an action plan, may lead the Commissioner to apply for a court order requiring compliance.

5.4 ***Human Resources***

Organisational Development staff play a key part within the implementation of this plan, working to strengthen the recruitment processes' consideration of the Welsh language.

6. **Supporting Evidence**

The following standards are set out with actions to improve organisation-wide compliance within the plan:

- Standard 8
- Standard 11
- Standard 17
- Standard 81
- Standard 127
- Standard 130
- Standard 131
- Standard 132
- Standard 133
- Standard 136
- Standard 136a

Full investigation report and decision notice attached. (Appendix 3)

Monitoring Action Notice regarding the Welsh in the Workplace Policy attached. (Appendix 4)

6.1 ***Performance Information and Data***

Actions taken to implement the plan are detailed in the progress report.

6.2 ***Expected outcome for the public***

The effective implementation of the Action Plan, supported by quarterly progress reports will improve our compliance with the service delivery standards.

6.3 ***Involvement (consultation, engagement, participation)***

The core group set up to support implementation of the action plan meet 6-weekly to monitor progress, and received the Welsh in the Workplace Policy for comments.

6.4 ***Thinking for the Long term (forward planning)***

The Council has a statutory requirement to work in accordance with the Welsh Language (Wales) Measure 2011, the implementation and production of the Welsh in the Workplace Policy will strengthen our compliance moving forward.

Furthermore, improving our consideration of the Welsh language contributes to the Welsh Language Promotion Strategy and the Well-Being of Future Generations Act goal to provide 'a Wales of vibrant culture and thriving Welsh language'.

6.5 ***Preventative focus***

Meeting the requirements set by the Welsh Language Standards, will aim to prevent reputational and financial risk.

6.6 ***Collaboration / partnership working***

Blaenau Gwent continues to work with neighbouring and regional local authorities to support the Council to work in accordance with the Welsh language standards, including regional partnership forums and networks (for example, Blaenau Gwent Welsh Network, Rhwydiaith, Deddf etc).

6.7 ***Integration (across service areas)***

By considering a corporate approach to Welsh Language the Council is demonstrating it is taking an integrated approach.

6.8 ***Decarbonisation and Reducing Carbon Emissions***

This report has no direct implications towards decarbonisation or reducing carbon emissions.

6.9 ***Integrated Impact Assessment (IAA)***

The report considers Equalities throughout and seeks to ensure the Welsh language is valued and not treated less favourably across the Council.

7. **Monitoring Arrangements**

- 7.1 The CS092 Investigation Quarterly Progress Report and Welsh in the Workplace Policy is to be presented to the Corporate Overview and Performance Scrutiny Committee and Cabinet.

Background Documents /Electronic Links

Appendix 1: CS092 Investigation Quarterly Progress Report

Appendix 2: Welsh in the Workplace Policy

Appendix 3: WLCO Full Investigation Report

Appendix 4: WLCO Monitoring Action Notice (Workplace Policy)

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Appendix 1: CS092 Quarterly Progress Report (BGCBC)

Purpose of Report

The purpose of this report is to provide an update on actions taken to implement the Action Plan written in response to the investigation opened on the Council by the Welsh Language Commissioners Office. For background information on the investigations findings and our monitoring procedures please see supporting reporting at Appendix 4.

Telephone Actions

The investigation was opened due to concerns raised during the WLCO's monitoring of the Council's compliance with the Welsh Language Standards. The following information provides an update on the work that has taken place to improve our compliance with the standards raised during the investigation surrounding our telephone services.

Standards raised during the investigation:

Standard 8: When a person contacts you on your main telephone number (or on one of your main telephone numbers), or on any helpline numbers or call centre numbers, you must greet the person in Welsh.

Standard 11: When a person contacts you on your main telephone number (or on one of your main telephone numbers), or on any helpline numbers or call centre numbers, you must deal with the call in Welsh if the person so wishes –

- a) until it is necessary to transfer the call to a member of non-Welsh speaking staff who can provide service on a specific subject matter; until no Welsh speaking member of staff is available to provide service on that specific subject matter.

Standard 17: When there is no Welsh language service available on your main telephone number (or on one of your main telephone numbers), on any helpline numbers or call centre numbers, you must inform the caller (whether by means of an automated message or otherwise) when a Welsh language service will be available.

In order to improve our compliance with the standards raised surrounding our telephone services we began by reviewing the staff guidance on how to greet callers using the Welsh language. The Welsh Language Support Officer, assisted by feedback from customer service team managers updated the slides to simplify the language and including two sound clips of each phrase, one recited slowly the other at a regular conversational pace. These amendments are intended to make the slides more user friendly, even to staff who do not currently have any Welsh language skills. This improved guidance was used to support development of further training for staff with lower levels of Welsh language ability.

(Contributing to action points references S8.1a, S8.2a, S11.1a, S17.1a)

The updated guidance was promoted to all staff as part of the Welsh Language Communications Plan to highlight the importance of greeting callers in Welsh and support staff in fulfilling this requirement. **(S8.1d, S11.3b, S17.2a)**

Given the low numbers of staff members fluent in Welsh we have included guidance on how to arrange a call back in Welsh when a Welsh speaker is available. Having identified the priority phone lines, we have begun working with on developing their voicemails and IVR set ups to improve the quality of our Welsh language customer service. **(S8.1c)**

The Strategic Transformation Team is currently conducting an organisation wide telephony review and as such were able to identify the C2BG Contact Centre, Council Tax/Revenues and Housing to be the highest call volume service areas with automated messaging. **(S8.1b, S17.1b)** Work has begun to improve the quality of the automated messages and IVR functions on these lines, currently there are three fluent Welsh speakers across these lines with other staff in training. Furthermore, during the reviewing of the Welsh speaking staff on the intranet telephone directory's information, a problem was discovered when processing the update requests. This technical issue has since been resolved and we have planned promotion of the importance that staff keep their information up to date within the Welsh language communications plan. **(S11.1b, S11.1c)** For the time being the priority high volume call lines have nominated Welsh Language Champions across the teams that are able to provide a Welsh telephone service. **(S11.1d)**

The high call volume service areas identified within the telephony review, alongside a number of staff from the Children and Adults IAA teams, are currently attending weekly tutor-led virtual Welsh language training. **(S11.2a, S11.2b, S11.3a)** This course is a part of the Work Welsh Scheme delivered by Dysgu Cymraeg / Learn Welsh, and as such fully funded. The course will run for 35 weeks, meeting for two hours weekly accumulating 70 hours of training, those attending the sessions have also formed a community of practice to reflect on what they have learnt in between sessions. **(S11.1d)**

Exceptions / Looking Forward

S11.2d: Improve recruitment process for Welsh language speakers in accordance with Welsh Language Standard 136 (S136.1, S136.2, S136.3, S136.4 & S136A.1, S136A.2)

Work surrounding improving the recruitment process has begun, although prior to moving forward with our proposed improvements to the skills assessment arrangements Blaenau Gwent Council was invited to the WLCO's seminar surrounding recruitment. The WLCO undertook an in-depth review of 24 organisations' recruitment arrangements and assessment of the need for Welsh language skills, the findings were presented at the seminar in July 2023. In order to ensure we improve our recruitment process effectively, we delayed the implementation of the proposed changes to the skills assessment to check our changes reflected the best practice set out within the WLCO guidance.

Standard 8: When a person contacts you on your main telephone number (or on one of your main telephone numbers), or on any helpline numbers or call centre numbers, you must greet the person in Welsh.

S8.1 The Council must develop a standard Welsh language telephone greeting.							
Ref.	Action	Start	Finish	Corporate Leadership Team Lead	Action Lead(s) / staffing commitments	Budgetary Commitments *	BRAG
S8.1A	Review current guidance for telephone greeting customer-facing service areas and make necessary amends.	Mar-23	June-23	Sarah King Bernadette Elias	Katherine Watkins-Hughes (Policy & Partnerships) Leanne Roberts (Customer Experience)	Policy & Partnerships / Customer Experience service area budgets	Working with customer service managers we have updated the telephone greeting guidance.
S8.1B	Identify service areas with automated messaging service and high-call volumes via BG Council Telephony Review Project (S8.4A) and review compliance.	Mar-23	June-23	Bernadette Elias	Rebecca Morales-Reeves (Strategic Transformation Team)	Strategic Transformation Team service area budget	The high-call volume service areas with automated messages have been identified work to strengthen compliance is underway.
S8.1C	Develop consistent pre-recorded Welsh greeting automated message to be used by Customer-facing services, where appropriate, including pre-recorded bi-lingual Voicemail messages (S8.4B).	Mar-23	Oct-23	Bernadette Elias	Rebecca Morales-Reeves (Strategic Transformation Team) Katherine Watkins-Hughes (Policy & Partnerships)	Strategic Transformation Team service area budget	As noted above this work is currently underway.

S8.1D	Promote amended Welsh Language telephone greeting guidance to all staff via Welsh Language Communications Plan (S8.3A)	Mar-23	June-23	Bernadette Elias	Carolyn Jenkins (Communications)	Communications service area budgets	Guidance has been promoted to all staff via email poster and is scheduled to be re-promoted within Welsh Language Communications Plan with supporting promotion included within managers brief.
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S8.2	The Council must train all Council staff dealing with telephone calls from the public on how to give the standard Welsh telephone greeting accurately and in compliance with Standard 8.						
Ref.	Action	Start	Finish	Corporate Leadership Team Lead	Action Lead(s) / staffing commitments	Budgetary Commitments *	BRAG
S8.2A	Use improved guidance (S8.1A) to develop mandatory Welsh language training slides on greeting accurately for all staff.	Mar-23	June-23	Sarah King	Katherine Watkins-Hughes (Policy & Partnerships)	Policy & Partnerships service area budget	The updated guidance have been used to support the training slides available to staff on the intranet.
S8.2B	Promote Welsh language training slides on greeting accurately via Welsh Language Communications Plan (S8.3A)	Mar-23	June-23	Bernadette Elias	Carolyn Jenkins (Communications)	Communications service area budget	See action S8.1d.
S8.3	The Council must raise awareness within its staff of the importance of providing a Welsh greeting and of including a Welsh greeting at the beginning of calls.						
S8.3A	Development and implementation of CS092 Welsh Language Communications Plan (S8.3A)	Mar-23	Mar-24	Bernadette Elias	Carolyn Jenkins (Communications) Louise Bishop (Communications)	Communications service area budget	Scheduled communications are in place following those that have already been sent out.
S8.3B	Management teams to proactively raise awareness of the importance of providing a Welsh greeting and at the beginning of calls via Team Meetings / 1-1s. Promotion via Managers Brief included with CS092 Welsh Language Communications Plan (S8.3A)	Mar-23	Oct-23	Bernadette Elias	Carolyn Jenkins (Communications) Louise Bishop (Communications)	Communications service area budget	See action S8.1d.

S8.4	The Council must evaluate any automated greeting messages to check that a greeting in Welsh is placed on the automated message if a greeting is given in English.						
S8.4A	Identify service areas with automated messaging service and high-call volumes via BG Council Telephony Review Project (S8.4A) and review compliance	Mar-23	Apr-24	Bernadette Elias	Rebecca Morales-Reeves (Strategic Transformation Team)	Strategic Transformation Team service area budget	See S8.1C
S8.4B	Develop consistent pre-recorded Welsh greeting automated message to be used by customer-facing services, where appropriate, including pre-recorded bi-lingual voicemail messages	Mar-23	Oct-23	Bernadette Elias	Katherine Watkins-Hughes (Policy & Partnerships) Rebecca Morales-Reeves (Strategic Transformation Team)	Strategic Transformation Team service area budget	See S8.1C
S8.5	The Council must provide written evidence that satisfies the Welsh Language Commissioner that enforcement actions 1 - 4 have been completed.						
S8.5A	CS092 Action Plan Progress Report	Dec-23	Mar-24	Sarah King	Andrew Parker (Policy & Partnerships)	Policy & Partnerships service area budget	This Quarterly Progress Report will aid the completion of the final report for WLCO in March 2024.

* Additional costs association with budgetary pressures will be presented to Corporate Leadership Team for consideration.

Standard 11: When a person contacts you on your main telephone number (or on one of your main telephone numbers), or on any helpline numbers or call centre numbers, you must deal with the call in Welsh if the person so wishes –

a) until it is necessary to transfer the call to a member of non-Welsh speaking staff who can provide service on a specific subject matter; until no Welsh speaking member of staff is available to provide service on that specific subject matter.

S11.1 The Council must put in place guidelines for all staff on how to deal with telephone calls in accordance with Standard 11.

Ref.	Action	Start	Finish	Corporate Leadership Team Lead	Action Lead(s) / staffing commitments	Budgetary Commitments *	
S11.1A	Review current guidelines for Welsh language telephone answering procedure and make necessary amends (including development of process map)	Mar-23	June-23	Bernadette Elias	Leanne Roberts (Customer Experience) Katherine Watkins-Hughes (Policy & Partnerships)	Customer Experience service area budget	Telephone procedure that included the process map and sound clips have been updated and published on the intranet.
S11.1B	Review and update Corporate Welsh Language Speakers Intranet Directory for handling calls on 'specific subject matters'	Mar-23	Mar-24	Sarah King	Katherine Watkins-Hughes (Policy & Partnerships)	Policy & Partnerships service area budget	SRS have identified the technical problems with processing phonebook update requests has been resolved with organisation wide request scheduled within CS092 Welsh Language

							Communications Plan.
S11.1C	Promotion of Corporate Welsh Language Speakers Intranet Directory via CS092 Welsh Language Communications Plan (S8.3A)	Mar-23	Mar-24	Bernadette Elias	Carolyn Jenkins (Communications) Louise Bishop (Communications)	Communications service area budget	Following staff wide request to review and update details if necessary further promotion will be completed as part of CS092 Communications Plan.
S11.1D	Development of Welsh Language Community of Practice and identification of Welsh Language Champions across service areas.	Mar-23	Mar-24	Sarah King	Katherine Watkins-Hughes (Policy & Partnerships)	Policy & Partnerships service area budget	Customer facing staff have identified their fluent Welsh speakers nominated to deal with Welsh language calls, with ongoing identification across service areas underway. Furthermore, customer facing staff attending training have formed a community of practice to reflect on lessons.

S11.2	The Council must ensure that it has resources to deal with all calls received in accordance with Standard 11. The Council must ensure that there are sufficient Welsh speakers in the call centre to deal with telephone calls from persons who wish to conduct the call in Welsh, in accordance with standard 11.						
Ref.	Action	Start	Finish	Corporate Leadership Team Lead	Action Lead(s) / staffing commitments	Budgetary Commitments *	
S11.2A	Establish Welsh language training budgets available across key customer-facing service areas identified via Telephone Project (S8.4A)	Mar-23	June-23	Sarah King	Katherine Watkins-Hughes (Policy & Partnerships)	Policy & Partnerships service area budget	We have opted to utilise the Work Welsh Scheme for key customer facing areas that is fully funded.
S11.2B	Provide long-term programme of training for existing customer service staff (call centre) upskilling them to deal with calls in accordance with Standard 11	Mar-23	Mar-24	Sarah King	Katherine Watkins-Hughes (Policy & Partnerships)	Policy & Partnerships service area budget	A number of customer service staff are enrolled on a Work Welsh scheme tailored to their areas. The class virtually once a week with a tutor and will have completed 70 hours of training by the end of February.
S11.2C	Conduct regular practice sessions with customer service staff (call centre) to assess functionality of procedure continually highlighting and addressing areas for improvement	Mar-23	Mar-24	Sarah King/ Bernadette Elias / Tanya Evans	Katherine Watkins-Hughes (Policy & Partnerships)	Policy & Partnerships service area budget	Now that customer service staff have improved their skills via Work Welsh training, practice sessions are to be conducted with the Welsh Language Support Officer over the coming weeks, to be conducted regularly as we progress through the action plan.

S11.2D	Improve recruitment process for Welsh language speakers in accordance with Welsh Language Standard 136 (S136.1, S136.2, S136.3, S136.4 & S136A.1, S136A.2)	Mar-23	June-23	Bernadette Elias	Ceri Gay (Organisational Development) Lee McDonald (Organisational Development)	Organisational Development service area budget	Review of the recruitment process is underway. These changes are significant and will affect all teams as such we had delayed the implementation to allow consideration of the WLCO's recruitment seminar and supporting review report presented in July.
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S11.3	The Council must provide training to all staff dealing with telephone calls on how to provide a Welsh language service in accordance with Standard 11.						
S11.3A	Delivery of long-term programme of training for staff dealing with telephone calls upskilling them to deal with calls in accordance with Standard 11 (S11.2B)	Mar-23	Apr-24	Sarah King	Katherine Watkins-Hughes (Policy & Partnerships)	Policy & Partnerships service area budget	See S11.2b
S11.3B	Promotion of training to all staff dealing with telephone calls on how to provide a Welsh language service in accordance with Standard 11 via CS092 Welsh Language Communications Plan (S8.3A)	Apr-23	Mar-24	Bernadette Elias	Carolyn Jenkins (Communications) Louise Bishop (Communications)	Communications service area budget	See S8.1d and S8.2b
S11.3C	Conduct practice sessions with staff to assess functionality of procedure continually highlighting and addressing areas for improvement	Mar-23	Mar-24	Sarah King/ Bernadette Elias / Tanya Evans	Katherine Watkins-Hughes (Policy & Partnerships)	Policy & Partnerships service area budget	See S11.2c

S11.4	The Council must provide written evidence that satisfies the Welsh Language Commissioner that enforcement actions 1 - 4 have been completed.						
S11.4A	CS092 Action Plan Progress Report	Dec-23	Mar-24	Sarah King	Andrew Parker (Policy & Partnerships)	Policy & Partnerships service area budget	This Quarterly Progress Report will aid the completion of the final report for WLCO in March 2024

* Additional costs association with budgetary pressures will be presented to Corporate Leadership Team for consideration

Standard 17: When there is no Welsh language service available on your main telephone number (or on one of your main telephone numbers), on any helpline numbers or call centre numbers, you must inform the caller (whether by means of an automated message or otherwise) when a Welsh language service will be available.

S17.1	When no Welsh language telephone service is available, the Council must inform callers when a Welsh language service will be available in accordance with standard 17.						
Ref.	Action	Start	Finish	Corporate Leadership Team Lead	Action Lead(s) / staffing commitments	Budgetary Commitments *	BRAG
S17.1A	Review current guidelines for Welsh language telephone answering procedure and make necessary amends (including development of process map) (S11.1A)	Mar-23	Mar-24	Bernadette Elias	Leanne Roberts (Customer Experience) Katherine Watkins-Hughes (Policy & Partnerships)	Policy & Partnerships / Customer Experience service area budgets	See S11.1a
S17.1B	Identify service areas with automated messaging service and high-call volumes via BG Council Telephony Review Project (S8.4A) and review compliance.	Mar-23	Jun-23	Bernadette Elias	Rebecca Morales-Reeves (Strategic Transformation Team)	Strategic Transformation Team service area budget	See S8.1b

S17.2	The Council must provide guidance to all staff dealing with relevant telephone calls on the new procedure.						
S17.2A	Promote amended Welsh language telephone guidance to all staff via Welsh Language Communications Plan (S8.3A)	Mar-23	Oct-23	Bernadette Elias	Carolyn Jenkins (Communications) Louise Bishop (Communications)	Communications service area budget	See S8.1d

S17.3	The Council must provide staff with training on the new procedure.						
Ref.	Action	Start	Finish	Corporate Leadership Team Lead	Action Lead(s) / staffing commitments	Budgetary Commitments *	BRAG
S17.3A	Delivery of long-term programme of training for staff dealing with telephone calls upskilling them to deal with calls in accordance with Standard 11 (S11.2B)	Mar-23	Apr-24	Sarah King	Katherine Watkins-Hughes (Policy & Partnerships)	Policy & Partnerships service area budget	See S11.2b
S17.4	The Council must provide written evidence that satisfies the Welsh Language Commissioner that enforcement actions 1 - 3 have been completed.						
S17.4A	CS092 Action Plan Progress Report	Dec-23	Mar-24	Sarah King	Andrew Parker (Policy & Partnerships)	Policy & Partnerships service area budget	This Quarterly Progress Report will aid the completion of the final report for WLCO in March 2024

** Additional costs association with budgetary pressures will be presented to Corporate Leadership Team for consideration.*

Training

Standard 130: You must provide opportunities during working hours

- a) for your employees to receive basic Welsh language lessons, and
- b) for employees who manage others to receive training on using the Welsh language in their role as managers.

Standard 131: You must provide opportunities for your employees who have completed basic Welsh language training to receive further training free of charge to develop their language skills

Standard 132: You must provide training courses so that your employees develop –

- a) awareness of the Welsh language (including awareness of the history of the language and its place in the culture of Wales);
- b) an understanding of the duty to operate in accordance with the Welsh language standards;
- c) an understanding of how the Welsh language can be used in the workplace

Standard 133: When providing information to new employees (for example, by means of an induction process), you must provide information for the purpose of raising their awareness of the Welsh language.

Standard 130 is in place to ensure our organisation is providing basic Welsh language training opportunities for all staff. While the Council has provided training opportunities to staff since the Welsh Language Standards were introduced the following update outlines the actions we have taken to be more proactive in encouraging staff to utilize our training provisions.

The 'Post-Entry Training Policy' provides guidance to staff and their managers around the logistics of training during working hours. This policy concerns itself with courses that lead to a formally recognized qualification; despite this we felt it imperative that staff looking to this document for advice were made aware of all level Welsh courses given the benefits Welsh skills bring to all roles. As a result, we have included a section within the policy directing staff to the Welsh language training procedure that was developed in accordance with the training related actions within the CS092 Action Plan. **(S130.1a)**

This change was noted in the managers' brief along with the training procedure guidance that also notes that managers must inform the Welsh Language Support Officer when staff receive training. **(S130.1b, S130.2b)** This information, along with the data collected from training providers such as Dysgu Cymraeg is published within the Welsh Language Annual Report. **(S130.2a, S131.2a, S131.2b)** The Welsh Language training procedure explores the

training recourses available via the intranet, the e-learning portal and Dysgu Cymraeg's entry level and further training course options, and the process of arranging training time. **(S131.1a)** This update was promoted within the managers' brief as part of the CS092 Communications Plan with organisation wide promotion planned for the coming weeks. **(S131.1b)**

Our Welsh language training package outlines the courses available surrounding awareness of Welsh language history and culture, local authorities' legislative requirement to work in accordance to the Welsh language standards; and how to increase the use of Welsh in the workplace. **(S132.1a, S132.1c)** As noted above training promotion is included within the CS092 Welsh Language Communications Plan. **(S132.1d, S132.2b)** The general guidelines for ensuring awareness of how to operate in compliance with the Welsh Language Standards have been reviewed and updated to reflect our current hybrid working model. This included a Sway that provides instructions for setting up simultaneous translation for Microsoft Teams calls.

Amendments have been made to the induction programme to establish more proactive consideration of how to work in accordance with the Council's Welsh language requirements. A key development being directing employees to the Welsh language guidance and training elements surrounding the telephone procedure. **(S.133.1Ai, S.133.1Aii, S133.2a)** To guarantee managers are implementing these changes, the updates to our induction procedure were sent out in a managers brief. **(S133.1b, S133.2b)**

Exceptions / Looking Forward

Action S132.1b within the plan is to ensure a Welsh language training package is made available via the new e-learning portal currently being commissioned, by October 2023. Although, the new portal will not be available to staff until the beginning of 2024. As such while Welsh language training is being factored into the portal's development a delay to this actions completion will occur. As a result, the development of a monitoring procedure that ensures Welsh language training is repeated periodically via the e-learning portal will begin once the portal is available to staff. **(S132.2b)**

Standard 130: You must provide opportunities during working hours - (a) for your employees to receive basic Welsh language lessons, and (b) for employees who manage others to receive training on using the Welsh language in their role as managers.

S130.1 The Council must create a procedure to provide opportunities during working for its employees to have basic Welsh language lessons, and for employees who manage other people to receive training on using the Welsh language in their role as managers.

Ref.	Action	Start	Finish	Corporate Leadership Team Lead	Action Lead(s) / staffing commitments	Budgetary Commitments	BRAG
S130.1A	Review and development of Post-entry Training Policy to include procedure to provide opportunities for all staff to receive basic Welsh language training during work time.	Mar-23	June-23	Bernadette Elias	Ceri Gay (Organisational Development) Lee McDonald (Organisational Development)	Organisational Development service area budget	Inclusion of section surrounding Welsh language training is now included within the Post-Entry Training Policy.
S130.1B	Revised Post-Entry Training Policy promoted to all staff via CS092 Welsh Language Communications Plan (S8.3A)	May-23	Mar-24	Bernadette Elias	Carolyn Jenkins (Communications) Louise Bishop (Communications)	Communications service area budget	Managers have been briefed on this change in order to arrange training for their teams effectively.
S130.2	The Council must record how many staff are offered this training and how many staff receive this training annually.						
S130.2A	Quarterly performance information to be collated from Welsh Government, Dysgu Cymraeg and training providers re numbers of staff receiving training.	Mar-23	Oct- 23	Sarah King	Katherine Watkins-Hughes (Policy & Partnerships)	Policy & Partnerships service area budget	Welsh language training figures are collated and published within the Welsh language Annual Report.
S130.2B	Managers and staff encouraged to inform the Welsh Language Support Officer when staff receive Welsh language training via	Mar-23	Mar-24	Bernadette Elias	Carolyn Jenkins (Communications) Katherine Watkins-Hughes (Policy & Partnerships)	Communications / Policy & Partnerships service area budget	The new training procedure notes the need for managers

	CS092 Welsh Language Communications Plan (S8.3A)						and staff to inform the Welsh Language Support Officer.
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S130.3	The Council must provide written evidence that satisfies the Welsh Language Commissioner that enforcement actions 1 - 2 have been completed.						
Ref.	Action	Start	Finish	Corporate Leadership Team Lead	Action Lead(s) / staffing commitments	Budgetary Commitments	BRSAG
S130.4A	CS092 Action Plan Progress Report	Dec-23	Mar-24	Sarah King	Andrew Parker (Policy & Partnerships)	Policy & Partnerships service area budget	This Quarterly Progress Report will aid the completion of the final report for WLCO in March 2024.

* Additional costs association with budgetary pressures will be presented to Corporate Leadership Team for consideration.

Standard 131: You must provide opportunities for your employees who have completed basic Welsh language training to receive further training free of charge to develop their language skills

S131.1 The Council must create a procedure to provide opportunities for its employees who have completed basic Welsh language training to receive further training free of charge, to develop their language skills.

Ref.	Action	Start	Finish	Corporate Leadership Team Lead	Action Lead(s) / staffing commitments	Budgetary Commitments	BRAG
S131.1A	Development of Welsh Language Training - Managers & Staff Guide to include procedure to provide opportunities for all staff to receive further Welsh language training free of charge, to develop their language skills	Mar-23	May-23	Sarah King	Katherine Watkins-Hughes (Policy & Partnerships)	Policy & Partnerships service area budget	The Welsh Language Training Procedure includes guidance on further training opportunities available to staff.
S131.1B	Revised Welsh Language Training - Managers & Staff Guide promoted to all staff via CS092 Welsh Language Communications Plan (S8.3A)	Jun-23	Mar-24	Bernadette Elias	Carolyn Jenkins (Communications) Louise Bishop (Communications)	Communications service area budget	This guidance has been included within a managers brief and further promotion to all staff is being developed as part of the CS092 Welsh Language Communications Plan.

S131.2	The Council must record how many staff are offered this training and how many staff receive this training annually.						
S131.2A	Quarterly performance information to be collated from training providers re numbers of staff receiving further Welsh language training.	Mar-23	Mar-24	Sarah King	Katherine Watkins-Hughes (Policy & Partnerships)	Policy & Partnerships service area budget	See S130.2a.
S131.2B	All Council managers must keep a record of staff receiving Welsh Language Training and must provide annual summary to Policy & Partnerships Team	Mar-23	Oct-23	Sarah King	Andrew Parker (Policy & Partnerships) Katherine Watkins-Hughes (Policy & Partnerships)	Policy & Partnerships service area budget	See S130.2b.

S131.3	The Council must provide written evidence that satisfies the Welsh Language Commissioner that enforcement actions 1 - 2 have been completed.						
Ref.	Action	Start	Finish	Corporate Leadership Team Lead	Action Lead(s) / staffing commitments	Budgetary Commitments	BRAG
S131.3A	CS092 Action Plan Progress Report	Dec-23	Mar-24	Sarah King	Andrew Parker (Policy & Partnerships)	Policy & Partnerships service area budget	This Quarterly Progress Report will aid the completion of the final report for WLCO in March 2024.

* Additional costs association with budgetary pressures will be presented to Corporate Leadership Team for consideration

Standard 132: You must provide training courses so that your employees develop -

- (a) awareness of the Welsh language (including awareness of the history of the language and its place in the culture of Wales);**
- (b) an understanding of the duty to operate in accordance with the Welsh language standards;**
- (c) an understanding of how the Welsh language can be used in the workplace.**

S132.1 The Council must provide training to its employees on awareness of the Welsh language, an understanding of the duty to operate in accordance with the Welsh Language Standards and an understanding of the way in which the Welsh language can be used in the workplace.

Ref.	Action	Start	Finish	Corporate Leadership Team Lead	Action Lead(s) / staffing commitments	Budgetary Commitments	BRAG
S132.1A	Welsh language training package to be developed in accordance with Standard 132. (S132.1D)	Mar -23	Jun-23	Sarah King	Andrew Parker (Policy & Partnerships) Katherine Watkins-Hughes (Policy & Partnerships)	Policy & Partnerships service area budget	The Welsh Language Training Procedure offers guidance on the recourses available to staff surrounding awareness of the Welsh language, including its history and cultural impacts, guidance on how to operate in accordance with the Welsh language standards and how the language can be used in the workplace.
S132.1B	Welsh language training package to be made available to all staff via the Council's new e-learning	Oct - 23	Oct - 23	Bernadette Elias	Ceri Gay (Organisational Development)	Organisational Development service area budget	The e-learning portal will be made available to staff at the

	portal (currently being commissioned).				Lee McDonald (Organisational Development)		beginning of 2024.
S132.1C	Review and development of Welsh language awareness guidelines available to all staff via the intranet ensuring it includes required learning elements in accordance with Standard 131	Mar-23	Oct-23	Sarah King	Andrew Parker (Policy & Partnerships) Katherine Watkins-Hughes (Policy & Partnerships)	Policy & Partnerships service area budget	Guidelines surrounding training procedure have been updated, with additional Welsh language awareness training being developed.
S132.1D	Promotion of Welsh language training package and Welsh language awareness guidelines via CS092 Welsh Language Communications Plan (S8.3A)	Mar-23	Mar-24	Bernadette Elias	Carolyn Jenkins (Communications) Louise Bishop (Communications)	Communications service area budget	This has been included within a managers' brief, training options have been sent out to all staff with further promotion scheduled as part of the CS092 Welsh Language Communications Plan.

S132.2 The Council must have a procedure in place that ensures this training is repeated periodically.							
Ref.	Action	Start	Finish	Corporate Leadership Team Lead	Action Lead(s) / staffing commitments	Budgetary Commitments	BRAG
S132.2A	Develop procedure for ensuring Welsh language training is repeated periodically via e-learning portal (including refresher training)	Mar-23	Oct-23	Bernadette Elias	Ceri Gay (Organisational Development) Lee McDonald (Organisational Development)	Organisational Development service area budget	See action S132.1b.

S132.2B	Periodic Welsh language training (e.g., refreshers) to be promoted via the CS092 Welsh Language Communications Plan	Oct-23	Dec-23	Bernadette Elias	Carolyn Jenkins (Communications) Louise Bishop (Communications)	Communications service area budget	Training opportunities have been promoted to all staff will further promotion scheduled into the CS092 Welsh Language Communications plan.
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S132.2	The Council must provide written evidence that satisfies the Welsh Language Commissioner that enforcement actions 1 - 2 have been completed.						
S131.3A	CS092 Action Plan Progress Report	Dec-23	Mar-24	Sarah King	Andrew Parker (Policy & Partnerships)	Policy & Partnerships service area budget	This Quarterly Progress Report will aid the completion of the final report for WLCO in March 2024.

* Additional costs association with budgetary pressures will be presented to Corporate Leadership Team for consideration

Standard 133 : When providing information to new employees (for example, by means of an induction process), you must provide information for the purpose of raising their awareness of the Welsh language.

S133.1 The Council must modify its induction procedures and sessions to include the provision of information to new employees for the purpose of raising their awareness of the Welsh language.

Ref.	Action	Start	Finish	Corporate Leadership Team Lead	Action Lead(s) / staffing commitments	Budgetary Commitments	BRAG
S133.1Ai	Developing and providing information to support the induction programme	Mar-23	Jun - 23	Sarah King	Andrew Parker (Policy & Partnerships) Katherine Watkins-Hughes (Policy & Partnerships)	Policy & Partnerships service area budget	The Corporate Induction Booklet and Managers Checklist have been updated to ensure staff are aware of where to seek Welsh language guidance/resources.
S133.1Aii	Review and development of existing online / PDF induction programme to ensure it includes required learning elements in accordance with Standard 131	Mar-23	Oct-23	Bernadette Elias	Ceri Gay (Organisational Development) Lee McDonald (Organisational Development)	Organisational Development service area budget	See S133.1ai.
S133.1B	Promotion of revised online / PDF induction programme via the Welsh language via CS092 Welsh Language Communications Plan (S8.3A)	Mar-23	Mar-24	Bernadette Elias	Carolyn Jenkins (Communications) Louise Bishop (Communications)	Communications service area budget	All managers have been briefed on the amendments made to the induction programme.

S133.2 The Council must prepare an information pack on the Welsh language and share this pack with all new members of staff.							
S133.2A	Development of information pack on the Welsh language to be included within induction information for new staff and include in Welsh Language Guidance for staff (S133.1A)	Mar-23	June-23	Sarah King	Andrew Parker (Policy & Partnerships) Katherine Watkins-Hughes (Policy & Partnerships)	Policy & Partnerships service area budget	Resources available to all staff have been updated on the intranet's Welsh Language Guidance section and will be continuously monitored to reflect the most up to date guidance and training opportunities.
S133.2B	Promotion of revised induction procedure and sessions via the Welsh language via CS092 Welsh Language Communications Plan (S8.3A) (S133.1B)	Mar-23	Mar-24	Bernadette Elias	Carolyn Jenkins (Communications) Louise Bishop (Communications)	Communications service area budget	See S133.1b.
S133.3 The Council must provide written evidence that satisfies the Welsh Language Commissioner that it has carried out enforcement actions 1 and 2.							
Ref.	Action	Start	Finish	Corporate Leadership Team Lead	Action Lead(s) / staffing commitments	Budgetary Commitments	BRAG
S133.3A	CS092 Action Plan Progress Report	Dec-23	Mar-24	Sarah King	Andrew Parker (Policy & Partnerships)	Policy & Partnerships service area budget	This Quarterly Progress Report will aid the completion of the final report for WLCO in March 2024.

* Additional costs association with budgetary pressures will be presented to Corporate Leadership Team for consideration

Recruitment

Standard 127: You must assess the Welsh language skills of your employees.

Standard 136: When assessing the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply:

- a) Welsh language skills are essential
- b) Welsh language skills need to be learnt when appointed to the post;
- c) Welsh language skills are desirable; or
- d) Welsh language skills are not necessary

Standard 136A: If you have categorised a post as one in which Welsh language skills are essential, desirable or need to be learnt, you must:

- a) specify that when advertising the post, and
- b) advertise the post in Welsh

The Council currently uses the Association of Language Testers in Europe's framework to assess the skills of staff, measured via staff self-assessments on iTrent. We are currently working with the Organisational Development Team to consider the current framework and benefits of switching to the Common European Framework of Reference. This decision process being supported by feedback from our Welsh language network members who are in the process of making this transition for their Council's assessment procedures.

The current iTrent system does not facilitate the attachment of hyperlinks to the assessment framework or the documents themselves, as such staff must view the assessment on the intranet or request a copy from their managers. Following Organisational Development's scheduled developments to the system we plan to provide a copy of the framework on iTrent itself, **(S127.1a)** accompanied by promotions to staff explaining the skills levels. **(S127.1c)** These arrangements are intended to make the completion of this assessment quicker and easier for staff to amend their information, resulting in strengthened compliance as this information is reviewed and updated more regularly.

Despite the forthcoming developments to the iTrent system, we recognise the importance of continuing to assess the skills of staff in the meantime. This has been highlighted by reminders being sent out to staff to keep this information up to date as part of the CS092 Welsh Language Communications Plan. **(S127.2b)** This information will be published in our Welsh Language Annual Report, and used to ensure we have adequate staffing resilience for Welsh language service. **(S127.3a)**

We have begun working on how our organisation assesses the skills needed for roles, and their subsequent advertising arrangements. Research into Welsh language recruitment platforms has been undertaken, with potential to seek corporate investment to utilize these sites audience for roles categorised as 'Welsh essential'. (Prices range from £100 - £150 per advert) **(S127.1b)** The Recruitment Authorisation Form that is used by managers to establish the Welsh language skills needed for any given role is under review. One of our primary

focus' of this review is to include the consideration of capacity within the posts area of work to provide Welsh language service. **(S136.3a)** Once the form has been updated, managers will be made aware and given guidance on effective use as part of the CS092 Welsh Language Communications Plan. **(S136.1, S136.2a, S136a.1a)** Furthermore, amendments to the job advert template to strengthen compliance with standard 136a are awaiting sign off. The proposed amendments see that applicants are made aware of the roles skills category without having to go into the full job description.

Using feedback from our own Organisational Development Team, surrounding authorities' Welsh Language Officers and all research available to us, we continue to explore the barriers of hiring Welsh speakers. **(S136a.1b)** This information, and more importantly, the solutions to overcome said barriers will support the development of the upcoming communications campaign which promotes the value the Council, from an employer's perspective, places on Welsh language skills. **(S136a.1c)**

Standard 127: You must assess the Welsh language skills of your employees.							
S127.1 The Council must ensure that it has a procedure in place to assess the Welsh language skills of its employees.							
Ref.	Action	Start	Finish	Corporate Leadership Team Lead	Action Lead(s) / staffing commitments	Budgetary Commitments *	BRAG
S127.1A	Review and development of existing Welsh Language Skills Assessment Procedure, including iTrent system, and update in accordance with Standard 127	Mar-23	Oct-23	Bernadette Elias	Ceri Gay (Organisational Development) Lee McDonald (Organisational Development) Jane Thomas (Organisational Development)	Organisational Development service area budget	Currently in progress.
S127.1B	Scope and test use of online recruitment platforms for Welsh-speakers, particularly for new or existing posts requiring Welsh as an essential skill	Mar-23	Mar-24	Bernadette Elias	Ceri Gay (Organisational Development) Lee McDonald (Organisational Development)	Organisational Development service area budget	Would need corporate investment to extend our advertising to these sites.
S127.1C	Promote amended Welsh Language Skills Assessment Procedure guidance to Managers and Staff via Welsh Language Communications Plan (S8.3A)	Sept-23	Mar-24	Bernadette Elias	Carolyn Jenkins (Communications) Louise Bishop (Communications)	Communications service area budget	Will commence following action S127.1a's completion.

S127.2 The Council must ensure that those skills are assessed annually.							
Ref.	Action	Start	Finish	Corporate Leadership Team Lead	Action Lead(s) / staffing commitments	Budgetary Commitments	BRAG
S127.2A	Annual assessment of staff Welsh language skills via iTrent system reporting and analysis to inform human resource plan to ensure adequate resources for Welsh language telephone services.	Mar-23	Oct - 23	Bernadette Elias	Ceri Gay (Organisational Development) Lee McDonald (Organisational Development) Jane Thomas (Organisational Development)	Organisational Development service area budget	Most recent assessment was published on the 30 th of June 2023 in the Welsh Language Annual Report.
S127.2B	Quarterly reminders for staff to update their personal information on iTrent via CS092 Welsh Language Communications Plan (S8.3A)	Mar-23	Mar-24	Bernadette Elias	Ceri Gay (Organisational Development) Lee McDonald (Organisational Development)	Organisational Development service area budget	Reminders have been sent out to all staff and more are scheduled as part of the CS092 Welsh Language Communications Plan.
S127.2C	Promotion to staff explaining Welsh language skills levels (e.g., 'a little' versus 'moderately') via CS092 Welsh Language Communications Plan	Mar-23	Mar-24	Bernadette Elias	Carolyn Jenkins (Communications) Louise Bishop (Communications)	Communications service area budget	In progress as we complete action S127.1a.

* Additional costs association with budgetary pressures will be presented to Corporate Leadership Team for consideration

Standard 136: When assessing the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply:

- (a) Welsh language skills are essential;**
- (b) Welsh language skills need to be learnt when appointed to the post;**
- (c) Welsh language skills are desirable; or**
- (d) Welsh language skills are not necessary.**

S136.1 The Council must provide training to staff who assess the language skills needs for a new or vacant post on how to carry out assessments that comply with the requirements of Standard 136.

Ref.	Action	Start	Finish	Corporate Leadership Team Lead	Action Lead(s) / staffing commitments	Budgetary Commitments	BRAG
S136.1A	Support, information, and training provided to staff assessing language skills in-line with revised Welsh Language Skills Assessment procedure promotion via CS092 Welsh Language Communications Plan (S8.3A) (S127.1A) (S127.1C)	Mar-23	Oct-23	Bernadette Elias	Ceri Gay (Organisational Development) Carolyn Jenkins (Communications) Katherine Watkins-Hughes (Policy & Partnerships)	Organisational Development /Communications / Policy & Partnerships service area budget	In progress as we complete action S127.1a.
S136.2	The Council must prepare guidelines for staff on how to carry out an assessment of the linguistic skills needs of a post.						
S136.2A	Guidelines on assessing linguistic needs of a post, embedded within relevant documentation, to be promoted via CS092 Welsh Language Communications Plan (S8.3A) (S127.1A) (S127.1C)	Mar-23	Oct-23	Bernadette Elias	Ceri Gay (Organisational Development) Carolyn Jenkins (Communications) Katherine Watkins-Hughes (Policy & Partnerships)	Organisational Development /Communications / Policy & Partnerships service area budget	In progress as we complete action S127.1a.

S136.3	In carrying out assessments under Standard 136, the Council must, on all occasions, consider capacity within the post's area of work to provide a Welsh language service in accordance with the Standards and consider whether the post should be advertised as a post where Welsh language skills are essential.							
Ref.	Action	Start		Finish	Corporate Leadership Team Lead	Action Lead(s) / staffing commitments	Budgetary Commitments	BRAG
S136.3A	Revise Welsh language skills assessment procedure to include consideration of providing a Welsh language service and the advertisement of Welsh language skills as essential (S127.1) (S127.2A), and monitoring implementation.	Mar-23		Mar-24	Bernadette Elias	Ceri Gay (Organisational Development) Lee McDonald (Organisational Development) Jane Thomas (Organisational Development) Katherine Watkins-Hughes (Policy & Partnerships)	Organisational Development / Policy & Partnerships service area budget	In progress as we complete action S127.1a.
S136.4	The Council must provide written evidence that satisfies the Welsh Language Commissioner that enforcement actions 1 - 3 have been completed.							
S136.4A	CS092 Action Plan Progress Report	Dec-23	Mar-24	Sarah King	Andrew Parker (Policy & Partnerships)	Policy & Partnerships service area budget		This Quarterly Progress Report will aid the completion of the final report for WLCO in March 2024.

* Additional costs association with budgetary pressures will be presented to Corporate Leadership Team for consideration

Standard 136A: If you have categorised a post as one in which Welsh language skills are essential, desirable or need to be learnt, you must:

(a) specify that when advertising the post, and

(b) advertise the post in Welsh.

S136A.1 The Council must change its procedures so that when the Council categorises a post as one where Welsh language skills are essential, desirable or need to be learnt, the body must specify that when advertising the post and advertise the post in Welsh in accordance with standard 136A.

Ref.	Action	Start	Finish	Corporate Leadership Team Lead	Action Lead(s) / staffing commitments	Budgetary Commitments	BRAG
S136A.1A	Revise Welsh Language Skills Assessment procedure to consider Welsh language skills post categorisation (S127.1) (S127.2)	Mar-23	Mar-24	Bernadette Elias	Ceri Gay, Lee McDonald, Jane Thomas (Organisational Development) Katherine Watkins-Hughes (Policy & Partnerships)	Organisational Development / Policy & Partnerships service area budget	In progress as we complete action S127.1a
S136A.1B	Undertake research to understand the barriers of hiring Welsh language speakers into posts	Mar-23	Mar-24	Sarah King	Katherine Watkins-Hughes (Policy & Partnerships)	Policy & Partnerships service area budget	In progress.
S136A.1C	Develop proactive engagement and communications campaign which promotes the value of Welsh language skills for employers and use within the workplace	Sep-23	Mar-24	Sarah King	Katherine Watkins-Hughes (Policy & Partnerships) Carolyn Jenkins (Communications)	Policy & Partnerships / Communications service area budget	In progress.
S136.4	The Council must provide written evidence that satisfies the Welsh Language Commissioner that enforcement actions 1 - 3 have been completed.						
S136.4A	CS092 Action Plan Progress Report	Dec-23	Mar-24	Sarah King	Andrew Parker (Policy & Partnerships)	Policy & Partnerships service area budget	This Quarterly Progress Report will aid the completion of the final report for WLCO in March 2024.

Promotion of improved Welsh language service

Standard 81: You must promote any Welsh language service you provide and advertise that service in Welsh.

Work will begin on developing and publishing an external campaign that promotes access to the Council's services through the medium of Welsh once we have completed the actions within the action plan to improve our delivery of said services. Once we have strengthened our Welsh language services we intend on using Carmarthenshire County Council's '[Pabynag ffordd... / Whichever way...](#)' as an example of good practice.

Standard 81: You must promote any Welsh language service you provide and advertise that service in Welsh.

S81.1 For specific promotion campaign about the Welsh language telephone services would be advantageous. Such a campaign should be carried out when the body is confident that its Welsh language telephone services comply with the service delivery Standards.

Ref.	Action	Start	Finish	Corporate Leadership Team Lead	Action Lead(s) / staffing commitments	Budgetary Commitments *	BRAG
S81.1A	Delivery of specific promotion campaign via CS092 Welsh Language Communications Plan (S8.3A)	Feb-24	Mar-24	Bernadette Elias	Carolyn Jenkins (Communications) Louise Bishop (Communications)	Communications service area budget	Work on the development and delivery of this campaign will commence following the completion of all action within this plan as we better our compliance with the service delivery standards.
S81.2	The Council must provide written evidence that satisfies the Welsh Language Commissioner that enforcement action 1 have been completed.						
S81.2A	CS092 Action Plan Progress Report	Dec-23	Mar-24	Sarah King	Andrew Parker (Policy & Partnerships)	Policy & Partnerships service area budget	This Quarterly Progress Report will aid the completion of the final report for WLCO in March 2024.

* Additional costs association with budgetary pressures will be presented to Corporate Leadership Team for consideration.

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Appendix 2:

Welsh in the

Workplace Policy

Using the
Welsh Language Internally



Cyngor Bwrdeistref Sirol

Blaenau Gwent

County Borough Council



Prepared in accordance with the requirements of
The Welsh Language (Wales) Measure 2011

Version	Key Changes	Approved by
July 2023		

The policy applies to all Blaenau Gwent County Borough Council employees and will support the Council in meeting its statutory duties as set out in the Welsh Language Standards Compliance Notice.

The Welsh language is an integral part of Blaenau Gwent’s cultural identity, it helps shape our heritage and our future. The Welsh language is also recognised within the Council’s Corporate Plan 2022/27 as a key performance measure which looks to support the vision of ‘Blaenau Gwent – a place that is fair, open, and welcoming to all by working with and for our communities’.

Therefore, providing opportunities for our staff to use Welsh within the workplace is of great importance to the Council. Increasing the use of Welsh within the workplace furthermore strengthens the quality of service we provide to our residents through the medium of Welsh.

Internally the Council is committed to considering the Welsh language standards in all areas of our authority’s work. We thrive to contribute to the Government’s strategy to reach 1 million speakers by 2050, using our 5-year Welsh Language Promotion Strategy 2022/27 as a framework.

The purpose of this policy is as follows:

- a) To encourage a positive attitude towards the Welsh language that embraces Welsh culture with pride and respect.
- b) Increase the number of staff with Welsh language skills by providing opportunities for employees to learn or improve their linguistic ability.
- c) Ensure the Welsh Language Measure 2011 is upheld on an organisation-wide level.

The policy applies to employees, volunteers and elected Members.

We will promote positive attitudes which encourage our workforce to take pride in the Welsh language and culture

- Welsh language guidance, in relation to meeting our Welsh Language Standards is made available to staff via the Intranet. The information provided is monitored and updated regularly.
- Saint David's Day (Dydd Gwyl Dewi) and Welsh Language Rights Day (Diwrnod Hawliau'r Gymraeg), including other events in the Welsh calendar will be celebrated at work and promoted in the community.
- We will celebrate the achievements of our Welsh learners with internal and public communications work.
- Working with the Blaenau Gwent Welsh Network we will identify and promote opportunities, with our staff and the wider community, where the Welsh language can be used locally.
- Good practice surrounding the Welsh language standards will be noted within our Welsh Language Annual Monitoring Report.
- Council reception areas will display the Iaith Gwaith signs encouraging the use of Welsh.

We aim to increase the number of staff with Welsh language skills by providing opportunities for employees to learn or improve their linguistic ability.

Recruitment

- Welsh language requirements for all new or existing roles will be assessed in-line with our Recruitment & Selection policies. This assessment will shape the job advert description and subsequent interview process.
- It is the Council's policy that all posts advertised, internally and externally must note Welsh as a 'desirable' skill as a minimum requirement.
- All job vacancies will be advertised bilingually.
- Applicants will be able to apply through the medium of Welsh and be interviewed through the Welsh language should they wish too.
- Language preference for correspondence surrounding individuals' application is established within the initial application form and recorded appropriately.

New Employees

- Our corporate induction process, for new starters, considers the importance of the use of the Welsh language and Welsh Language Standards as part of the Welsh Language (Wales) Measure 2011, alongside the 9 protected characteristics noted by the Equality Act (2010).

- New employees will be provided with Blaenau Gwent's Corporate Induction Booklet that establishes the Council's ethos of respect and equality surrounding the Welsh language.
- Managers must direct new employees to the Welsh language guidance section in the Intranet.
- All employees are encouraged to report their Welsh language skills in reading, writing, speaking, and understanding via the iTrent system which is managed by Organisation Development. This information will be used to better understand the Welsh language skills needs across our different directorates.

Increasing the linguistic ability of existing staff

- Welsh language training opportunities and services will be regularly communicated to staff.
- In-house training slides for beginners to learn conversational workplace Welsh are available to all staff via the intranet, these slides offer guidance on how where to access further training.
- Slides surrounding the following are accessible for all staff via the Council's [Intranet](#) :
 - Bilingual Greetings and Key words
 - Useful phrases
 - Out of office templates
- Microsoft Teams backgrounds that display the Work Welsh logo for Welsh speakers and learners are available and will be promoted to encourage staff to use via online meetings. Therefore, promoting and encouraging business to be conducted through the medium of Welsh.
- Work Welsh lanyards and badges are made available for all staff (including lanyards for Welsh language learners).
- The Welsh language training procedure guide will be monitored and updated accordingly to reflect the current provision in place.
- Welsh in the workplace signs will be displayed within Council buildings to promote the use and practice of the Welsh language.

Ensuring the Welsh Language Measure 2011 is upheld on an organisational wide level.

- As part of the induction process managers must direct staff to the Welsh language guidance on the intranet to ensure all staff are aware of our commitments and work in accordance with the Welsh Language Measure 2011.
- The following guidance will be available to all staff on the [Intranet](#):
 - Welsh Language Standards Overview
 - Translation Procedure
 - Telephone Procedure
 - Training Guidance
- All staff will be provided access to training on how to work in accordance with the Welsh Language Measure 2011 via the e-learning portal. Guidance on finding these resources will be outlined in the Welsh Language Training Procedure available on the intranet.
- Employees can update their Welsh language skills assessment via iTrent accounts. Managers are to encourage staff to update their assessment and remind them of the importance of doing so. Further reminders will be communicated to staff throughout the year.
- Welsh language skills workforce data recorded on the iTrent system will be analysed and reported as part of the Council's Annual Welsh Language Monitoring Report.
- The Welsh Language Promotion Strategies objectives are to be included within the Council's business planning arrangements. This is to ensure our organisation-wide progress is captured effectively (see Appendix A for the Welsh in the Workplace promotion strategy objectives)
- The Blaenau Gwent Welsh Network meet 6-weekly to share best practice and monitor the progress of the current Welsh Language Promotion Strategy among our partner organisations and relevant internal staff.

Implementation

The successful implementation of the policy is the responsibility of all staff, with managers playing a key role in supporting and overseeing the practical application of this policy.

Further information on meeting the Welsh Language Standards in relation to recruitment & selection and service delivery is available on the Intranet.

Monitoring and Review

The Policy will be reviewed periodically to ensure that it is consistent with the Welsh Language Standards and current legislation.

Our Welsh Language Compliance commitments will be reported quarterly to the Corporate Leadership Team and will be considered as part of the Forward Work Programme.

How we meet our Welsh Language Standards will also be published via our Welsh Language Annual Monitoring report. This will include:

- The number of new and vacant posts which were categorised as posts where:
 - Welsh language skills were essential
 - Welsh language skills were desirable
 - Welsh language skills must be learnt if appointed
- Welsh language skills data of all staff as presented on the iTrent system.
- Number of employees attending Welsh language skills training by level of training.
- Number and percentage of employees who have completed the Welsh language awareness e-learning training.
- Number of employees who attend courses through the medium of Welsh.
- Reviews and updates of guidance/procedures surrounding the implementation of service delivery, operational, policy making and record keeping standards made throughout the year.

Appendix A: Welsh in the Workplace promotion strategy objectives

Welsh in the Workplace	
Objective 3: <i>To increase opportunities for people to use Welsh in the workplace</i>	
Indicator(s):	
<ul style="list-style-type: none"> • The number of staff employed by partner organisations who use the Welsh language in the workplace. • The number of staff learning Welsh. • The number of positions advertised encouraging Welsh language skills 'essential', 'desirable' and 'willing to learn'. 	
Outcomes:	
<ul style="list-style-type: none"> • More people engage with the Welsh language. • More people attain fluency in the Welsh language. • More Council employees can use Welsh Language. 	
Action Reference	Action
Action 3.1	Increase the number of employees who can use Welsh via training and encourage them to wear the 'Dysgu' badges to help Welsh learners socially and improve their confidence.
Action 3.2	Encourage Welsh-speaking employees to improve their fluency in Welsh via training and encourage them to wear the 'Cymraeg' badges to help promote bilingual services.
Action 3.3	Promote Welsh language awareness and language training courses and encourage more employees to attend these
Action 3.4	Provide a range of guides and support materials to increase engagement with and confidence in the use of Welsh language in the workplace
Action 3.5	Support all departments to effectively implement the Welsh language standards as per the Council's Compliance Notice
Action 3.6	Effectively monitor the jobs within the Council advertised that go through the Welsh language assessment process
Action 3.7	Provide informal opportunities for colleagues to engage with each other in the medium of Welsh
Action 3.8	Increase Welsh language skills of Social Services staff in-line with More than just words 2022/27 strategy
<p>Partners: We will be working with the following partners to achieve this objective:</p> <p>Blaenau County Borough Council employees, Menter Iaith, Coleg Gwent, Blaenau Gwent Learning Zone, Learn Welsh Gwent, Aneurin Leisure Trust, Grŵp Deddf, Corporate Equality Network, all School-based staff, Welsh Language Commissioner's Office</p>	

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Comisiynydd y
Gymraeg
Welsh Language
Commissioner

Standards enforcement investigation: Report and decision notice

This report was prepared in accordance with sections 73 and 74 of the Welsh Language (Wales) Measure 2011

The investigation of a suspicion of failure to comply with standards set by Welsh Ministers was conducted in accordance with section 71 and Schedule 10 of the Welsh Language (Wales) Measure 2011.

Blaenau Gwent County Borough Council

Case number: CS092



Background

The principal aim of the Welsh Language Commissioner, an independent body established by the Welsh Language (Wales) Measure 2011, is to promote and facilitate the use of Welsh. This is done by raising awareness of the official status of the Welsh language in Wales, by imposing standards on organisations, and by regulating compliance with the Welsh Language Measure. This, in turn, will lead to the establishment of rights for Welsh speakers.

Two principles will underpin the Commissioner's work:

- in Wales, the Welsh language should be treated no less favourably than the English language;
- persons in Wales should be able to live their lives through the medium of Welsh if they choose to do so.

Contact details

- Phone: 0345 6033 221
- E-mail: post@welshlanguagecommissioner.wales
- Website: welshlanguagecommissioner.wales
- Post: Welsh Language Commissioner
Market Chambers
5–7 St Mary Street
Cardiff
CF10 1AT



Legislative context

Part 4 of the Welsh Language Measure

- i. Part 4 of the Welsh Language Measure sets out a legal framework for imposing a duty on some organisations to comply with one or more standards in relation to the Welsh language. Organisations subject to standards are known as 'relevant persons'. The standards apply to the following areas:
 - service delivery;
 - policy making;
 - operational;
 - promotion;
 - record keeping.
- ii. The duties resulting from the standards require that relevant persons should not treat the Welsh language less favourably than the English language, and should promote and facilitate the use of the Welsh language.
- iii. Compliance notices given to relevant persons by the Commissioner under Part 4 of the Welsh Language Measure specify the standards requiring compliance, together with the days from which it is required to comply with each standard or to comply with each standard in a particular respect ('imposition days'). Copies of the compliance notices that are in force will be on the Commissioner's website.
- iv. Whilst a compliance notice specific to a relevant person is in force, that person will be required to comply with the standards specified within it.

Part 5 of the Welsh Language Measure

- v. Part 5 of the Welsh Language Measure gives the Commissioner statutory regulatory functions to ensure that relevant persons comply with their duties. Duties may include compliance with Welsh language standards (as stated above), and also requirements imposed on persons by the Commissioner in accordance with section 77 of the Welsh Language Measure as a result of a failure to comply with a relevant requirement. The Commissioner's Enforcement Policy provides advice and information regarding how the Commissioner will exercise those regulatory functions.
- vi. The regulatory functions resulting from Part 5 of the Welsh Language Measure are:
- to consider whether or not to investigate if there is a complaint regarding the conduct of relevant persons;
 - to investigate suspected failures by relevant persons to comply with duties, to determine investigations and to produce investigation reports;
 - to consider whether or not to take further action (by giving recommendations or advice) if an investigation finds that there was no failure to comply;
 - to take one of the three steps below if an investigation finds that there was a failure to comply:
 - take no further action;
 - do one or more of the following:
 - require the relevant person to prepare an action plan for the purpose of preventing the continuation or repetition of the failure;
 - require the relevant person to take steps for the purpose of preventing the continuation or repetition of the failure;
 - publicise the relevant person's failure to comply with the relevant requirement;
 - require the relevant person to publicise the failure to comply with the relevant requirement;
 - impose a civil penalty on the relevant person.
 - do one or more of the following:
 - give the relevant person or any other person recommendations;
 - give the relevant person or any other person advice;
 - seek to enter into a settlement agreement with the relevant person.
 - to make applications to a county court for orders to enforce compliance;
 - to comply with the duties resulting from appeals and applications for reviews made to the Welsh Language Tribunal;
 - to produce an enforcement policy document;
 - to create and maintain a register of enforcement action.
- vii. The Commissioner will follow the required statutory processes in exercising the Commissioner's regulatory functions.
- viii. The Commissioner's Enforcement Policy contains full information regarding the way in which the Commissioner will exercise the Commissioner's regulatory functions under Part 5 of the Welsh Language Measure.

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1 Summary

- 1.1 This section summarises the background to the investigation and my findings regarding the compliance of Blaenau Gwent County Borough Council (the Council) with the Welsh Language Standards set out in the investigation's Terms of Reference.

Background to the Investigation

- 1.2 The Welsh Language Commissioner's Regulatory Framework 2021 outlines the methods I use to monitor organisations' compliance with the Welsh Language Standards. Those methods include direct checking, namely accessing services as a real customer in order to ascertain what the real experience is for those who wish to use the Welsh language when receiving services from bodies subject to the Welsh language standards. Direct checking exercises are carried out for services such as telephone services, reception areas, websites and correspondence.
- 1.3 The results of monitoring and assessing the Council's service raised suspicions of a failure to comply with service delivery Standards 8, 11 and 17 relating to the Council's telephone services. On the basis of this suspicion, I decided to hold an investigation due to the lack of Welsh telephone services available to our mystery caller on three occasions. The CS092 investigation was therefore opened to consider the suspected failure by the Council to comply with the telephone Standards.
- 1.4 In the Council's original evidence in response to the investigation, however, it became apparent that there was a lack of staff who could speak Welsh and who could provide a telephone service that complied with the requirements of the standards, working as part of the telephone call taking team. The Council relied on staff from other departments who volunteered to support the service, although that was not what happened to our mystery caller during his calls to the Council. In one of the calls made by our mystery caller, the agent showed no awareness that our mystery caller had spoken in Welsh. The Council also showed the original evidence that there was a failure in the Council's understanding of the requirements of the telephone service Standards.
- 1.5 As none of the members of the centre dealing with telephone calls were able to speak Welsh, this raised suspicions that there were wider problems in terms of recruiting, training and awareness of the Welsh language within the organisation. The investigation's Terms of Reference were therefore amended to include additional standards to try to discover whether there were structural problems that prevented the Council from being able to offer a quality Welsh language service to users.

The Commissioner's Findings

- 1.6 From my investigation, I have seen here a list of failures to comply with the Welsh Language Standards in the areas of telephone services, promoting services, assessing the language skills of staff, providing training opportunities and assessing the language needs of posts. This investigation is one of the greatest examples of a failure to comply that I have come across and shows complacency and disrespect on the part of the Council towards the Standards system. I call on the Council to

respond and change its attitude towards compliance with the Welsh Language Standards as a matter of urgency.

- 1.7 In order to succeed in offering quality Welsh language services, an organisation must consider the Welsh language from the top of the organisation downwards. Here, I saw a lack of leadership to ensure that adequate arrangements were put in place to comply with the Welsh Language Standards, to scrutinise that compliance and to provide sufficient resources to be able to offer a Welsh language telephone service. This investigation has shown a lack of long-term structures, planning and vision for the Welsh language in the work areas covered by the Operational Standards (such as training and recruitment). I am of the opinion that the lack of long-term planning in these areas has led directly to a Welsh language telephone service that failed to comply with the Standards.
- 1.8 Staff are a key part of the public face of an organisation, especially so the 'front-line' staff of an organisation dealing with telephone calls and customer service. Staff can influence the language people use when accessing services with an organisation. It is important that staff are trained and directed to behave in a way that encourages users to use the Welsh language. Greeting people in Welsh and offering a Welsh language service by default or proactively is key to ensuring that users choose a Welsh language service. Having robust structures in place for assessing language skills, recruitment and language training, along with building staff confidence in Welsh is therefore vital in order to increase those who can provide a Welsh language service within an organisation.
- 1.9 One of the main influences on the ability of organisations to provide suitable Welsh language provision is the number of their staff who have Welsh language skills. The strategies of providers offering Welsh language services should focus on assessing the Welsh language skills of their staff in order to take advantage of existing skills, build staff confidence and add to the capacity of the Welsh language through recruitment and training.
- 1.10 However, in the evidence presented as part of the inquiry I saw here a failure to assess the language skills of staff, to offer and record Welsh language training to staff and to adequately assess the language requirements of posts. The evidence submitted by the Council raised questions regarding the Council's arrangements for planning training and tracking progress, and their ability to plan and identify those staff who need training to meet the requirements of roles. If there is a lack of recording Welsh language training, there must also be a lack of evaluation of these courses in order to ensure continuous improvement. If the courses are not recorded it also suggests that the Council does not set any targets in terms of staff learning or improving their Welsh. This is despite the fact that, in looking at the evidence submitted and the evidence gathered by the mystery caller and my officers, there is a shortage of staff who can or who are confident enough to offer a Welsh language telephone service in accordance with the Standards. The impression I have from the evidence that has been presented to me is that there is a lack of consideration of the Welsh language in the planning of staffing and training.
- 1.11 This shortcoming in terms of planning, training and assessing language needs means that it is inevitable that the Council will fail to provide a Welsh language service that complies with the Standards. I am of the opinion that the Council will continue to do so if there is no change in the organisation's attitude towards the Welsh language.

- 1.12 In the context of services, the lack of structures in terms of staff planning, training and recruitment has a direct impact on the Welsh language services that the Council can offer.
- 1.13 Furthermore, the evidence suggests that staff awareness of the Welsh language is also low within the organisation. When telephoning the Council, the mystery caller did not receive any acknowledgement that he had used the Welsh language in his calls. The Council's evidence on training provided to staff on Welsh language awareness was also very scant. In the report *'English by default: Understanding the use and non-use of Welsh language services'* by Citizens Advice dated 2015, it is noted:
- "A lack of language awareness or sensitivity on the part of staff members can impact negatively on consumer experience and also deters future use of Welsh on the part of the consumer."*
- 1.14 Customers expect that they can use services quickly and easily, and that there are clear routes to the service. The Council needs to improve its provision if they want Welsh speakers to use the Welsh language services and to offer a welcoming, inclusive service. A low-quality Welsh language service can lead to a lack of confidence or trust in Welsh language services that becomes a barrier to using them.
- 1.15 It is vitally important that the Council takes a more proactive and positive approach to the Welsh language within the organisation. It is necessary that the Council creates a culture where there is awareness and respect for the Welsh language and for Welsh language users. The Council must consider the processes and procedures in place in terms of the Welsh language among its staff to ensure that Welsh language services are accessible to users and that it is a quality service.
- 1.16 It is vitally important that the Council increases the levels of its staff who have Welsh language skills in order to comply with the requirements of the Welsh language standards. Increasing the levels will lead to improving Welsh language services and creating opportunities for users to speak Welsh. The investigation's Enforcement Action requires the Council to create an Action Plan that ensures that the Council undertakes a root and branch review of its arrangements for complying with the Welsh language standards, and to prepare longer-term strategies and plans for the Welsh language in the context of assessing the Welsh language skills of staff, training and assess new job skills. The Council must take these steps so that there are enough Welsh speakers to ensure compliance with the Welsh Language Standards across the organisation and provide a quality Welsh language telephone service to users. The Enforcement Action also gives senior managers in the organisation a specific role in scrutinising progress against that strategy.
- 1.17 Due to my dissatisfaction with several elements of the Council's compliance with the Welsh Language Standards within the investigation, I will publicise the results of this investigation. I believe that the lack of strategic planning in terms of the Welsh language is of public interest in Wales.

2 Terms of reference

Suspicion of failure to comply with Welsh language standards

- 1.2 The Welsh Language Commissioner's Regulatory Framework 2021 outlines the methods we use to monitor organisations' compliance with the Welsh Language Standards. Those methods include direct checking, namely accessing services as a real customer in order to ascertain what the real experience is for those who wish to use the Welsh language when receiving services from bodies subject to the Welsh language standards. Direct checking exercises are carried out for services such as telephone services, reception areas, websites and correspondence etc.
- 1.3 The results of service monitoring and assessment of Blaenau Gwent County Borough Council (the Council) have raised suspicions of failure to comply with service delivery standards 8, 11 and 17 relating to telephone calls.
- 1.4 Three telephone calls were made to the Council's main telephone number namely 01495 311556. At the beginning of the three calls, our caller chose the Welsh option on the automated system and therefore noted their preference for a Welsh language service. The service received by our caller on all calls is set out below.
- 1.5 During the first call on 13/09/2021 at 10:49am:
 - Our caller started the conversation in Welsh and asked whether the Council was distributing dog faeces bags. No greeting was received in Welsh, no Welsh language service, or any acknowledgement that the caller had spoken in Welsh. It was also noted that the caller had felt uncomfortable asking for a Welsh language service especially considering that this option had already been noted.
- 1.6 During the second call on 01/10/2021 at 09:23am:
 - Our caller called the telephone line. There was no answer after 6 minutes and the call was brought to an end.
- 1.7 During the third call on 05/10/2021 at 09:08am:
 - Our caller started the conversation in Welsh but no bilingual greeting was received. Our caller asked in Welsh for the e-mail of the Chief Executive 'Michelle Morris'. The receptionist's response was "I will see if she is available". Our caller had no choice but to intervene in the call by turning to English to explain that he was asking for the e-mail address of Michelle Morris and not to speak to her. In response, the receptionist provided the Chief Executive's e-mail address immediately with no acknowledgement that our caller wanted a service in Welsh.
- 1.8 The evidence gathered as part of our monitoring scheme did not provide a high assurance of compliance with the standards. The evidence raised suspicions that a Welsh language telephone service in accordance with the Standards is not being provided to users by the Council. This is an issue that is likely to affect many of the

borough's residents. In order to ensure the Council's compliance with the Standards, I decided to open a statutory investigation into the suspicion of failure.

Relevant standards

- 1.9 The Council has a duty to comply with the following standards, which was also the case on the date relevant to the complaint:

Standard 8

When a person contacts you on your main telephone number (or on one of your main telephone numbers), or on any helpline numbers or call centre numbers, you must greet the person in Welsh.

Imposition day: 03/03/2016

Standard 11

When a person contacts you on your main telephone number (or on one of your main telephone numbers), or on any helpline numbers or call centre numbers, you must deal with the call in Welsh if the person so wishes -

- (a) until it is necessary to transfer the call to a member of non-Welsh speaking staff who can provide service on a specific subject; and
- (b) until no Welsh speaking member of staff is available to provide service on that particular subject.

Imposition day: 03/03/2016

Standard 17

When no Welsh language service is available on your main telephone number (or on one of your main telephone numbers), on any helpline numbers or call centre numbers, you must inform the caller (whether by means of an automated message or otherwise) when a Welsh language service will be available.

Imposition day: 03/03/2016

Decision to investigate

- 1.10 Based on the above, I decided to conduct an investigation under section 71 of the Welsh Language Measure, in order to determine whether there had been a failure by the Council to comply with the standards noted. I issued a notice of the decision to investigate, and of the proposed terms of reference, to the Council on 11/11/2021.
- 1.11 I gave notice of the investigation's final terms of reference to the Council on 15/11/2021. The final terms of reference can be seen as an appendix to this report.

Additional investigation standards

- 1.12 Having received the Council's first evidence in response to the Evidence Notice, however, I decided to extend the investigation's Terms of Reference.

- 1.13 The Council noted in its evidence in response to the original Evidence Notice that none of the members of the Council's contact centres dealing with calls from the public can speak Welsh fluently. We understand that the Council is reliant on staff in other roles with the Council, who are Welsh speakers, to volunteer to answer Welsh telephone calls but that there were no staff within the relevant department who had Welsh language skills. This created suspicion of a failure to comply with further standards and therefore, following receipt of the evidence, I decided to revise the investigation's Terms of Reference to include consideration of compliance with additional standards.
- 1.14 The Council has a duty to comply with the following standards, which was also the case on the dates on which the mystery calls were made:

Standard 81

You must promote and advertise any Welsh language service you provide, and do so in Welsh.

Imposition day: 30/03/2016

Standard 82

If you provide a service in Welsh which corresponds to a service you provide in English, any publicity or document you produce, or website you publish, which refers to the English language service must note that a corresponding service is available in Welsh.

Imposition day: 30/03/2016

Standard 127

You must assess the Welsh language skills of your employees.

Imposition day: 30/03/2016

Standard 130

You must provide opportunities during working hours -
(a) for your employees to receive basic Welsh language lessons, and
(b) for employees who manage others to receive training on using the Welsh language in their role as managers.

Imposition day: 30/03/2016

Standard 131

You must provide opportunities for your employees who have completed basic Welsh language training to receive further training free of charge to develop their language skills.

Imposition day: 30/03/2016

Standard 132

You must provide training courses in order for your employees to develop -
(a) awareness of the Welsh language (including awareness of the history of the language and its place in the culture of Wales);

(b) an understanding of the duty to operate in accordance with the Welsh language standards;

30/09/2016

(c) an understanding of how the Welsh language can be used in the workplace.

Imposition day: 30/09/2016

Standard 133

When providing information to new employees (for example, by means of an induction process), you must provide information to raise their awareness of the Welsh language.

Imposition day: 30/09/2016

Standard 136

When assessing the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following applies

-

(a) Welsh language skills are essential;

(b) Welsh language skills need to be learnt when appointed to the post;

(c) Welsh language skills are desirable; or

(ch) Welsh language skills are not necessary.

Imposition day: 30/03/2016

Standard 136A

If you have categorised a post as one in which Welsh language skills are essential, desirable or need to be learnt, you must -

(a) specify that when advertising the post, and

(b) advertise the post in Welsh.

Imposition day: 30/03/2016

- 1.15 I decided to conduct an investigation under section 71 of the Welsh Language Measure, in order to determine whether there had been a failure by the Council to comply with the additional standards noted above. I issued a notice of the decision to extend the investigation's Terms of Reference and provided a copy of the proposed revised terms of reference, to the Council on 02/02/2022.
- 1.16 I gave notice of the investigation's final terms of reference to the Council on 02/03/2022. The final revised terms of reference can be seen as an appendix to this report.

3 Evidence taken during the investigation

Evidence notice

- 2.1 On 15/11/2021, I issued an evidence notice to the Council. The evidence notice required the Council to provide the following evidence:

Information and documents

1. In the letter from the Welsh Language Commissioner to the Council dated 11/11/2021 evidence was presented that the service received by our mystery caller on 13/09/21, 1/10/21 and 5/10/21 raised suspicion that a Welsh language telephone service in accordance with the Standards is not being provided by the Council. Does the Council accept the evidence submitted by the Welsh Language Commissioner? If the evidence is accepted and if the Council accepts that a Welsh language telephone service in accordance with the Standards is not being provided, please explain why there is a failure to comply.
2. What procedure is in place to ensure the Council's compliance with the Welsh Language Standards relating to telephone services? Please provide a copy of any relevant policies or documents.
3. What instructions or guidelines have been given to Council staff on how to ensure compliance with the Welsh Language Standards when answering telephone calls?
Please provide evidence and copies of these instructions or guidelines to staff.
4. When do staff receive the information discussed in question 3 and how often are staff reminded of these instructions or guidelines?
5. What training has been given to Council staff on how to ensure compliance with the Welsh Language Standards when answering telephone calls? When and how often do staff receive this training?
6. What is the Council's monitoring or inspection process to ensure that calls from users wanting a Welsh language service receive a telephone service in Welsh in accordance with the Standards? Please provide evidence.
7. How many members of staff can speak Welsh within the Council Offices and deal with the public's Welsh language telephone calls?
8. How is the workforce within the Council organised so that a member of staff who can speak Welsh is available at any time for dealing with calls in Welsh from the public?
9. If the Council accepts that the Commissioner's telephone caller has received service which raises a suspicion of failure to comply with Welsh

Language Standards, what steps have been taken or will be taken in the future to ensure that the same behaviour does not occur again?

10. Please provide any additional information or evidence you wish us to consider when determining your compliance with the standards noted in the inquiry's terms of reference.
11. Please provide a copy of any policy, procedure, guideline or other document you wish us to consider when determining your compliance with the standards noted in the inquiry's terms of reference.

2.2 In response, I received evidence from the Council on 20/12/2021. Also, copies of the following documents were provided:

- Annex A – Code of Conduct;
- Annex B – Telephone Answering Flowchart;
- Annex C – Bilingual greetings;
- Annex D – Useful phrases;
- Annex E – Welsh Language Measure Compliance Notice;
- Annex F – Staff Guidance on Welsh Language Standards.

2.3 I considered all the information provided in response to the evidence notice.

The evidence received

2.4 In response to question 1 within the Evidence Notice, the Council stated that it accepts the evidence submitted and acknowledges its failure to comply with the Welsh Language Standards.

2.5 The Council said in relation to Standard 17 however, they believe that the call came during a period when the contact centre received a large number of calls leading to longer waiting times for all customers who needed to speak to a contact centre agent. The Council claimed that this had led to an inconsistency in service as the call would have been answered as soon as the next agent was available. The Council explained that all calls are processed by the Contact Centre's general call handling processes where there is no favourable treatment for Welsh or English calls received. The Council stated that it was not clear whether a Welsh language service would have been offered as the mystery shopper had not waited on the line long enough for this to be assessed.

2.6 In response to questions 2 and 3 within the Evidence Notice, the Council stated that its staff Code of Conduct outlines the Council's statutory policies and sets out the guidelines which must be adhered to. However, the Council stated that after consideration, there could be a greater emphasis on adhering to their Compliance Notice in relation to the Welsh Language Standards.

2.7 The Council stated that the Welsh Language Guidelines are also promoted on the front page of the intranet which is accessible to staff and provides information on the telephone services procedures and the Welsh Language Standards.

- 2.8 The Council explained that a Telephone Answering Flow Chart and a bilingual Greetings document is provided to all contact centre Agents and that they are all aware of the Welsh language requirements.
- 2.9 I asked in question 4 when did staff receive the information and how often are staff reminded of these instructions or guidelines. The Council explained that the information was available to staff via the intranet. The Council stated that it was compulsory to ensure that new staff were aware of the Welsh Language Standards and policies during their induction period. The Council explained that it was the responsibility of Heads of Service to ensure that services complied fully with the Welsh Language Standards but no explanation was given of the arrangements made by the relevant Head of Service in this case. The Council explained that the contact centre Agents were informed of the above document in the form of e-mails and team meetings or on-line. The Council stated that an internal bi-monthly communications campaign was currently being developed to promote the Welsh Language Standards, alongside the instructions and guidance available in the new year.
- 2.10 In response to question 5 regarding what training has been given to staff on how to ensure compliance with the Welsh Language Standards when answering telephone calls and how often staff receive this training, the Council stated that limited training had been provided to Council staff on an intermittent basis. The Council explained that opportunities through the Welsh Government's Learning Welsh website were also being promoted to encourage staff to learn Welsh. A basic Welsh language training course for staff was currently being developed which was being tailored to support staff to be able to answer Welsh language calls confidently and competently.
- 2.11 The Council stated that the training would be delivered face to face on-line, but there would be PowerPoint slides available for reference which would also include embedded audio files from general telephone conversations. The Council claimed that further bespoke sessions were also being developed to address the needs of a particular service area. Additional training is currently available for staff with intermediate and advanced Welsh language skills, particularly for staff who volunteer to support the Corporate Welsh Speakers List and these would be promoted in the new year.
- 2.12 The Council explained that before covid-19 and before moving to work more flexibly, some contact centre Agents and face-to-face receptionists were undertaking basic training courses on speaking Welsh. One of these Agents had recently moved across to the Council's new Community Hub services supporting the provision of a Welsh language service in this area.
- 2.13 In response to question 6 regarding the Council's processes for monitoring or inspecting telephone calls, the Council explained that the Professional Lead for Engagement, Equality and the Welsh Language supported the contact centre to consider the requirements of a Welsh language service during a customer service review project in order to facilitate service excellence. That support related to ensuring compliance with the changes to the Welsh language response system and included consideration of the telephone services provided and assisting them to improve the service.

- 2.14 As part of our annual Welsh Language Self-Assessment in August 2021, the Professional Lead for Engagement, Equality and the Welsh Language undertook a 'direct check' of the Welsh telephone service. This internal inspection highlighted concerns about meeting standards 8 and 11 with one particular agent. This was reported to Senior Staff where guidance was provided on how to address the concerns. The Council explained that, as a result, all Agents were reminded of the importance of greeting and adhering to the Welsh Language Standards bilingually. Bespoke training courses are being developed and are included in the Agents' Training Needs Analysis. The Council stated that this was included in the Customer Service review in order to continue to improve Customer Experience.
- 2.15 In response to questions 7 and 8 the Council explained that no member or agent of the Blaenau Gwent contact centre dealing with calls from the public speaks Welsh fluently. There was 1 member of staff who used to follow basic Welsh language skills training, as was noted, and that they were now part of the Council's Community Hubs service. However, the Council explained that 12 members of staff volunteered to assist the Council in providing Welsh language services as part of their Corporate Welsh Speakers List. Of those, a high proportion dealt with calls from the public. The Council stated that the list aimed to ensure that a Welsh speaking member of staff was available at any time to deal with Welsh language calls from the public.
- 2.16 In question 9 I asked whether the Council accepted that the mystery caller received a service that raised suspicions of failure to comply with the Welsh Language Standards, what action had been taken or would be taken in the future to ensure that the same conduct does not happen again. The Council stated that there would be a Review of the Council's Code of Conduct to include information specifically on meeting the Welsh Language Standards and Compliance notice. Regular internal training will be available to staff on the requirements of the Welsh Language Standard and Welsh language training (beginners, intermediate and advanced).
- 2.17 Furthermore, the Council stated that there would be a review of the full end-to-end process for providing a Welsh language telephone service in accordance with standards 8, 11 and 17. The Council stated that if they were unable to provide a Welsh language service, due to circumstances beyond their control, then an automated message would explain that the service is not available and when it will be available.
- 2.18 The Council stated that an internal bi-monthly communications campaign would be developed to promote and reinforce the Welsh Language Standards, guidance on the procedure for providing a Welsh language telephone service, information and training opportunities. There will also be regular 'direct check' internal inspection by a Professional Lead for Engagement, Equality and the Welsh Language to ensure that the Council meets its Welsh language requirements in relation to the provision of telephone services.
- 2.19 A 'Telephone Answering Flow Chart', 'Bilingual Greetings', and 'Useful Phrases' were provided to contact centre Agents immediately after our investigation became known. The Council stated that there were also regular discussions at 1 to 1 meetings with the contact centre Agents to ensure that they understood the importance of complying with the Welsh language standards regularly and that they are adhered to.

2.20 No further evidence was submitted in answer to questions 10 and 11.

2.21 Due to some of the evidence submitted (as detailed above), I served a second Evidence Notice on the Council on 02/03/2022. The Second Evidence Notice required the Council to provide the following evidence:

Information and documents

1. Does the Council believe that the process detailed in the Telephone Call Answering Process flowchart submitted as part of the Council's evidence dated 20/12/21 complies with Standard 11?
2. Please provide details of how the Council promotes its Welsh language services.
3. Please provide details of how the Council promotes its Welsh language telephone service.
4. Please provide evidence that any publicity or document produced by the Council, or a website published, which refers to an English language telephone service, also states that a corresponding service is available in Welsh.
5. In the Council's evidence dated 20/12/21, it was noted that no agents at the contact centre dealing with calls from the public were fluent in Welsh. It was explained that 12 members of staff volunteered to assist the Council in providing Welsh language service as part of their Corporate Welsh Speakers List. Please provide full information on how this volunteering process works taking into account the other duties of those staff and their availability to volunteer.
6. As it is volunteers who provide the Council's Welsh language telephone service, how does the Council ensure the quality of that telephone service and its compliance with the requirements of the Standards.
7. Please provide details of what organisation the Council has in place to assess the Welsh language skills of its employees.
8. How many posts within the contact centre have been advertised in the last three years? Of the posts advertised, how many have been advertised as posts where (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) that Welsh language skills are desirable; (d) that Welsh language skills are not necessary.
9. Please provide a copy of your linguistic needs assessments for each post advertised for the contact centre in the last three years.
10. When advertising posts for the contact centre where Welsh language skills for the posts were essential, desirable or needed to be learnt, please provide evidence that the Council noted this in the job adverts. Please also

provide evidence that the posts have been advertised in Welsh. Please provide this evidence for the posts that have been advertised for the contact centre in the last three years.

11. In the last three years, when a post was advertised for the contact centre as a post where Welsh language skills were essential, how many applications were received from applicants with the necessary Welsh language skills?
12. In the last three years, when a post was advertised for the contact centre as a post where Welsh language skills were not necessary, please explain how you made that assessment in relation to language skills.
13. How many Council staff have received basic Welsh lessons in the last three years? Please indicate in which departments these staff worked.
14. How many Council staff have completed further Welsh language training in order to develop their Welsh language skills in the last three years? Please indicate in which departments these staff worked.
15. How many of the staff who deal with receiving telephone calls to the Council's general numbers have received Welsh language skills training in the last three years? Of those staff who have received training, please state the level of Welsh language courses.
16. To what extent has language skills development been incorporated into the requirements of the posts and job descriptions within the Contact Centre.
17. Please provide details of all training sessions provided to staff on (a) awareness of the Welsh language (including awareness of the history of the language and its place in the culture of Wales); (b) an understanding of the duty to act in accordance with Welsh language standards; (c) an understanding of how the Welsh language can be used in the workplace in the last 3 years. Please give details of the posts held by the staff who attended the training and their areas of work.
18. Please provide details of all Welsh language awareness training sessions that have been given to contact centre staff in the last 3 years.
19. Please provide full details of the guidelines and/or training provided to new staff on Welsh language awareness and compliance with the Welsh Language Standards.
20. Please provide any additional information or evidence you wish us to consider when determining your compliance with the standards noted in the investigation's terms of reference.
21. Please provide a copy of any policy, procedure, guideline or other document which you wish us to consider when determining whether you have complied with the standards noted in the investigation's terms of reference.

2.22 In response, I received evidence from the Council on 27/04/2022. Also, copies of the following documents were provided:

- Annex A – Introduction to the Welsh language (including telephone answering procedure)
- Annex B – Workforce Competency Framework (non-management)
- Annex C – Bilingual Greetings and Key Words;
- Annex D – Useful Phrases
- Appendix 1 – Recruitment Authorisation;
- Appendix 2 – Job Description.

2.23 I considered all the information submitted in response to the evidence notice.

The evidence received in response to the Second Evidence Notice

2.24 The Council has asked me to note in their response that the evidence requested over the last three years was information during the years of the Covid-19 pandemic when the Council was dealing with an emergency.

2.25 I asked firstly whether the Council believed the process detailed in the Telephone Call Answering Process flowchart submitted as part of the Council's first evidence dated 20/12/21 complied with Standard 11. The Council replied that it was not of the opinion that the Flow Chart complied with the Standards. The Council explained that the telephone procedure introduced in December 2021 was in place before the letter from the Welsh Language Commissioner's Office on 27 August 2019 which provided an explanation on how to interpret Standard 11 was received.

2.26 The Council explained that since then a revised Telephone Answering Procedure Flowchart had been developed which complies with Standard 11 and has been shared with all staff. The Council stated that this procedure is promoted and referred to at team meetings. A copy of this revised procedure was attached with the Council's response.

2.27 In response to the second question, the Council stated that it publishes and shares information about its Welsh language services through social media, their web page, leaflets and advertisements. No evidence was given of this and there are no references to this relevant information on their websites submitted by the Council. The Council explained that the Community Hubs delivery model has been in place since July 2021 and operated in the communities across Blaenau Gwent from 6 Libraries and from an Organisation. Community Hub staff promote Welsh language services in the face-to-face customer service setting, through adverts displaying opening times and through banners used in the Libraries.

2.28 The Council explained that the Hub dealing with the Council's telephone service promotes Welsh language services by automated message. The Council stated that

all callers were greeted in Welsh before being offered the option to take up the call with a Customer Service agent in Welsh or in English.

- 2.29 The Council stated that promoting and advertising Welsh language services was not treated less favourably than English language services and was promoted regularly with equal prominence and accessibility. For example, the Council stated that its welcome screen website offers visitors a clear language choice and gives users the opportunity to use the Welsh language when accessing the website's services.
- 2.30 In response to question 3 which asked how the Council promoted its Welsh language telephone service, the Council responded:
- Corporate Contact Centre automated message – by telephoning 01495 311556, the Council's main contact details you will be greeted in Welsh immediately with an option to press 1 for Welsh and press 2 for English.
 - Contact Centre agents answering the telephone bilingually – following the Telephone Answering Procedure Flowchart
 - Contact Centre agents, in greeting the caller provide information that a Welsh language service is available if they wish to continue the conversation in Welsh
 - The Contact Centre promotes the Welsh language and welcomes correspondence from users in Welsh
 - Contact details on the Council's Website are available in Welsh and in English
- 2.31 In response to question 4 within the Second Evidence Notice, the Council stated that its website and all the Council's publicity materials were in Welsh and in English.
- 2.32 The Council stated that there are social media messages from the Corporate Communications teams when publicising the Council's telephone system across all social platforms in Welsh and in English but no evidence has been submitted to demonstrate these messages.
- 2.33 The Council claimed that the Council's Corporate e-mail address, info@blaenau-gwent.gov.uk, also promoted the Council's telephone service by providing the choice of Welsh and English. The Council stated that it promoted the Corporate Contact Centre's telephone service to residents on specific projects, including the option of speaking to an agent in their chosen language. The Council stated that the Customer Relationship Management system operated within the Contact Centre also promoted the choice of Welsh or English and could record the language choice of residents for telephone conversations.
- 2.34 In question 5, I asked the Council about the 12 members of staff who had volunteered to assist the Council in providing Welsh language service as part of their Corporate Welsh Speakers List. I asked the Council to provide full information regarding how this volunteering process works considering the other duties of those staff and their availability to volunteer.

- 2.35 The Council explained that there was a Corporate Welsh Speakers List of staff who volunteered to support the Contact Centre. The Council stated that the List included staff who were fluent in Welsh from across the organisation and who worked in a variety of different service areas. The Council said that all volunteers had clerical roles and usually handled calls as part of their day-to-day duties. The Council claimed it was possible to contact them via Microsoft Teams. The list is available on the Council's intranet via the Telephone Directory.
- 2.36 The Council claimed that when telephoning the Contact Centre an automated message is provided which specifically informs the customer that a Welsh language service is available or will continue to be available in Welsh. If a customer chooses to receive the service in Welsh, they will be transferred to a call centre agent. The Council explained that the call centre agent greets the customer bilingually and establishes the nature of the call. At that point, the customer waits while the agent makes every effort to transfer the customer to a volunteer on the Corporate Welsh Speakers List from the relevant department, who can continue to deal with the call in Welsh. However, depending on the nature of the call, it may be necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter. The Council referred specifically to Annex A.
- 2.37 The Council stated that the Corporate Welsh Speakers List is reviewed and updated twice a year, but volunteers are encouraged to inform the Policy and Partnerships Team if they change roles or leave the organisation. Communication campaigns are also promoted to encourage existing or new staff to volunteer. All volunteers are also encouraged to attend higher Welsh language training opportunities to further develop skills and confidence and allow them to do so within work time which is also aimed at increasing the use of Welsh in the workplace. The Council explained that since then, one member of staff in the Contact Centre service has asked to take part in Welsh language training. The Council stated that all 6 Community Hub Officers had also expressed the same request and this was currently being supported to establish Welsh Language training for them. This will improve and support the delivery of Customer Services across the Council in the face-to-face setting and over the telephone.
- 2.38 In question 6, I asked the Council, as it is volunteers who provide the Council's Welsh language telephone service, how does the Council ensure the quality of that telephone service and its compliance with the requirements of the Standards. The Council stated that all volunteers were fluent in Welsh and that all staff had a duty to provide a quality service to all their customers, in accordance with their Workforce Competence Framework (not managerial).
- 2.39 The Council further claimed that internal verification checks were carried out annually by the Policy and Partnerships Team where mystery calls were made to the Contact Centre in Welsh to monitor and assess the quality of the telephone service provided. Any areas identified for development or improvement were considered and discussed by the Customer Experience and Transformation Service Manager. The Council stated that these arrangements were established following receipt of '*Compliance Supervision - A good practice advice document*' from the Welsh Language Commissioner's Office which enables them to comply with our statutory requirements.
- 2.40 In question 7, I asked the Council to provide details of what arrangements it had in place to assess the Welsh language skills of its employees.

- 2.41 The Council stated that the Council's workforce data, including the selection of Welsh language correspondence and Welsh language skills and capabilities, were stored on a system called iTrent. New staff were encouraged to provide this information when joining the organisation and existing staff were encouraged to update their information regularly through communication notifications. The Council stated that iTrent was able to analyse all workforce data and produce reports that are used to assess the Welsh language skills of its employees.
- 2.42 In question 8, I asked how many posts within the contact centre had been advertised in the last three years? Of the posts advertised, how many have been advertised as posts where (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; (d) Welsh language skills are not necessary.
- 2.43 The Council stated that the Contact Centre had advertised on two occasions over the 3 years and that both posts had been categorised as posts where Welsh language skills were desirable.
- 2.44 In question 9, I asked the Council to provide a copy of their linguistic needs assessments in respect of each post advertised for the contact centre in the last three years. The Council attached a copy of its 'Recruitment Authorisation form and report' document in relation to recruitment to the team.
- 2.45 I asked for evidence in question 10, where Welsh language skills for the posts were essential, desirable or Welsh language skills needed to be learnt, that the Council had noted this in the job adverts. I also asked the Council to provide evidence that the posts had been advertised in Welsh. The Council has provided a copy of the 'Job Description' document for 4 posts within the Contact Centre which were advertised in 2022.
- 2.46 In question 11, I asked, when a post was advertised for the contact centre in the last three years as a post where Welsh language skills were essential, how many applications were received from applicants with the necessary Welsh language skills? The Council stated that on both occasions where Contact Centre posts had been advertised over the last three years, none of the applicants had Welsh language skills.
- 2.47 In question 12, I asked the Council, when a post was advertised for the contact centre in the last three years as a post where Welsh language skills were not necessary, to explain how that assessment was made in relation to language skills. The Council replied that all posts within the Contact Centre had been advertised with Welsh language skills desirable
- 2.48 I asked the Council in question 13 how many Council staff had received basic Welsh lessons in the last three years and asked them to note in which departments these staff worked. The Council stated that since 2019 it had promoted the Welsh Government's Welsh at Work language course on-line. Staff from across the entire organisation were allowed to attend training during normal working hours. The Council claimed that a number of basic Welsh resources were also available to members of staff such as on their intranet 'Bilingual greetings and key words' and 'Useful Phrases'.

- 2.49 The Council stated that they do not know how many Council staff have received basic Welsh lessons in the last three years as this is not something that is currently recorded. Within Customer Services, the Council stated that all staff (the Contact Centre and Community Hubs) were currently receiving basic training in Welsh. With all Community Hub staff and 1 Contact Centre member of staff moving on to more advanced longer term Welsh courses in the near future. This will form part of their future training and development plans and support the delivery of Customer Services to users.
- 2.50 In question 14, I asked the Council how many of its staff had completed further Welsh language training in order to develop their Welsh language skills in the last three years? I asked the Council to indicate in which departments these staff worked. The Council stated that it was not aware how many Council staff had completed further Welsh language training as this was not something they recorded. However, the Council stated that further Welsh language training opportunities were currently being promoted across the organisation.
- 2.51 The Council stated that within their Customer Services all staff (in the Contact Centre and Community Hubs) were currently receiving basic training in Welsh. The council claimed that all Community Hub staff and 1 Contact Centre member of staff were moving on to more detailed long-term Welsh courses in the future. This would form part of their future training and development plans and support the delivery of Customer Services to our residents.
- 2.52 In question 15, I asked how many of the staff dealing with answering telephone calls to the Council's general numbers had received Welsh language skills training in the last three years? Of those staff who had received training, I asked the Council to state the level of Welsh language learning courses.
- 2.53 The Council stated that all staff dealing with telephone calls to the Council's Contact Centre telephone number had received basic Welsh language skills training during the last three years. The Council stated that this process was currently ongoing and had been extended to staff within the IAA Social Services and Benefits Services teams. This would be an ongoing process over the coming years to support refresher training and the training and development needs of staff members.
- 2.54 I asked the Council in question 16 to what extent had language skills development been incorporated into the requirements of the posts and job descriptions within the Contact Centre. The Council stated that Welsh language skills had been a desirable skill within Job Descriptions as part of the recruitment process. However, developing language skills is not part of staff members' training needs allowance and staff development.
- 2.55 I asked the Council in question 17 to provide details of all training sessions provided to staff on (a) awareness of the Welsh language (including awareness of the history of the language and its place in the culture of Wales); (b) an understanding of the duty to act in accordance with Welsh language standards; (c) an understanding of how the Welsh language can be used in the workplace in the last 3 years. I also asked the Council to give details of the posts and the area of work of the staff who attended.
- 2.56 The Council stated that the Council's Workforce Development Strategy promoted and encouraged staff to seek out training and development opportunities, including

in Welsh, and this is facilitated through our existing arrangements for managers. The Council stated, in line with question 13, we refer staff to any known training opportunities available.

- 2.57 I then asked for details of all Welsh language awareness training sessions that had been given to contact centre staff in the last 3 years.
- 2.58 The Council stated that language improvement sessions were currently being held with all members of Customer Service staff, including Community Hubs, the Contact Centre and Benefits Services. The Council claimed that basic Welsh language training and common phrases were given at Team Meetings and 1 to 1 sessions to support the delivery of Customer Services to residents.
- 2.59 In question 19 I asked for details of the guidelines and/or training provided to new staff on Welsh language awareness and compliance with the Welsh Language Standards. The Council stated that all new staff received a Corporate Induction session when (a) (b) and (c) were included by the Manager under our Corporate Policies i.e. the Well-being of Future Generations Act; Welsh Language Standards etc.

Service Delivery Standards

4 Compliance with standard 8: Assessment, findings and determination

Wording of the standard

- 4.1 Here is the wording of the standard as it appears in the compliance notice issued to the Council:

Standard 8

When a person contacts you on your main telephone number (or on one of your main telephone numbers), or on any helpline numbers or call centre numbers, you must greet the person in Welsh.

Imposition day: 03/03/2016

Interpretations

- 4.2 The Welsh Language Standards Regulations Code of Practice (No. 1) 2015 states in paragraph 4.2.2 – 4.2.6:

“Standard 8

- 4.2.2. *A body must greet a person in Welsh when that person contacts the body on one of its relevant telephone numbers.*
- 4.2.3. *The term 'greet' may include phrases which acknowledge and welcome the caller, before the body starts to deal with the call. For example, a body may greet a person by saying 'Bore Da/Prynhawn Da/Noswaith Dda', followed by the body's name in Welsh (if it exists). The term 'greet' does not include dealing with the call itself.*
- 4.2.4. *A body may greet persons in Welsh via a pre-recorded automated message or through a member of staff greeting that person in Welsh when answering the call.*
- 4.2.5. *The requirements of this standard apply to the initial greeting only. The language of the remainder of the call will depend on the person's language choice in accordance with standard 10 or 11 (depending on which standard has been imposed on the body).*
- 4.2.6. *The requirements of standard 20 apply to greetings given to a person who makes contact via a direct line telephone number belonging to a body's department or a member of staff.”*

Requirements of the standard

- 4.3 A body must ensure when a person contacts them on their main telephone number (or on one of their main telephone numbers), or on any helpline numbers or call centre numbers, that the caller receives a greeting in Welsh.

Considering compliance with the standard

- 4.4 Evidence was presented of the results of our 'direct checking' of the Council's telephone services, namely accessing services as a real customer, for example by using a telephone or reception service.
- 4.5 Three telephone calls were made to the Council's main telephone number namely 01495 311556. At the beginning of the three calls, our caller chose the Welsh option on the automated system and therefore noted their preference for a Welsh language service. The service received by our caller on all calls is set out below.
- 4.6 During the first call on 13/09/2021 at 10:49am, our caller started the conversation in Welsh and asked whether the Council was distributing dog faeces bags. No greeting was received in Welsh, no Welsh language service, or any acknowledgement that the caller had spoken in Welsh. It was also noted that the caller had felt uncomfortable asking for a Welsh language service especially considering that this option had already been noted.
- 4.7 During the second call on 01/10/2021 at 09:23am, our caller called the telephone line. There was no answer after 6 minutes and the call ended.
- 4.8 During the third call on 05/10/2021 at 09:08am, our caller started the conversation in Welsh but no bilingual greeting was received. Our caller asked in Welsh for the e-mail of the Chief Executive using 'Michelle Morris'. The receptionist's response was "I will see if she is available". Our caller had no choice but to intervene in the call by turning to English to explain that he was asking for the e-mail address of Michelle Morris and not to speak to her. The receptionist provided the e-mail address immediately with no acknowledgement that our caller wanted a service in Welsh.
- 4.9 In response to question 1 within the Evidence Notice, the Council stated that it accepted the evidence submitted and acknowledged its failure to comply with the Welsh Language Standards relating to telephone service.
- 4.10 The evidence of our mystery caller is clear that the caller did not receive a Welsh greeting message from the individual who answered the call on two of the three calls to the main telephone number. The other call was not answered.
- 4.11 However, the mystery caller's record notes that the automated message received at the beginning of the call complies with the standards. Although an automated message does not have to provide a 'greeting' in order to comply with the Standards, it is possible that a Welsh greeting was given in that message.
- 4.12 However, my officers tried the same main telephone number for the Council 01495 311556 again on more than one occasion in May 2022 when preparing this report. My officers received a lengthy message in English only regarding dealing with a high level of calls relating to the £150 'Cost of Living payment'. This message was not in Welsh. This lengthy message appeared to be a message that had been put in place temporarily to provide additional information (in English only) to callers over a busy period.
- 4.13 Furthermore, the message following the 'temporary' message asking a caller to choose the Welsh or English option was also given in English only. At the beginning of that automated message, the name of the Council was given in Welsh before a

greeting in English only and the remainder of the message gave instructions regarding language choice in English only. Therefore, no greeting was given in Welsh. Considering that the date of those calls follows the opening of this investigation and follows the Council's evidence where the Council suggested that improvements had been made to the Welsh language telephone service, this was very disappointing.

4.14 In considering the evidence as a whole, therefore, specifically in considering that there was no Welsh greeting in the message in May 2022 either, the Council was not in compliance with Standard 8 at the time of the calls which resulted in the commencement of this investigation.

Findings

4.15 A body must ensure when a person contacts them on their main telephone number (or on one of their main telephone numbers), or on any helpline numbers or call centre numbers, that the caller receives a greeting in Welsh.

4.16 Our mystery caller did not receive a greeting in Welsh on more than one occasion when trying one of the Council's main telephone numbers as part of our direct checking. In weighing up our evidence, it appears that the mystery caller would not have received a greeting in Welsh on the automated message either.

4.17 That is a failure to comply with Standard 8.

Determination of whether there has been a failure to comply with standard 8

4.18 I determine that the Council has failed to comply with Standard 8 on the basis that our mystery caller did not receive a greeting in Welsh on two telephone calls.

Further action

4.19 Section 77 of the Welsh Language Measure allows me to take further action where there has been a failure.

4.20 In the case of my determination that the Council has failed to comply with standard 8, I will be taking further action for the purpose of preventing the continuation of the failure to comply.

4.21 Details of the further action are set out below.

Standard 8: Requirement to take action in accordance with section 77 of the Welsh Language Measure

1. The Council must develop a standard Welsh language telephone greeting.
2. The Council must train all Council staff dealing with telephone calls from the public on how to give the standard Welsh telephone greeting accurately and in compliance with Standard 8.
3. The Council must raise awareness within its staff of the importance of providing a Welsh greeting and of including a Welsh greeting at the beginning of calls.

4. The Council must evaluate any automated greeting messages to check that a greeting in Welsh is placed on the automated message if a greeting is given in English.
5. The Council must provide written evidence that satisfies the Welsh Language Commissioner that enforcement actions 1 - 4 have been completed.

Timetable: Within 12 months of the date of issuing the final determination.

5 Compliance with standard 11: Assessment, findings and determination

Wording of the standard

- 5.1 Here is the wording of the standard as it appears in the compliance notice issued to the Council:

Standard 11

When a person contacts you on your main telephone number (or on one of your main telephone numbers), or on any helpline numbers or call centre numbers, you must deal with the call in Welsh if the person so wishes -

- (a) until it is necessary to transfer the call to a member of non-Welsh speaking staff who can provide service on a specific subject matter; and
- (b) until no Welsh speaking member of staff is available to provide service on that specific subject matter.

Imposition day: 03/03/2016

Interpretations

- 5.2 The Welsh Language Standards Regulations Code of Practice (No. 1) 2015 states in paragraph 4.2.2 – 4.2.6:

5.3 “**Standard 11**

- 4.2.17. *If a person contacts the body on one of its relevant telephone numbers, the body must deal with the call in Welsh once it is aware that the person wishes to receive a Welsh language service over the telephone, transferring the call to a member of staff who is able to deal with the specific subject matter in Welsh if required.*
- 4.2.18. *A person would be likely to wish to receive a service in Welsh over the telephone should they start a conversation with the body in Welsh first. Should a person start a conversation in English first, a body must not interpret that to mean that the person does not wish to receive a telephone service in Welsh.*
- 4.2.19. *If the person's wish to receive a Welsh language service is not already clear (e.g. if they do not start the conversation in Welsh or if they do not ask for a Welsh language service before the body does so), a body is expected to establish that wish more proactively, by asking about the person's wish specifically. A body is expected to establish a person's wish to receive a Welsh language telephone service at the earliest possible opportunity. However, it should be noted that a body must greet persons in Welsh over the telephone in accordance with*

standard 8 before establishing whether the person wishes to have the call dealt with in Welsh.

- 4.2.20. *Unlike standard 10, if there is no member of staff available who can deal with the call in Welsh on the specific subject matter in question, a body may transfer the call to a member of staff who cannot deal with the call in Welsh, but who can provide a service on the specific subject matter.*
- 4.2.21. *It should be emphasised that a body must ensure that there is no member of staff available who can deal with the call in Welsh on the specific subject matter in question, before transferring the call to a member of staff who cannot deal with the call in Welsh. In order to facilitate this, a body may choose to keep a record of those members of staff who are able to deal with calls in Welsh (e.g. a staff directory based on department, service or subject matter).*
- 4.2.22. *It should be noted that the phrase ‘specific subject matter’ does not include general contact or a general enquiry. A body is expected to provide a Welsh language service when dealing with general enquiries, up to a point where a body needs to transfer a call to a non-Welsh speaking member of staff who can deal with a subject which needs a level of expertise or specific knowledge in order to deal with the enquiry. Such examples may include a specific planning application or a specific social services case where only that non-Welsh speaking member of staff has the relevant knowledge needed to deal with the call.”*

Requirements of the standard

- 5.4 A body must ensure that when a person contacts them on their main telephone number (or on one of their main telephone numbers), or on any helpline numbers or call centre numbers, the body must deal with the call in Welsh if the person so wishes - (a) until it is necessary to transfer the call to a non-Welsh speaking member of staff who can provide a service on a specific subject matter; and (b) until there is no Welsh speaking member of staff available to provide a service on that specific subject matter.

Considering compliance with the standard

- 5.5 The information presented in 3.4 - 3.9 above is also relevant in the context of this Standard.
- 5.6 No relevant evidence has been submitted by the Council which disproves any evidence submitted about the mystery caller's experience when using the Council's main telephone number. It is clear to me that the Council has failed to comply with this Standard in the context of telephone calls as no telephone service at all was received in Welsh.
- 5.7 Reference must also be made here to one of the cases on which the Welsh Language Tribunal adjudicated (case number TyG/WLT/18/5) which provides further clarity on the correct interpretation of Standard 11. An organisation must ensure that a person who has telephoned their main telephone number (or one of the main

numbers) is able to hold the initial conversation in Welsh. The call must be answered in Welsh in the first instance by a member of staff who is fluent enough to establish, in Welsh, who is calling and the nature of the call; i.e. the subject the caller wishes to discuss. It is not sufficient to have in place a process where a member of staff explains in Welsh, having learnt a few pre-prepared phrases, that they are transferring the call to another person who does speak Welsh to deal with the call, because they themselves are not fluent enough to do so. The purpose of the standard is to ensure that members of the public can conduct an initial conversation and explain the nature of their call in Welsh without having to be transferred to another member of staff.

- 5.8 Although a Welsh language service had not been provided at all by this Council, I asked the Council in the first Evidence Notice regarding what instructions or guidance had been given to Council staff on how to ensure compliance with the Welsh Language Standards when answering telephone calls.
- 5.9 In responding to the first Evidence Notice the Council sent me a copy of the Telephone Answering Flow Chart explaining that this document was provided to all Contact centre Agents. See document as Appendix 1 below. In the Flowchart, after giving a bilingual greeting, the Flow Chart states that if the caller replies in Welsh, then the agent should ask *“Would you like to continue the call in Welsh?”*. If the answer is ‘yes’, the flowchart advises the agent: *‘Advise the caller that they will be transferred to a Welsh speaker, if available. “I’m sorry I don’t speak Welsh. I’ll try and put you through to a colleague who does”*’.
- 5.10 It is clear that this document did not provide guidelines that ensured that those individuals answering the telephone complied with Standard 11. Even if the mystery caller had received a greeting in Welsh and received any Welsh language service on the call, had the agent followed the guideline, the call would still not have complied with the Welsh Language Standards. The guidance given to staff did not comply with Standard 11 although guidance on the interpretation of this Standard was sent to all bodies subject to the Standards in 2019.
- 5.11 In the Second Evidence Notice to the Council I asked the Council if they were of the opinion that the process detailed in the Telephone Answering Process flowchart submitted by the Council complied with Standard 11. The Council replied that it was not of the opinion that the document complied. The Council explained that the telephone procedure introduced in December 2021 was in place before the letter providing guidance on the interpretation of the Standard was sent by the Office of the Welsh Language Commissioner in August 2019.
- 5.12 The Council explained that since then a revised Telephone Answering Procedure Flowchart had been developed which complied with Standard 11 and had been shared with all staff. The Council stated that this procedure was promoted and referred to at meetings of the Customer Services team from Face to Face (Community Hubs) and the Corporate Contact Centre. A copy of this revised procedure was attached (Appendix 2 below).
- 5.13 As guidance was issued to all bodies in 2019, it is a matter of concern to me that the Council had not looked at their telephone answering guidelines until this was raised with them as part of this investigation, more than two years later. It is concerning that there are inadequate systems in place to respond to any correspondence or advice from the Welsh Language Commissioner's office. It also suggests that neither

adequate care, consideration nor respect is given to compliance with the Standards, nor to the guidelines and guidance given to them in order to assist them in complying with the Welsh language standards.

Findings

- 5.14 A body must ensure that when a person contacts them on their main telephone number (or on one of their main telephone numbers), or on any helpline numbers or call centre numbers, the body must deal with the call in Welsh if the person so wishes - (a) until it is necessary to transfer the call to a non-Welsh speaking member of staff who can provide a service on a specific subject matter; and (b) until there is no Welsh speaking member of staff available to provide a service on that specific subject matter.
- 5.15 Our mystery caller did not receive any Welsh language service on his/her telephone calls to the Council. It is also clear that the telephone answering flowchart guide available to staff answering the telephone during the period of the mystery calls did not comply with Standard 11.
- 5.16 That is a failure to comply with Standard 11.

Determination of whether there has been a failure to comply with standard 11

- 5.17 I determine that the Council has failed to comply with Standard 11 on the basis that the body did not deal with our mystery caller's calls in Welsh until it was necessary to transfer the call to a non-Welsh speaking member of staff who could provide a service on a specific subject; and (b) until there was no member of Welsh speaking staff available to provide a service on that specific subject.

Further action

- 5.18 Section 77 of the Welsh Language Measure allows me to take further action where there has been a failure.
- 5.19 In the case of my determination that the Council has failed to comply with standard 11, I will be taking further action for the purpose of preventing the continuation of the failure to comply.
- 5.20 Details of the further action are set out below.

Standard 11: Requirement to take action in accordance with section 77 of the Welsh Language Measure

1. The Council must put in place guidelines for all staff on how to deal with telephone calls in accordance with Standard 11.
2. The Council must ensure that it has resources to deal with all calls received in accordance with Standard 11. The Council must ensure that there are sufficient Welsh speakers in the call centre to deal with telephone calls from persons who wish to conduct the call in Welsh, in accordance with standard 11.

3. The Council must provide training to all staff dealing with telephone calls on how to provide a Welsh language service in accordance with Standard 11.
4. The Council must provide written evidence that satisfies the Welsh Language Commissioner that enforcement actions 1 - 3 have been completed.

Timetable: Within 12 months of the date of issuing the final determination.

6 Compliance with standard 17: Assessment, findings and determination

Wording of the standard

6.1 This is the standard as it appears in the compliance notice issued to the Council:

Standard 17

When there is no Welsh language service available on your main telephone number (or on one of your main telephone numbers), on any helpline numbers or call centre numbers, you must inform the caller (whether by means of an automated message or otherwise) when a Welsh language service will be available.

Imposition day: 03/03/2016

Interpretations

6.2 The Welsh Language Standards Regulations Code of Practice (No. 1) 2015 states in paragraph 4.2.39 – 4.2.44:

“Standard 17

- 4.2.39. *When there is no Welsh language service available on one of the body's relevant telephone numbers, it must inform the caller when a Welsh language service will be available. A situation where a Welsh language service is not available may include: when the office is closed and therefore there is no telephone service available at all, or when there is no Welsh-speaking member of staff available to deal with the call (in accordance with the requirements of standard 11).*
- 4.2.40. *In such situations, a body must state when the Welsh language service will be available. For example, a body may do so by explaining*

the office's core opening hours or explaining during which times or on which days the Welsh language service will be available next.

- 4.2.41. *A caller may be 'informed' via: an automated message, or a member of staff telling the caller over the phone.*
- 4.2.42. *The relevance of this standard varies from one case to the next, depending on the availability of a Welsh language telephone service (e.g. in accordance with standards 10 or 11) and the nature of the telephone services offered by a body.*
- 4.2.43. *In a situation where a body is not required to provide a telephone service in Welsh in accordance with the requirements of standard 11 (i.e. where there is no Welsh speaking member of staff available to provide a service on a specific subject matter in Welsh), a body must inform when a Welsh language service will be available.*
- 4.2.44. *If there is a Welsh speaking member of staff available to provide a service on a specific subject matter in Welsh, but they do not happen to be available at the time of the call (e.g. they do not work on that day or the member of staff is on another call), the body must inform the caller when that member of staff (or another member of staff who can deal with the call in Welsh) will next be available. The body is expected to do so before transferring the call to a member of staff who does not speak Welsh. By doing so, a body can offer the caller the choice of either being transferred to a member of staff who does not speak Welsh or wait for the next available Welsh speaking member of staff."*

6.3 Regulations state that one or more of the following: Standard 10, Standard 11 and also Standard 16 and Standard 17 are subject to Standard 14.

Requirements of the standard

6.4 A body must ensure when there is no Welsh language service available on their main telephone number (or on one of their main numbers), or on any helpline numbers or call centre numbers, that they inform callers (by way of an automated message or otherwise), when a Welsh language service will be available.

Considering compliance with the standard

6.5 The information presented in 3.4 - 3.9 above is also relevant here.

6.6 In the context of Standard 17, however, the Council stated in response to the first Evidence Notice, that they believe the call came during a period when the contact centre received a large number of calls. The Council stated that this had resulted in longer waiting times for all customers who needed to speak to a contact centre agent. It claimed further that this had led to an inconsistency in service as the caller would have been dealt with as soon as the next agent was available, and so there was no need for him to have given up the call. The Council explained that there was no favourable treatment for Welsh or English calls received. The Council stated that it was not clear (in the context of our mystery caller's second call, which was not answered) whether a Welsh language service would have been offered as the

mystery caller had not waited on the line long enough for this to be assessed. However, if more of those answering telephone calls speak English than speak Welsh and there is no system where calls in Welsh are prioritised, it is very likely that calls where the user chooses an English language service would be answered earlier than a call where the user chooses a Welsh language service.

- 6.7 I accept the Council's evidence that it may be a busy time and that a call where callers chose the English button would not have been answered in the same time in terms of the third call. However, there were two other calls where the mystery caller did not receive a Welsh language service but the mystery caller was not informed when the Welsh language service would be available.

Findings

- 6.8 A body must ensure when there is no Welsh language service available on their main telephone number (or on one of their main numbers), or on any helpline numbers or call centre numbers, that they inform callers (by way of an automated message or otherwise), when a Welsh language service will be available.
- 6.9 On two of the three calls made by the mystery caller, no Welsh language service was received but neither was information given regarding when a Welsh language service would be available.
- 6.10 This is a failure to comply with Standard 17.

Determination of whether there has been a failure to comply with standard 17

- 6.11 I determine that the Council has failed to comply with Standard 17 on the basis that the caller was not informed (whether by means of an automated message or otherwise) when a Welsh language service would be available even though a Welsh language service was not available on the Council's main telephone number.

Further action

- 6.12 Section 77 of the Welsh Language Measure allows me to take further action where there has been a failure.
- 6.13 In the case of my determination that the Council has failed to comply with standard 17, I will be taking further action for the purpose of preventing the continuation of the failure to comply.

Details of the further action are set out below.

Standard 17: Requirement to take action in accordance with section 77 of the Welsh Language Measure

1. When no Welsh language telephone service is available, the Council must inform callers when a Welsh language service will be available in accordance with standard 17.
2. The Council must provide guidance to all staff dealing with relevant telephone calls on the new procedure.

3. The Council must provide staff with training on the new procedure.
4. The Council must provide written evidence that satisfies the Welsh Language Commissioner that enforcement actions 1 - 3 have been completed.

Timetable: Within 12 months of the date of issuing the final determination.

7 Compliance with standard 81: Assessment, findings and determination

Wording of the standard

7.1 This is the standard as it appears in the compliance notice issued to the Council:

Standard 81

You must promote any Welsh language service you provide, and advertise that service in Welsh.

Imposition day: 30/03/2016

Interpretations

7.2 The Welsh Language Standards Regulations Code of Practice (No. 1) 2015 states in paragraph 4.18.2:

“Standard 81

4.18.2. *A body must promote and advertise any Welsh language service that it provides, and do so in Welsh*

7.3 The meaning of the terms ‘promote and advertise’ is defined in the Welsh Language Standards Regulations Code of Practice (No. 1) 2015 in paragraph 4.18.7:

“4.18.7. *[...] ‘Promoting’ and ‘advertising’ include a body actively promoting and raising awareness of the Welsh language service by highlighting the fact that a Welsh language service is available and encouraging use of that service.*”

7.4 Examples of compliance are given in paragraph 4.18.8 of the Code. The examples include publishing and sharing information on some or all of the services offered by the body in Welsh via a leaflet, web page, social media, signs, advertisements etc. The examples also include ensuring that Welsh language services are given prominence, are easily accessible, are actively promoted and are available constantly.

Requirements of the standard

- 7.5 A body must ensure that it promotes any Welsh language service it provides, and advertises that service in Welsh.

Considering compliance with the standard

- 7.6 The Code of Practice notes that promoting and advertising “*include a body actively promoting and raising awareness of the Welsh language service by highlighting the fact that a Welsh language service is available and encouraging use of that service.*”
- 7.7 Therefore, 'promoting and advertising' is more than just that a Welsh language service being available on the website or that there are bilingual messages on social media. There is an expectation upon an organisation under the measure to *raise awareness* of the Welsh language service and to *encourage* more to use that service.
- 7.8 "Promoting or facilitating the use of the Welsh language" is one of the objectives of the Welsh language standards. Increasing the use of Welsh language services is one of the aims of the Welsh Government's strategy, Cymraeg 2050, which identifies the need for “intelligent marketing”, “customer-centred approach”, and understanding what would make more people use Welsh language services.
- 7.9 The Code of Practice provides examples of how to comply with this Standard. Although there is no requirement for an organisation to be doing all of these examples in order to comply with the Standard, it is reasonable to expect the organisation to take some of the actions recommended in the Code of Practice to promote their services.
- 7.10 In their evidence in response to the Second Evidence Notice, the Council stated that they publish and share information about their Welsh language services through social media, their web page, leaflets and advertisements. The Council stated that the staff of Community Hubs promote Welsh language services in the face-to-face customer service setting in the form of advertisements. The Council stated that their website welcome screen offers visitors a clear language choice and gives users the offer of using the Welsh language when accessing the website's services.
- 7.11 In terms of Welsh language telephone services, the Council claimed that an automated message when telephoning the Council's main telephone number provided a greeting in Welsh immediately, with an option to press 1 for Welsh and press 2 for an English language service. The Council also claimed that Contact Centre Agents answered the telephone bilingually - following the Telephone Answering Procedure Flowchart. The Council stated that Contact Centre agents, in greeting the caller inform him/her that a Welsh language service is available if they would like to continue the conversation in Welsh. As noted above, however, the evidence gathered by my officers as a mystery caller and in May 2022 suggests that this Welsh language service does not always operate as the Council claims. Therefore, it must be inquired whether there are systems in place to check and evaluate whether these actions are, in practice, happening as the Council claims.
- 7.12 The Council's evidence claims that they take some of the actions listed in the code of practice as examples of how to comply with Standard 81 such as:

- publishing and sharing information on some or all of the services offered by the body in Welsh via a leaflet, web page, using social media, signs, advertisements etc
- using a splash welcome screen namely a front page published for the purpose of offering a clear language choice, in order to ensure that the body makes an active offer to users to use the Welsh language before they gain access the website's services or self-service mechanism

- 7.13 However, there are some notable examples where no evidence has been presented by the Council that they are being done to promote the services. It is noted that no evidence has been submitted that the Council makes use of Working Welsh materials. Neither is there evidence of the Council using the Welsh language as the default language when providing telephone services in order to promote and highlight the Welsh language service, where there is no requirement for it to do so under another standard, and where the person has not asked for the service in Welsh (e.g. begin every conversation in Welsh over the telephone). There is no evidence of the Council ensuring that the users' journey to using Welsh language telephone services is of the same standard and quality as the service in English. Nor of the ensuring that Welsh language telephone services are given prominence, are easily accessible, are proactively promoted and are available consistently.
- 7.14 As already explained, the Council does not have to be doing all of the examples set out in the Code of Practice in order to comply with the Standard. However, it is reasonable to expect the organisation to take some of the actions recommended in the Code of Practice to promote their services.
- 7.15 Some of the findings of this investigation also suggest that the experiences of Welsh speakers would be mixed in trying to access some of the Council's Welsh language telephone services, such as the service on the Council's main telephone number. This leads to a lack of confidence or trust in Welsh language services which becomes a barrier to using them. Inconsistent Welsh language provision can be a significant barrier to promoting the use of Welsh language provision.
- 7.16 In the report *'English by default: Understanding the use and non-use of Welsh language services'* by Citizens Advice dated 2015, it is noted: *"inconsistency of offer can impact on usage. When people encounter a lack of consistency in terms of quality or continuity in Welsh language services, their confidence and trust in those services are diminished and this acts as a barrier to further use"*.
- 7.17 Promoting the telephone service where users may have had previous negative experience in the Council's Welsh language services is therefore vitally important. It is important to encourage users to turn again to the Welsh language service and to convince them that they will receive a quality Welsh language service.
- 7.18 The Welsh Language Commissioner's Good Practice Council document *'Promoting the use of Welsh language services'* dated September 2020 states that we want organisations to consider which services could be offered in Welsh in the first instance, without users having to make a choice to use the Welsh language. It is also an advice document stating that users have said that they are keen to see Welsh language services celebrated and promoted more prominently.

7.19 The advice document also states that organisations can actively promote all their Welsh language services through a specific campaign. I suggest that, in a body such as the Council where the organisation is not a stronghold of the Welsh language and where questions have been raised regarding the standard or consistency of the Welsh language telephone service and the methods of promotion, a specific promotion campaign about the Welsh language telephone services would be advantageous when the body is confident that its Welsh language service complies with the service delivery Standards.

Findings

7.20 A body must ensure that it promotes any Welsh language service it provides, and advertises that service in Welsh.

7.21 Here the Council has noted that they are taking some steps to promote their Welsh language telephone services but there are some obvious examples where the Council has not taken steps to promote and advertise that service. There are also questions about how the Council evaluates examples submitted by the Council.

7.22 Although the above is not tantamount to a failure to comply with Standard 81 as some steps are being taken by the Council to promote and facilitate the Welsh language services, there is further work that the Council could be doing under Standard 81 especially considering the findings of our investigation that the Welsh language service offered by the Council is inconsistent.

Determination of whether there has been a failure to comply with standard 81

7.23 I determine that the Council has not failed to comply with Standard 81 on the basis that some steps are being taken to promote any Welsh language telephone service they provide, and they do advertise that service in Welsh.

Further action

7.24 Section 76 of the Welsh Language Measure allows me to take further action where there has been no failure.

7.25 In the case of my determination that the Council has not failed to comply with standard 81, I will be taking further action for the purpose of improving the Council's promotion processes.

7.26 Details of the further action are set out below.

Standard 81: Recommendation in accordance with section 77 of the Welsh Language Measure

1. I recommend that a specific promotion campaign about the Welsh language telephone services would be advantageous. Such a campaign should be carried out when the body is confident that its Welsh language telephone services comply with the service delivery Standards.

8 Compliance with standard 82: Assessment, findings and determination

Wording of the standard

8.1 Here is the standard as it appears in the compliance notice issued to [D]:

Standard 82

If you provide a service in Welsh which corresponds to a service you provide in English, any publicity or document you produce, or website you publish, which refers to the English language service must note that a corresponding service is available in Welsh.

Imposition day: 30/03/2016

Interpretations

8.2 The Welsh Language Standards Regulations Code of Practice (No. 1) 2015 notes in paragraph 4.18.3:

“Standard 82

4.18.3. *A body must ensure that any reference made by the body to a service in English also refers to the corresponding service in Welsh, if it provides such a service.”*

Requirements of the standard

8.3 A body must ensure, if it provides a service in Welsh that corresponds to a service you provide in English, any publicity or document the body produces, or website it publishes, which refers to the English service must also state that a corresponding service is available in Welsh.

Considering compliance with the standard

8.4 In its evidence, the Council stated that its website and all the Council’s publicity material was available in Welsh and in English. The Council claimed that messages on social media, in giving publicity to the Council’s telephone system across all social platforms, were in Welsh and in English.

8.5 The Council claimed that the Council’s Corporate e-mail address, and info@blaenau-gwent.gov.uk, also promoted the Council’s telephone service by providing the choice of Welsh and English.

8.6 As this investigation has not looked specifically at publicity, documents drawn up or website published, and that the Council has provided evidence suggesting that they comply with Standard 82, I have no reason to find a failure to comply with this Standard.

Findings

8.7 A body must ensure, if it provides a service in Welsh that corresponds to a service you provide in English, any publicity or document the body produces, or website it publishes, which refers to the English service must also state that a corresponding service is available in Welsh.

8.8 As this investigation has not looked specifically at publicity, documents drawn up or website published, and that the Council has provided evidence suggesting that they comply with Standard 82, I have no reason to find a failure to comply with this Standard.

Determination of whether there has been a failure to comply with standard 82

8.9 As this investigation has not looked specifically at publicity, documents drawn up or website published, and that the Council has provided evidence suggesting that they comply with Standard 82, I have no reason to find a failure to comply with this Standard.

8.10 I will be taking no further action in respect of this Standard.

Service Delivery Standards: Requirement to prepare an Action Plan in accordance with section 77 of the Welsh Language Measure

Due to failures across several of the Service Delivery Standards, the requirement to prepare an Action Plan below deals with the failures seen across those Standards that have been subject to this investigation.

Any Action Plan is expected to be prepared and completed in accordance with the guidance set out in the Investigation Report, and in accordance with the also contained in the supplementary Advice Document.

1. Blaenau Gwent County Borough Council must prepare a draft Action Plan of its arrangements for the purpose of ensuring that the Council complies with the Service Delivery Standards that have been the subject of this investigation;
2. The action plan must set out the actions the Council will take to enable them to comply with the Service Delivery Standards that is the subject of this inquiry.

3. The actions within the Action Plan must include a commitment from the Council to:
- hold a root and branch review of its arrangements for complying with the Service Delivery Standards that have been the subject of this investigation;
 - prepare a plan for how the organisation wants to ensure compliance with the Service Delivery Standards where this investigation is found a failure to comply with them across the organisation;
 - prepare a human resources plan on how the Council is going to ensure adequate resources to comply with the telephone standards.
 - increase its understanding of the requirements of the standards relevant to the investigation here.
4. The action plan must contain the following information:
- who will be responsible and accountable for taking each of the actions in the plan
 - ensuring that members of the Senior Management Team have a role in scrutinising the Council's progress against that scheme.
 - a timetable for the delivery of each of the actions within the plan with each one of the actions to be carried out in no more than 12 months from the date the plan is approved.

Timetable: The Council must submit a draft action plan in accordance with the requirements under Section 80 Welsh Language Measure within 3 months of receipt of the final decision.

Operational Standards

9 Compliance with standard 127: Assessment, findings and determination

Wording of the standard

9.1 Here is the standard as it appears in the compliance notice issued to [D]:

Standard 127

You must assess the Welsh language skills of your employees.

Imposition day: 30/03/2016

Interpretations

9.2 The Welsh Language Standards Regulations Code of Practice (No. 1) 2015 notes in paragraph 6.8.2:

“Standard 127

6.8.2. *A body must assess the Welsh language skills of its employees.*

6.8.3. *The outcomes of the assessment may enable a body to plan its workforce so that there are sufficient levels of Welsh language skills to respond to any needs by:*

- *identifying the current Welsh language skills of the workforce, and through this identifying who can provide services in Welsh*
- *identifying the body’s needs in terms of Welsh language skills, including assessing the need for Welsh language skills for new or vacant posts, in accordance with standard 136, and*
- *planning to maintain and increase the workforce’s Welsh language skills in order to meet those needs.”*

9.3 The Welsh Language Standards Regulations Code of Practice (No. 1) 2015 notes in paragraph 6.8.4:

“6.8.4. A body may assess the following Welsh language skills:

- *speaking*
- *listening*
- *reading*

- *writing*
- *understanding.*

6.8.5. *A body is expected to assess the level of Welsh language skills of its employees according to each kind of skill being assessed. This can ensure that a body has a complete picture of employee capabilities.”*

9.4 The Welsh Language Standards Regulations Code of Practice (No. 1) 2015 notes in paragraph 6.8.9:

“6.8.9. A body must ensure that the assessment allows it to record the number of employees who have Welsh language skills in accordance with standard 151.”

9.5 The Welsh Language Standards Regulations Code of Practice (No. 1) 2015 states in paragraph 6.8.12 – 6.8.14:

“6.8.12. In order to comply with the requirements of standard 151 (record keeping), a body must keep a record of the number of employees who have Welsh language skills at the end of each financial year.

6.8.13. Therefore, in order to comply with the requirements of standard 151, as well as keeping updated records, a body must undertake such an assessment at least once a year. However, the Commissioner may ask a body to provide the above information at any time from the imposition day onwards, in accordance with the requirements of standard 172.

6.8.14. The information should be kept up-to-date, ensuring that any changes to Welsh language skills data are updated as required. Such changes may include a situation whereby: an employee's language skills level changes (e.g. following attendance at Welsh lessons in accordance with standards 130 or 131), an employee leaves the body, a new employee joins the body, an employee moves to another location, directorate, department, or team (and those changes affect the body's record).”

Requirements of the standard

9.6 A body must ensure that it assesses the Welsh language skills of its employees.

Considering compliance with the standard

9.7 In response to the question in the Evidence Notice regarding how they assess the Welsh language skills of their employees, the Council stated that the Council's workforce data, including the choice of Welsh language correspondence and Welsh language skills and capabilities, was stored on a system called iTrent. The Council stated that new staff are ‘encouraged’ to provide this information when joining the organisation and that existing staff are ‘encouraged’ to update their information regularly through communication notifications. The Council stated that iTrent was able to analyse all workforce data and produce reports that are used to assess the Welsh language skills of its employees.

- 9.8 However, the requirement of Standard 127 is that a body assesses the level of Welsh language skills its employees have according to each type of skill assessed. This can ensure that a body has a complete picture of the capabilities of employees. Furthermore, In order to comply with the requirements of standard 151 (record keeping standard), a body must keep a record of the number of employees who have Welsh language skills at the end of each financial year.
- 9.9 Therefore, in order to comply with the requirements of this standard, standard 151, as well as keeping updated records, a body must undertake such an assessment at least once a year. The standard therefore requires more than simply 'encouraging' staff to complete that information on a system which, it appears from reading the Council's evidence, occurs here. There is a requirement under the Standards to assess these skills, to record the skills and to re-assess annually in order to ensure that this record is up to date.
- 9.10 Clause 6.8.11 of the Code of Practice notes that it is for the body itself to decide who carries out the assessment. This may include employees self-assessing their Welsh language skills as is the case here.
- 9.11 Assessing the Welsh language skills of staff under the standards is essential in order to take advantage of the skills they already have, to build staff confidence and add to the capacity of the Welsh language through recruitment and training. Without accurate assessment of Welsh language skills, it is difficult for an organisation to consider which staff need further training and what level of language training those members of staff require. It is also difficult for an organisation to assess accurately what additional linguistic skills are needed within the workforce when looking at recruitment issues without a consistent and accurate assessment.

Findings

- 9.12 A body must ensure that it assesses the Welsh language skills of its employees.
- 9.13 Although the Council has submitted evidence that it 'encourages' staff to fill in details of their language skills on their iTrent system, the Council has not submitted any evidence that an assessment of their employees' Welsh language skills takes place annually.
- 9.14 There is a lack of planning and a lack of awareness of how to identify the relationship between the language skills of staff and the Welsh language service that needs to be provided. The main influence on the ability of organisations to provide appropriate Welsh language provision is the number of their staff who have Welsh language skills. In the context of services, the lack of structures in terms of assessing staff language skills have a direct impact on the Welsh language services that the Council can offer. The strategies of providers offering Welsh language services should focus on assessing the Welsh language skills of their staff in order to take advantage of existing skills, build staff confidence and then add to the capacity of the Welsh language through recruitment and training.
- 9.15 In order to comply with the Standard and to go on to provide Welsh language services, it is not enough just to 'encourage' or even 'identify' staff language skills. The Standards require the Council to assess these skills, to record the skills and to re-assess annually in order to ensure that this record is up to date. Assessment is not just about gathering information. The information must be analysed and conclusions

reached regarding the significance of the data and the language skills possessed by staff within the organisation.

- 9.16 No evidence has been submitted showing 'how' an assessment is carried out. Nothing has been submitted showing how the organisation uses that information to determine what language skills they need. No evidence has been submitted showing how and when the Council looks and considers the data and no evidence showing that this is reported upon to senior officers and elected members.
- 9.17 If the Council is unable to comply with this standard, it is very unlikely that it will ever be able to comply with the other standards as if there is insufficient data on staff skills, the Council cannot adequately plan in terms of staff required in the organisation in order to comply with the Standards.
- 9.18 It is very disappointing and concerning that the Council has not realised or respected the importance of the requirement of this Standard. Neither is there any evidence that they understand the long-term consequences of not complying fully with this Standard in the context of the other Standards. It is clear that the Council does not have a strategy to fill its language skills gaps.
- 9.19 That is a failure to comply with Standard 127.

Determination of whether there has been a failure to comply with standard 127

- 9.20 I determine that the Council has failed to comply with Standard 127 on the basis that the Council does not ensure that it assesses the Welsh language skills of its employees.

Further action

- 9.21 Section 77 of the Welsh Language Measure allows me to take further action where there has been a failure.
- 9.22 In the case of my determination that the Council has failed to comply with standard 127, I will be taking further action for the purpose of preventing the continuation of the failure to comply.
- 9.23 Details of the further action are set out below.

Standard 127: Requirement to take action in accordance with section 77 of the Welsh Language Measure

1. The Council must ensure that it has a procedure in place to assess the Welsh language skills of its employees.
2. The Council must ensure that those skills are assessed annually.
3. The Council must record the results of those annual assessments.

4. The Council must provide written evidence to satisfy the Welsh Language Commissioner that enforcement actions 1 - 3 have been completed.

Timetable: Within 12 months of the date of issuing the final determination.

10 Compliance with standard 130: Assessment, findings and determination

Wording of the standard

10.1 This is the standard as it appears in the compliance notice issued to the Council:

Standard 130

You must provide opportunities during working hours -
(a) for your employees to receive basic Welsh language lessons, and
(b) for employees who manage others to receive training on using the Welsh language in their role as managers.

Imposition day: 30/03/2016

Interpretations

10.2 The Welsh Language Standards Regulations Code of Practice (No. 1) 2015 notes in paragraph 6.8.30:

“Standard 130

6.8.30. A body must provide opportunities during working hours: for its employees to receive basic Welsh language lessons, and for employees who manage others to receive training on using the Welsh language in their role as managers.”

10.3 The term ‘basic Welsh language lessons’ is defined in the Code of Practice as lessons to learn basic Welsh language skills, such as listening, understanding, reading, speaking and writing skills. The aim of these lessons would be to allow an employee to undertake basic functions through the medium of Welsh.

Requirements of the standard

10.4 A body must provide opportunities during working hours for its employees to receive basic Welsh language lessons, and for employees who manage others to receive training on using the Welsh language in their role as managers.

Considering compliance with the standard

10.5 There are two parts to the requirements of this standard. Firstly, the Council must provide opportunities during working hours for its employees to receive basic Welsh lessons. Secondly, those who manage other people must receive training on using the Welsh language in their role as managers.

10.6 In its evidence, the Council claimed it had been promoting the Welsh Government's on-line Welsh at Work language course since 2019. The Council said that its staff from across the entire organisation was allowed to attend training during normal working hours. The Council claimed that a number of basic Welsh resources were also available to members of staff such as on their intranet 'Bilingual greetings and key words' and 'Useful Phrases'.

10.7 The Council stated that they do not know how many Council staff have received basic Welsh lessons in the last three years as this is not something that is currently recorded. The Council went on to claim, however, that all staff dealing with receiving telephone calls to the Council's Contact Centre telephone number had received basic Welsh language skills training during the last three years. The Council stated that this process was currently ongoing and had been extended to staff within the IAA Social Services and Benefits Services teams. The Council stated this would be an ongoing process over the coming years to support refresher training and the training and development needs of staff members.

10.8 It is surprising and concerning that the Council has no record of how many Council staff have received basic Welsh lessons during the last three years. I suggest that it is unusual for staff training courses not to be centrally recorded by an organization such as the Council and I ask whether it is only Welsh language training that is not recorded by the Council and if so, why?

10.9 Neither the Measure nor the Code of Practice define what is required in the context of 'providing opportunities' under this Standard. In the context of the remainder of the evidence submitted by the Council, however, it appears that there is a shortage of staff within those who provide a telephone service, who have basic skills in Welsh. I would therefore have expected the Council to place more emphasis and prioritise giving staff opportunities to receive Welsh language training and offer that proactively, encouraging staff to take those opportunities. Recording the language skills correctly after assessing those skills allows the organisation to identify where more staff with basic Welsh language skills are needed. It enables the Council to then go on to provide opportunities during working hours for those staff to attend basic Welsh language lessons.

10.10 I accept the Council's evidence that a percentage of the information submitted covers the period of dealing with a pandemic and that normal patterns of training may not be in place. However, if robust procedures are in place, an organisation is more likely to succeed. As the Council does not even record who has received basic Welsh language training at present, I suggest that there is no robust procedure within this organisation to ensure compliance with the Standard.

10.11 The second part of the Standard requires those who manage other people must receive training on using the Welsh language in their role as managers. The Council has not submitted any evidence that it provides opportunities for managers to use the Welsh language in managing. Therefore, I must conclude that relevant training on management through the medium of Welsh is not offered to managers.

Findings

10.12 A body must provide opportunities during working hours for its employees to receive basic Welsh language lessons, and for employees who manage others to receive training on using the Welsh language in their role as managers.

10.13 As the Council does not have a record of how many staff have received basic Welsh language training over the last three years, it raises suspicions that there is no robust procedure in place in terms of compliance with Standard 130 and in terms of offering opportunities for staff to receive basic Welsh language training.

10.14 No evidence has been submitted that staff who manage other people have the opportunity to receive training on the use of Welsh in their role as managers.

10.15 This is a failure to comply with Standard 130.

Determination of whether there has been a failure to comply with standard 130

10.16 I determine that the Council has failed to comply with standard 130.

Further action

10.17 Section 77 of the Welsh Language Measure allows me to take further action where there has been a failure.

10.18 In the case of my determination that the Council has failed to comply with standard 130, I will be taking further action for the purpose of preventing the continuation of the failure to comply.

10.19 Details of the further action are set out below.

Standard 130: Requirement to take action in accordance with section 77 of the Welsh Language Measure

1. The Council must create a procedure to provide opportunities during working for its employees to have basic Welsh language lessons, and for employees who manage other people to receive training on using the Welsh language in their role as managers.
2. The Council must record how many staff are offered this training and how many staff receive this training annually.
3. The Council must provide written evidence that satisfies the Welsh Language Commissioner that enforcement actions 1 - 2 have been completed.

Timetable: Within 12 months of the date of issuing the final determination.

11 Compliance with standard 131: Assessment, findings and determination

Wording of the standard

11.1 This is the standard as it appears in the compliance notice issued to the Council:

Standard 131

You must provide opportunities for your employees who have completed basic Welsh language training to receive further training free of charge to develop their language skills.

Imposition day: 30/03/2016

Interpretations

11.2 The Welsh Language Standards Regulations Code of Practice (No. 1) 2015 notes in paragraph 6.8.37 – 6.8.40:

“Standard 131

6.8.37. *A body must provide opportunities for employees who have completed basic Welsh language training to receive further training free of charge, in order to develop their language skills.*

6.8.38. *This may include training at the following levels:*

- *Entry (A1)*
- *Foundation (A2)*
- *Intermediate (B1)*
- *Advanced (B2)*
- *Proficiency (C1)*
- *or any other level which develops the employee’s Welsh language skills further beyond the level reached following the 'basic Welsh language lessons' provided in accordance with standard 130.*

6.8.39. *The kind of training may also include training to develop the language skills of employees who are already fluent in Welsh, but that want to:*

- *refine their Welsh language skills, or*
- *develop confidence to use their language skills to draft documents and correspondence bilingually.*

6.8.40. *The body may ensure that the training is provided during normal working hours, but that is not required in order to comply with the standard. However, the body is expected to ensure that the hours offered to the employee would not place them at a disadvantage.”*

Requirements of the standard

11.3 A body must provide opportunities for employees who have completed basic Welsh language training to receive further training free of charge, in order to develop their language skills.

Considering compliance with the standard

11.4 In its evidence, the Council stated that it was not aware how many Council staff had completed further Welsh language training as this was not something they recorded. However, the Council stated that further Welsh language training opportunities were currently being promoted across the organisation.

11.5 The Council stated that within their Customer Services all staff (in the Contact Centre and Community Hubs) were currently receiving basic training in Welsh. The council claimed that all Community Hub staff and 1 Contact Centre member of staff were moving on to more detailed long-term Welsh courses in the future. The Council stated that this would form part of their future training and development plans and would support the delivery of customer services to users.

11.6 The Council has not provided evidence that training opportunities are being provided. I would have expected to see a copy of messages promoting the opportunities, screenshots of messages on the intranet, leaflets, or posters showing how the Council provides opportunities to receive Welsh language training. It appears that if the Council does not assess language skills in accordance with the Standard nor records which staff receive basic Welsh language training, it is then not possible for the Council, in practice, to target further training and provide adequate opportunities for relevant staff to receive further training in order to develop their language skills in accordance with the Standard.

Findings

11.7 A body must provide opportunities for employees who have completed basic Welsh language training to receive further training free of charge, in order to develop their language skills.

11.8 As the Council does not have a record of how many staff have received further training over the last three years and there is no evidence to show that opportunities have been provided, it raises suspicions that the Council does not comply with Standard 131 in terms of offering opportunities for staff to receive basic Welsh language training.

11.9 This is a failure to comply with Standard 131.

Determination of whether there has been a failure to comply with standard 131

11.10 I determine that the Council has failed to comply with standard 131.

Further action

11.11 Section 77 of the Welsh Language Measure allows me to take further action where there has been a failure.

11.12 In the case of my determination that the Council has failed to comply with standard 131, I will be taking further action for the purpose of preventing the continuation of the failure to comply.

11.13 Details of the further action are set out below.

Standard 131: Requirement to take action in accordance with section 77 of the Welsh Language Measure

1. The Council must create a procedure to provide opportunities for its employees who have completed basic Welsh language training to receive further training free of charge, to develop their language skills.
2. The Council must record how many staff are offered this training and how many staff receive this training annually.
3. The Council must provide written evidence that satisfies the Welsh Language Commissioner that enforcement actions 1 - 2 have been completed.

Timetable: Within 12 months of the date of issuing the final determination.

12 Compliance with standard 132: Assessment, findings and determination

Wording of the standard

12.1 This is the standard as it appears in the compliance notice issued to the Council:

Standard 132

You must provide training courses so that your employees develop -

- (a) awareness of the Welsh language (including awareness of the history of the language and its place in the culture of Wales);
- (b) an understanding of the duty to operate in accordance with the Welsh language standards;
30/09/2016
- (c) an understanding of how the Welsh language can be used in the workplace.

Imposition day: 30/09/2016

Interpretations

12.2 The Welsh Language Standards Regulations Code of Practice (No. 1) 2015 notes in paragraph 6.8.41 – 6.8.43:

“Standard 132

6.8.41. *A body must provide employees with training in the following areas:*

- *awareness of the Welsh language*
- *an understanding of the duty to operate in accordance with the Welsh language standards, and*
- *an understanding of how the Welsh language can be used in the workplace.*

6.8.42. *The training does not have to be provided in Welsh in accordance with this standard, but a body is expected to consider the requirements on the body in accordance with standard 128, to provide training in Welsh if it provided it in the relevant training areas.*

6.8.43. *Examples of what can be offered as part of the training may include:*

- **awareness of the Welsh language**— *this may include information on the history of the language, the origin of the Welsh language, facts about the Welsh language (such as Census information), the benefits of using the Welsh language or information on the Welsh Language Commissioner*

- ***an understanding of the duty to operate in accordance with the Welsh language standards*** – this may include information on the exact standards with which the body must comply and also information on the Measure and its objectives
- ***an understanding of how the Welsh language can be used in the workplace*** – this may include information on how the body is promoting and facilitating use of Welsh in the workplace or information on the operational standards in the regulations and the rights resulting from those.”

Requirements of the standard

12.3 An organisation must provide training to its staff on awareness of the Welsh language, an understanding of the duty to operate in accordance with the Welsh Language Standards and an understanding of the way in which the Welsh language can be used in the workplace.

Considering compliance with the standard

12.4 The inclusion of Welsh Language Awareness Training under this Standard as part of staff training ensures that staff (Welsh speakers and non-Welsh speakers) are able to treat service users who speak Welsh in a sensitive and informed manner. A lack of linguistic awareness or sensitivity by members of staff can have a negative impact on the experience of users and prevent them from using the Welsh language in the future.

12.5 The experience of our mystery caller when using the Council's telephone service suggested that the person answering the telephone did not have sufficient awareness of the Welsh language. Not only was a Welsh language service not received but neither was it acknowledged that our mystery caller had spoken in Welsh.

12.6 I asked the Council in question 17 of the evidence notice to provide details of all training sessions provided to staff on (a) awareness of the Welsh language (including awareness of the history of the language and its place in the culture of Wales); (b) an understanding of the duty to act in accordance with Welsh language standards; (c) an understanding of how the Welsh language can be used in the workplace in the last 3 years. I also asked the Council to provide details of the posts held by the staff who attended and their areas of work.

12.7 The Council did not answer this question in any detail. The Council stated that the Council's Workforce Development Strategy promoted and encouraged staff to seek out training and development opportunities, including in Welsh, and that this was facilitated through their existing arrangements for managers. The Council stated that it referred staff to any known training opportunities available.

12.8 I then asked for details of all Welsh language awareness training sessions that had been provided to contact centre staff in the last 3 years.

12.9 The Council stated that language improvement sessions were 'in the process' of being held with all members of Customer Service staff, including Community Hubs, the Contact Centre and Benefits Services. The Council claimed that basic Welsh

language training and common phrases were given at Team Meetings and 1 to 1 sessions to support the delivery of Customer Services to residents.

- 12.10 It seems to me that the answers given by the Council to the questions about Welsh language awareness training are deliberately ambiguous. The questions asked for clear answers and details of the training given to staff in this area. I have not received any evidence from the Council that these sessions have been given to staff in accordance with Standard 132.

Findings

- 12.11 A body must provide training to its employees on awareness of the Welsh language, an understanding of the duty to operate in accordance with the Welsh Language Standards and an understanding of the way in which the Welsh language can be used in the workplace.
- 12.12 In the report '*English by default: Understanding the use and non-use of Welsh language services*' by Citizens Advice dated 2015, it is noted:
- "A lack of language awareness or sensitivity on the part of staff members can impact negatively on consumer experience and also deters future use of Welsh on the part of the consumer."*
- 12.13 The body should provide the training to its employees on Welsh language awareness in order to ensure that staff (Welsh speakers and non-Welsh speakers) are able to treat service users who speak Welsh in a sensitive and informed manner.
- 12.14 Language awareness, namely that staff awareness of the requirements is essential if the organisation is to (i) comply with the standards (ii) provide a good experience for Welsh speakers. It is not possible for the Council to comply with the Standards if staff do not know what the requirements are and how to comply with those Standards.
- 12.15 This is a fundamental failure by the Council and a further example of the Council's indifferent approach to compliance with the standards.
- 12.16 Although the Council claims that language improvement training is provided by the Council, I have not received any evidence from the Council that the Welsh language awareness sessions have been provided to staff in accordance with Standard 132.
- 12.17 This is a failure to comply with Standard 132.

Determination of whether there has been a failure to comply with standard 132

- 12.18 I determine that the Council has not complied with Standard 132 on the basis that no evidence has been submitted of training on Welsh language awareness and understanding of the duty to operate in accordance with the Welsh language standards, and an understanding of how the Welsh language can be used in the workplace.

Further action

- 12.19 Section 77 of the Welsh Language Measure allows me to take further action where there has been a failure.

12.20 In the case of my determination that the Council has failed to comply with standard 132, I will be taking further action for the purpose of preventing the continuation of the failure to comply.

12.21 Details of the further action are set out below.

Standard 132: Requirement to take action in accordance with section 77 of the Welsh Language Measure

1. The Council must provide training to its employees on awareness of the Welsh language, an understanding of the duty to operate in accordance with the Welsh Language Standards and an understanding of the way in which the Welsh language can be used in the workplace.
2. The Council must have a procedure in place that ensures this training is repeated periodically.
3. The Council must provide written evidence that satisfies the Welsh Language Commissioner that enforcement actions 1 - 2 have been completed.

Timetable: Within 12 months of the date of issuing the final determination.

13 Compliance with standard 133: Assessment, findings and determination

Wording of the standard

13.1 This is the standard as it appears in the compliance notice issued to the Council:

Standard 133

When providing information to new employees (for example, by means of an induction process), you must provide information for the purpose of raising their awareness of the Welsh language.

Imposition day: 30/09/2016

Interpretations

13.2 The Welsh Language Standards Regulations Code of Practice (No. 1) 2015 notes in paragraph 6.8.44 – 6.8.46:

“Standard 133

6.8.44. *If a body provides information to new employees (e.g. by means of the induction process), it must provide information for the purpose of raising their awareness of the Welsh language.*

6.8.45. *The information could be provided as part of training or in the form of a document. This information does not have to be provided in Welsh in accordance with this standard, but the body is expected to consider what is required of it under standard 128, to provide the information in Welsh if provided in the relevant training areas.*

6.8.46. *A body may provide information which includes:*

- *information on the language’s history*
- *information on the origin of the Welsh language*
- *facts about the Welsh language (such as Census information)*
- *information on the Welsh language in the area served by the body*
- *the benefits and importance of using the Welsh language*
- *information on the Welsh Language Commissioner, the standards and language duties.”*

Requirements of the standard

13.3 The Standard requires a body, if it provides information to new employees (e.g. by means of the induction process), to provide information for the purpose of raising their awareness of the Welsh language.

Considering compliance with the standard

13.4 In the Second Evidence Notice, I asked the Council for details of the guidelines and/or training provided to new staff on Welsh language awareness and compliance with the Welsh Language Standards. The Council stated that all new staff received the Council's Corporate Induction session when (a) (b) and (c) were included by the Manager under the Council's Corporate Policies i.e. the Well-being of Future Generations Act, Welsh Language Standards etc.

13.5 The Code of Practice explains that providing information for the purpose of raising awareness of the Welsh language may include providing information about the history of the language, the origin of the Welsh language, facts about the Welsh language (such as information from the Census), information about the Welsh language in the area served by the body, the advantages and importance of using the Welsh language and information about the Welsh Language Commissioner, the standards and language duties. Although an organisation does not need to take all of the steps suggested in the Code of Practice in order to comply with the Standard, it is reasonable to consider that an organisation should be taking some of these steps. However, it is arguable that an organisation should be doing more than one of the actions suggested in the Code of Practice in order to comply.

13.6 Although no thorough information has been submitted on the training provided, it appears from the Council's response that they provide information on the Welsh language standards to new employees as part of the induction process. Therefore, it appears likely that if the Council provides full information about the Welsh language standards, the Council would provide information about the Welsh Language Commissioner, the standards and the Council's language duties.

13.7 However, the Council has not submitted evidence suggesting that it provides new employees with any further training on Welsh language awareness. I suggest that this is a missed opportunity by the organisation as it is an invaluable opportunity to immerse staff immediately as they join the organisation in the importance, history and origin of the language.

13.8 I do not believe that providing information about the Standards alone, as is suggested is being done by the Council, amounts to compliance with the requirement to provide information in order to raise awareness of the Welsh language to new employees. Providing information and training about the Standards is fundamental information that many Council staff will need to receive in any event, by virtue of their posts, especially if they deal with the public. The Standards relating to raising awareness go further than that and ask an organisation to raise wider awareness of the Welsh language and its history.

Findings

13.9 The Standard requires a body, if it provides information to new employees (e.g. by means of the induction process), to provide information for the purpose of raising their awareness of the Welsh language.

- 13.10 The body should provide the training to its employees on Welsh language awareness as part of staff induction training in order to ensure that staff (Welsh speakers and non-Welsh speakers) are able to treat service users who speak Welsh in a sensitive and informed manner.
- 13.11 The Council could easily comply with these standards by creating a package that could be re-used over and over and over and the fact that they have not done so after 6 years is further evidence of the Council's indifference to the Standards regime.
- 13.12 Although the Council claims that training is provided to new employees in relation to Welsh Language Standards, I have not received any evidence from the Council that information in order to raise their awareness of the Welsh language has been provided in accordance with Standard 133.
- 13.13 This is a failure to comply with Standard 133.

Determination of whether there has been a failure to comply with standard 133

- 13.14 I determine that the Council has not complied with Standard 133 on the basis that no evidence has been presented that information for the purpose of raising new employees' awareness of the Welsh language has been provided in accordance with Standard 133.

Further action

- 13.15 Section 77 of the Welsh Language Measure allows me to take further action where there has been a failure.
- 13.16 In the case of my determination that the Council has failed to comply with standard 133, I will be taking further action for the purpose of preventing the continuation of the failure to comply.
- 13.17 Details of the further action are set out below.

Standard 133: Requirement to take action in accordance with section 77 of the Welsh Language Measure

1. The Council must modify its induction procedures and sessions to include the provision of information to new employees for the purpose of raising their awareness of the Welsh language.
2. The Council must prepare an information pack on the Welsh language and share this pack with all new members of staff.
3. The Council must provide written evidence that satisfies the Welsh Language Commissioner that it has carried out enforcement actions 1 and 2.

Timetable: Within 12 months of the date of issuing the final determination.

14 Compliance with standard 136: Assessment, findings and determination

Wording of the standard

14.1 This is the standard as it appears in the compliance notice issued to the Council:

Standard 136

When assessing the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply

-

- (a) Welsh language skills are essential;
- (b) Welsh language skills need to be learnt when appointed to the post;
- (c) Welsh language skills are desirable; or
- (ch) Welsh language skills are not necessary.

Imposition day: 30/03/2016

Interpretations

14.2 The Welsh Language Standards Regulations Code of Practice (No. 1) 2015 notes in paragraph 6.9.2 – 6.9.8:

14.3 “**Standard 136**

6.9.2. *If a body assesses the requirements for a new or vacant post, it must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply:*

- *Welsh language skills are essential*
- *Welsh language skills need to be learnt when appointed to the post*
- *Welsh language skills are desirable*
- *Welsh language skills are not necessary.*

6.9.3. *In order to assess the linguistic requirements of a post, a body is expected to consider linguistic needs as a matter of course when a new post is created or when a vacancy arises, looking at the body's ability to meet the requirements of the standards alongside that.*

6.9.4. *It should be noted that a body must keep a record of each assessment held in relation to standard 136 in accordance with standards 153 and 154.*

6.9.5. *The following may be considered as part of the criteria when considering how to determine the need for Welsh language skills for the post:*

- *the function of the role—is there any external contact where a member of staff is expected to be able to communicate in both Welsh and English; does the post holder work in a specific geographical area where there is a high number or percentage of Welsh speakers*
 - *the local considerations of an organisation's language policy e.g. the need for internal administration or more internal administration through the medium of Welsh, or that a minimum level of Welsh language skills is set for specific roles within a policy*
 - *the current numbers of staff available to provide a service in Welsh—a body is expected to refer to its skills assessment in accordance with standard 127, referring to any gaps in language skills to provide services*
 - *the need to deal with other organisations whose internal administration is undertaken through the medium of Welsh or bilingually.*
- 6.9.6. *Welsh language skills are usually 'essential' in a situation where no-one is available to provide a service through the medium of Welsh or if more Welsh-speaking staff are required to provide a service in Welsh.*
- 6.9.7. *If Welsh language skills are not essential, a body may come to the conclusion that Welsh language skills are 'desirable'. This may include a situation where the organisation already has capacity to be able to provide a specific service in Welsh, but that it would be desirable to reinforce that Welsh language provision by recruiting more staff with Welsh language skills to provide the service. Generally, if Welsh language skills are 'desirable' for a post, then a body may assume that an applicant with Welsh language skills has an advantage over another applicant when being considered for a post but it would not be necessary for the successful applicant to possess those skills.*
- 6.9.8. *A body may determine that a post requires learning Welsh language skills when someone is appointed to the role. Usually, those appointed to a role would need to reach a particular level of fluency as a condition of their appointment. That condition is usually noted in the job advertisement. An example of a situation where posts are categorised like this may include: if a body has identified a post where Welsh language skills are essential, but there have been difficulties appointing a candidate with Welsh language skills to that role and it is decided to re-advertise that role; and*
- *if a body knows for certain that there is a significant shortage of persons with Welsh language skills who can undertake the role in question, and that it is likely that a non-Welsh speaker will have to be appointed (e.g. a highly specialised role)."*

14.4 For the purposes of standards 136 and 136A only, it is noted in Schedule 3, Part 3, Paragraph 15 of the regulations: “(a) “post” includes a public appointment (b) “public appointment” means any appointment to a public body or public office.”

14.5 It is noted in 6.9.13 of the Code of Practice that this includes any new post within the body or any vacancy after the imposition day, whether the post is a permanent or temporary post, or a post which is advertised internally only or externally.

Requirements of the standard

- 14.6 The Standard requires a body when assessing the requirements for a new or vacant post, to assess the need for Welsh language skills, and to categorise it as a post where one or more of the following apply:
- (a) Welsh language skills are essential
 - (b) Welsh language skills need to be learnt when appointed to the post
 - (c) Welsh language skills are desirable
 - (d) Welsh language skills are not necessary.

Considering compliance with the standard

- 14.7 In their evidence in response to the second Evidence Notice, the Council stated that in the last three years 2 posts had been advertised within the Contact Centre and that both posts had been advertised as posts where Welsh language skills were desirable.
- 14.8 Where the Welsh language skills of these posts in were essential, desirable or needed to be learnt, I asked the Council to provide evidence that they had noted this in the job adverts. The Council provided a copy of the '*Recruitment Authorisation* document in relation to recruitment to the team. It is noted in that document (which is dated 08.03.22) however, that 4 posts are being advertised, two full-time posts and two fixed-term posts. It therefore causes me to think that the Council's reply that only two posts had been advertised in the last three years was not correct as it appears that at least 4 posts were advertised within the last 6 months.
- 14.9 I asked the Council to explain how that assessment was made about the language skill required for these roles. The Council replied that all posts within the Contact Centre had been advertised as posts where Welsh Language skills were desirable but no further explanation was given as to how and why that assessment was determined.
- 14.10 In order to assess the linguistic requirements of a post, a body is expected to consider linguistic needs as a matter of course when a new post is created or when a vacancy arises, looking at the body's ability to meet the requirements of the standards alongside that. In the Code of Practice, it is usually noted that Welsh language skills are 'essential' in a situation where no-one is available to provide a service through the medium of Welsh or if more Welsh-speaking staff are required in order to provide a service in Welsh.
- 14.11 It is noted in the Code of Practice, if Welsh language skills are not essential, a body may come to the conclusion that Welsh language skills are 'desirable'. This may include a situation where the organisation already has capacity to be able to provide a specific service in Welsh, but that it would be desirable to reinforce that Welsh language provision by recruiting more staff with Welsh language skills to provide the service.
- 14.12 Examples are given in the Code of Practice of some matters that may be considered as part of the criteria when considering how to determine the need for Welsh language skills for a post. It is noted, for example, that an organisation may

consider whether there is any external contact where a member of staff is expected to be able to communicate in both Welsh and English and also to consider the current number of staff available to provide a service in Welsh.

- 14.13 A body must keep a record of each assessment held in relation to standard 136 in accordance with standards 153 and 154. The Council has provided a copy of the 'Recruitment Authorisation' document which gives some considerations or questions to consider when assessing the skills required. The document also notes that the management team has decided that all roles within the Council are to be designated as posts where the Welsh language is at least desirable.
- 14.14 In the answers, the Council has confirmed that the role deals with the public, that the role deals with the public 'consistently' (i.e. on a daily basis). However, in the third question which asks how likely it is that the role needs to deal with the public through the medium of Welsh, the person who has completed the assessment has noted 'very unlikely'.
- 14.15 Two further questions within the assessment regarding Welsh language skills required have not been answered at all:

"Please provide any relevant evidence that supports this role frequency and likelihood of involvement with the public through the medium of Welsh Language Standards? Examples being current service user levels, requirements under the Welsh Language Standards, levels of Welsh language usage and fluency in the area and for members of the public."

"Are there any other factors relating to this role that should be considered as part of the Welsh encouragement job assessment? e.g. working with staff that require Welsh language engagement, meeting other relevant standard requirements e.g. dealing with correspondence, holding events, meetings regarding individuals well-being, etc."

- 14.16 Although the document shows considerations in reaching the decision regarding the post's category, it appears from the Council's response, however, that it is a matter of routine that contact centre posts are advertised as posts where Welsh language skills are 'desirable'. It is expected, rather, that there is conscientious consideration at all times of what skills are needed in the role being advertised and within that department. No evidence has been given of a rational process or considerations as to why these posts are assessed as posts where the Welsh language is desirable. No evidence has been submitted in this case as to why it was 'very unlikely' that the person receiving the role needed to deal with the public through the medium of Welsh.
- 14.17 It is clear from the results of the remainder of this investigation that there is a shortage of staff with the skills to offer a Welsh language service within the telephone call taking department. It is also clear that these posts are ones with high external contact where it is expected, in accordance with the Standards, that some members of staff are able to communicate in Welsh. Therefore, although it is up to the organisation to assess the posts, I am surprised that no further consideration is given to the department's capacity to provide a Welsh language service in accordance with the Standards in assessing the need for Welsh language skills when recruiting posts. This is especially so within a department that deals so closely with the public.

14.18 The Council has identified the need for Welsh language skills, and categorised it in terms of the level of skills required. However, I have not received evidence that an 'assessment' has been carried out specifically for the role advertised here. It seems that this is a tick-box, mindless exercise. No rationale has been given in the assessment (two questions that require evidence or rationale have not been answered) as to why it is very unlikely that this member of staff would need to deal with staff in Welsh. It is noted in the Welsh Language Commissioner's Good Practice Advice Document dated September 2020 that it is *'essential that assessments are based on the understanding of the need for Welsh language skills. It's also important to have solid arrangements to ensure assessments are being completed.'* I have not received evidence that this is in place within the Council in recruiting and this is a failure to comply with the Standard.

Findings

14.19 The Standard requires a body when assessing the requirements for a new or vacant post, to assess the need for Welsh language skills, and to categorise it as a post where one or more of the following apply:

- (a) Welsh language skills are essential
- (b) Welsh language skills need to be learnt when appointed to the post
- (c) Welsh language skills are desirable
- (d) Welsh language skills are not necessary.

14.20 Although the Council has categorised the post I was given as an example in their evidence as one where Welsh language skills were desirable, there is no evidence that considerations have taken place in terms of the department's Welsh language needs and those of the role.

14.21 This is a failure to comply with Standard 136.

Determination of whether there has been a failure to comply with standard 136

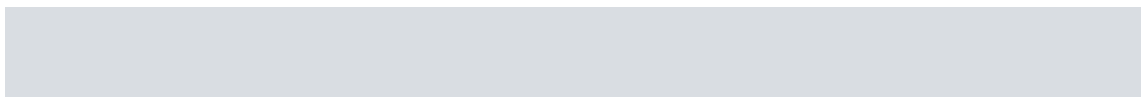
14.22 I determine that the Council has failed to comply with standard 136 on the basis that there is no evidence that there have been conscientious considerations relating to the Welsh language in assessing and categorising the language skills of posts.

Further action

14.23 Section 77 of the Welsh Language Measure allows me to take further action where there has been a failure.

14.24 In the case of my determination that the Council has failed to comply with standard 136, I will be taking further action for the purpose of preventing the continuation of the failure to comply.

14.25 Details of the further action are set out below.



Standard 136: Requirement to take action in accordance with section 77 of the Welsh Language Measure

1. The Council must provide training to staff who assess the language skills needs for a new or vacant post on how to carry out assessments that comply with the requirements of Standard 136.
2. The Council must prepare guidelines for staff on how to carry out an assessment of the linguistic skills needs of a post.
3. In carrying out assessments under Standard 136, the Council must, on all occasions, consider capacity within the post's area of work to provide a Welsh language service in accordance with the Standards and consider whether the post should be advertised as a post where Welsh language skills are essential.
4. The Council must provide written evidence that satisfies the Welsh Language Commissioner that enforcement actions 1 - 3 have been completed.

Timetable: Within 12 months of the date of issuing the final determination.

15 Compliance with standard 136A: Assessment, findings and determination

Wording of the standard

15.1 This is the standard as it appears in the compliance notice issued to the Council:

Standard 136A

If you have categorised a post as one in which Welsh language skills are essential, desirable or need to be learnt, you must -

- (a) specify that when advertising the post, and
- (b) advertise the post in Welsh.

Imposition day: 30/03/2016

Interpretations

15.2 The Welsh Language Standards Regulations Code of Practice (No. 1) 2015 notes in paragraph 6.9.2 – 6.9.8:

15.3 “**Standard 136A**

6.9.9. *If a body has categorised a post (in accordance with standard 136) as one where Welsh language skills are essential, desirable or need to be learnt it must: specify that when advertising the post and advertise the post in Welsh.*

6.9.10. *This may include identifying the category of the post in the job description, the person specification and the advertisement itself (in the press, in adverts or on the body's website).*

6.9.11. *A body may decide to advertise posts where the Welsh language is essential in Welsh only if it wishes. For example, a body may decide to advertise in Welsh only in Welsh language publications or do so with a short explanation in English in advertisements published in English language publications.”*

Requirements of the standard

15.4 If a body has categorised a post as one where Welsh language skills are essential, desirable or need to be learnt, the body must specify that when advertising the post and advertise the post in Welsh.

Considering compliance with the standard

15.5 In their evidence in response to the second Evidence Notice, the Council stated that in the last three years 2 posts had been advertised within the Contact Centre and that both posts had been advertised as posts where Welsh language skills were desirable. Under Standard 136A, therefore, the Council needed to specify this when advertising the post, and advertise the post in Welsh.

- 15.6 I asked the Council to provide evidence that they had noted this in the job adverts. I also asked the Council to provide evidence that the posts had been advertised in Welsh.
- 15.7 The Council provided a copy of a job description for a post within the Contact Centre. In the job description, the fact that Welsh language skills are desirable for the post has been noted within the job description, in accordance with the Standard. However, I suggest that there is a lack of care in completing this job description in the context of the Welsh language and that the information is unclear to applicants. There is conflicting information about the Welsh language skills in the document. In one place, 'Essential' is noted next to 'Welsh language skills are essential (levels 4 and 5)' but then a cross has been placed next to the need for '0' level in terms of Speaking / Listening, Reading and Understanding and Writing skills. The document goes on to note that the ability to communicate in Welsh is desirable. It does not appear that the document has been completed correctly or at the very least, the information is unclear to applicants.
- 15.8 The Welsh Language Commissioner's 'Recruitment' Advice Document dated September 2020 provides good practice in recruitment stating that it is beneficial for advertisements and job descriptions to be clear when describing the necessary skill or qualification to work through the medium of Welsh. One method of doing this is by using relevant, easy to understand wording when advertising.
- 15.9 Furthermore, no evidence has been provided that this post has been advertised in Welsh. It is possible that this post has been advertised on the Council's website bilingually but I have not received any evidence of that as the Council has provided an English only job description.
- 15.10 The Council stated on the two occasions when Contact Centre posts had been advertised over the last three years and where the posts were advertised as Welsh Language skills desirable, the Council claimed that none of the applicants for those posts could demonstrate Welsh language skills.
- 15.11 The Welsh Language Commissioner's 'Recruitment' Advice Document states how some organisations have proactively ensured that they reach potential applicants. For example, by establishing a relationship with a local further education college, or a local school sixth form to promote opportunities for young people leaving, engaging with local bodies and organisations, and erecting posters in the area, rather than advertising on the organisation's corporate website only. Some organisations had produced a video for the media and the web in order to promote a campaign to recruit more Welsh speakers.

Findings

- 15.12 If a body has categorised a post as one where Welsh language skills are essential, desirable or need to be learnt, the body must specify that when advertising the post and advertise the post in Welsh.
- 15.13 In the example of a job description that has been submitted, the Council has determined that Welsh language skills are desirable (although there is some confusion about this in the job description) but no evidence has been received that the post has been advertised in Welsh.

15.14 That is a failure to comply with Standard 136A.

Determination of whether there has been a failure to comply with standard 136A

15.15 I determine that the Council has failed to comply with Standard 136A as no evidence has been submitted that the post referred to in the evidence has been advertised in Welsh.

Further action

15.16 Section 77 of the Welsh Language Measure allows me to take further action where there has been a failure.

15.17 In the case of my determination that the Council has failed to comply with standard 136A, I will be taking further action for the purpose of preventing the continuation of the failure to comply.

15.18 Details of the further action are set out below.

Standard 136A: Requirement to take action in accordance with section 77 of the Welsh Language Measure

1. The Council must change its procedures so that when the Council categorises a post as one where Welsh language skills are essential, desirable or need to be learnt, the body must specify that when advertising the post and advertise the post in Welsh in accordance with standard 136A.
2. The Council must provide written evidence that satisfies the Welsh Language Commissioner that enforcement action 1 has been completed.

Timetable: Within 12 months of the date of issuing the final determination.

Operational Standards: Requirement to prepare an Action Plan in accordance with section 77 of the Welsh Language Measure

Due to failures across several of the Operational Standards, the requirement to prepare an Action Plan below deals with the failures seen across those Standards that have been subject of this investigation.

An Action Plan must be prepared and completed in accordance with the guidance set out in the Investigation Report, and in accordance with the guidance contained in the supplementary Advice Document.

1. Blaenau Gwent County Borough Council must prepare a draft Action Plan of its arrangements for the purpose of ensuring that the Council complies with the Operational Standards that have been the subject of this investigation;
2. The action plan must set out the actions the Council will take to enable them to comply with the Operational Standards that is the subject of this inquiry.
3. The actions within the Action Plan must include a commitment from the Council to:
 - hold a root and branch review of its arrangements for complying with the Service Delivery Standards that have been the subject of this investigation;
 - prepare a plan for how the organisation wants to ensure compliance with the Operational Standards across the organisation where this investigation has found a failure to comply with them;
 - increase its understanding of the requirements of the standards relevant to the investigation here and in particular in relation to their as regards language skills assessment, Welsh language training and assessing the language needs of posts.
4. The action plan must contain the following information:
 - who will be responsible and accountable for taking each of the actions in the plan
 - ensuring that members of the Senior Management Team have a role in scrutinising the Council's progress against that scheme.
 - a timetable for the delivery of each of the actions within the plan with each one of the actions to be carried out in no more than 12 months from the date the plan is approved.

Timetable: The Council must submit a draft action plan in accordance with the requirements under Section 80 Welsh Language Measure within **3 months** of receipt of the final decision.



The Welsh Language Commissioner to publicise the failure to comply:

Due to my dissatisfaction with several elements of the Council's compliance with the Welsh Language Standards within the investigation, the Welsh Language Commissioner's office will publicise the results of this investigation and will publish the investigation report produced in relation to the investigation on the Welsh Language Commissioner's website.

The Welsh Language Commissioner's office will publicise the Council's failure to comply with the above standards by issuing a statement regarding the failure to the press no less than 28 days after the date of publication of the Commissioner's final determination.



Comisiynydd y
Gymraeg
Welsh Language
Commissioner

Decision notice

To: Blaenau Gwent County Borough Council
Case number: CS092
Date: 31/10/2022

Determination

As a result of a complaint from a member of the public, I conducted an investigation under section 71 of the Welsh Language (Wales) Measure 2011 to determine whether there had been a failure by Blaenau Gwent County Borough Council to comply with Welsh language standards.

The standards relevant to the investigation are as follows:

Standard 8

When a person contacts you on your main telephone number (or on one of your main telephone numbers), or on any helpline numbers or call centre numbers, you must greet the person in Welsh.

Imposition day: 03/03/2016

I determine that Blaenau Gwent County Borough Council has failed to comply with standard 8.

The basis of my determination is that the Council has failed to comply with Standard 8 on the basis that our mystery caller did not receive a greeting in Welsh on two telephone calls.

Standard 11

When a person contacts you on your main telephone number (or on one of your main telephone numbers), or on any helpline numbers or call centre numbers, you must deal with the call in Welsh if the person so wishes -

(a) until it is necessary to transfer the call to a member of non-Welsh speaking staff who can provide service on a specific subject matter; and
(b) until no Welsh speaking member of staff is available to provide service on that specific subject matter.

Imposition day: 03/03/2016

I determine that Blaenau Gwent County Borough Council has failed to comply with standard 11.

The basis of my determination is that the Council did not deal with our mystery caller's calls in Welsh until it was necessary to transfer the call to a non-Welsh speaking member of staff who could provide a service on a specific subject; and (b) until there was no member of Welsh speaking staff available to provide a service on that specific subject.

Standard 17

When there is no Welsh language service available on your main telephone number (or on one of your main telephone numbers), on any helpline numbers or call centre numbers, you must inform the caller (whether by means of an automated message or otherwise) when a Welsh language service will be available.

Imposition day: 03/03/2016

I determine that Blaenau Gwent County Borough Council has failed to comply with standard 17.

The basis of my determination is that the caller was not informed (whether by means of an automated message or otherwise) when a Welsh language service would be available even though a Welsh language service was not available on the Council's main telephone number.

Standard 81

You must promote any Welsh language service you provide, and advertise that service in Welsh.

Imposition day: 30/03/2016

I determine that Blaenau Gwent County Borough Council has not failed to comply with standard 81.

The basis of my determination is that some steps are being taken to promote any Welsh language telephone service they provide, and they do advertise that service in Welsh.

Standard 82

If you provide a service in Welsh which corresponds to a service you provide in English, any publicity or document you produce, or website you publish, which refers to the English language service must note that a corresponding service is available in Welsh.

Imposition day: 30/03/2016

I determine that Blaenau Gwent County Borough Council has not failed to comply with standard 82.

The basis of my determination is this investigation has not looked specifically at publicity, documents drawn up or website published, and that the Council has provided evidence suggesting that they comply with Standard 82, I have no reason to find a failure to comply with this Standard.

Standard 127

You must assess the Welsh language skills of your employees.

Imposition day: 30/03/2016

I determine that Blaenau Gwent County Borough Council has failed to comply with standard 127.

The basis of my determination is that the Council does not ensure that it assesses the Welsh language skills of its employees.

Standard 130

You must provide opportunities during working hours -
(a) for your employees to receive basic Welsh language lessons, and
(b) for employees who manage others to receive training on using the Welsh language in their role as managers.

Imposition day: 30/03/2016

I determine that Blaenau Gwent County Borough Council has failed to comply with standard 130.

The basis of my determination is that as the Council does not have a record of how many staff have received basic Welsh language training over the last three years, it raises suspicions that there is no robust procedure in place in terms of compliance with Standard 130 and in terms of offering opportunities for staff to receive basic Welsh language

training. No evidence has been submitted that staff who manage other people have the opportunity to receive training on the use of Welsh in their role as managers.

Standard 131

You must provide opportunities for your employees who have completed basic Welsh language training to receive further training free of charge to develop their language skills.

Imposition day: 30/03/2016

I determine that Blaenau Gwent County Borough Council has failed to comply with standard 131.

The basis of my determination is as the Council does not have a record of how many staff have received further training over the last three years and there is no evidence to show that opportunities have been provided, it raises suspicions that the Council does not comply with Standard 131 in terms of offering opportunities for staff to receive basic Welsh language training.

Standard 132

You must provide training courses so that your employees develop -

- (a) awareness of the Welsh language (including awareness of the history of the language and its place in the culture of Wales);
- (b) an understanding of the duty to operate in accordance with the Welsh language standards;
- (c) an understanding of how the Welsh language can be used in the workplace.

Imposition day: 30/09/2016

I determine that Blaenau Gwent County Borough Council has failed to comply with standard 132.

The basis of my determination is that no evidence has been submitted of training on Welsh language awareness and understanding of the duty to operate in accordance with the Welsh language standards, and an understanding of how the Welsh language can be used in the workplace.

Standard 133

When providing information to new employees (for example, by means of an induction process), you must provide information for the purpose of raising their awareness of the Welsh language.

Imposition day: 30/09/2016

I determine that Blaenau Gwent County Borough Council has failed to comply with standard 133.

The basis of my determination is that no evidence has been presented that information for the purpose of raising new employees' awareness of the Welsh language has been provided in accordance with Standard 133.

Standard 136

When assessing the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply

-

- (a) Welsh language skills are essential;
- (b) Welsh language skills need to be learnt when appointed to the post;
- (c) Welsh language skills are desirable; or
- (ch) Welsh language skills are not necessary.

Imposition day: 30/03/2016

I determine that Blaenau Gwent County Borough Council has failed to comply with standard 136.

The basis of my determination is that there is no evidence that there have been conscientious considerations relating to the Welsh language in assessing and categorising the language skills of posts.

Standard 136A

If you have categorised a post as one in which Welsh language skills are essential, desirable or need to be learnt, you must -

- (a) specify that when advertising the post, and
- (b) advertise the post in Welsh.

Imposition day: 30/03/2016

I determine that Blaenau Gwent County Borough Council has failed to comply with standard 136A.

The basis of my determination is that no evidence has been submitted that the post referred to in the evidence has been advertised in Welsh.

Further action

In accordance with section 77 of the Welsh Language Measure, I have decided to take further action to prevent the continuation or repetition of the failure.

Details of the further action are set out below.

Standard 8: Requirement to take action in accordance with section 77 of the Welsh Language Measure

1. The Council must develop a standard Welsh language telephone greeting.
2. The Council must train all Council staff dealing with telephone calls from the public on how to give the standard Welsh telephone greeting accurately and in compliance with Standard 8.
3. The Council must raise awareness within its staff of the importance of providing a Welsh greeting and of including a Welsh greeting at the beginning of calls.
4. The Council must evaluate any automated greeting messages to check that a greeting in Welsh is placed on the automated message if a greeting is given in English.
5. The Council must provide written evidence that satisfies the Welsh Language Commissioner that enforcement actions 1 - 4 have been completed.

Timetable: Within 12 months of the date of issuing the final determination.

Standard 11: Requirement to take action in accordance with section 77 of the Welsh Language Measure

1. The Council must put in place guidelines for all staff on how to deal with telephone calls in accordance with Standard 11.
2. The Council must ensure that it has resources to deal with all calls received in accordance with Standard 11. The Council must ensure that there are sufficient Welsh speakers in the call centre to deal with telephone calls from persons who wish to conduct the call in Welsh, in accordance with standard 11.
3. The Council must provide training to all staff dealing with telephone calls on how to provide a Welsh language service in accordance with Standard 11.
4. The Council must provide written evidence that satisfies the Welsh Language Commissioner that enforcement actions 1 - 3 have been completed.

Timetable: Within 12 months of the date of issuing the final determination.

Standard 17: Requirement to take action in accordance with section 77 of the Welsh Language Measure

1. When no Welsh language telephone service is available, the Council must inform callers when a Welsh language service will be available in accordance with standard 17.
2. The Council must provide guidance to all staff dealing with relevant telephone calls on the new procedure.
3. The Council must provide staff with training on the new procedure.

4. The Council must provide written evidence that satisfies the Welsh Language Commissioner that enforcement actions 1 - 3 have been completed.

Timetable: Within 12 months of the date of issuing the final determination.

Service Delivery Standards: Requirement to prepare an Action Plan in accordance with section 77 of the Welsh Language Measure

Due to failures across several of the Service Delivery Standards, the requirement to prepare an Action Plan below deals with the failures seen across those Standards that have been subject to this investigation.

Any Action Plan is expected to be prepared and completed in accordance with the guidance set out in the Investigation Report, and in accordance with the also contained in the supplementary Advice Document.

1. Blaenau Gwent County Borough Council must prepare a draft Action Plan of its arrangements for the purpose of ensuring that the Council complies with the Service Delivery Standards that have been the subject of this investigation;
2. The action plan must set out the actions the Council will take to enable them to comply with the Service Delivery Standards that is the subject of this inquiry.
3. The actions within the Action Plan must include a commitment from the Council to:
 - hold a root and branch review of its arrangements for complying with the Service Delivery Standards that have been the subject of this investigation;
 - prepare a plan for how the organisation wants to ensure compliance with the Service Delivery Standards where this investigation is found a failure to comply with them across the organisation;
 - prepare a human resources plan on how the Council is going to ensure adequate resources to comply with the telephone standards.
 - increase its understanding of the requirements of the standards relevant to the investigation here.
4. The action plan must contain the following information:
 - who will be responsible and accountable for taking each of the actions in the plan
 - ensuring that members of the Senior Management Team have a role in scrutinising the Council's progress against that scheme.
 - a timetable for the delivery of each of the actions within the plan with each one of the actions to be carried out in no more than 12 months from the date the plan is approved.

Timetable: The Council must submit a draft action plan in accordance with the requirements under Section 80 Welsh Language Measure within 3 months of receipt of the final decision.

Standard 127: Requirement to take action in accordance with section 77 of the Welsh Language Measure

1. The Council must ensure that it has a procedure in place to assess the Welsh language skills of its employees.
2. The Council must ensure that those skills are assessed annually.
3. The Council must record the results of those annual assessments.
4. The Council must provide written evidence to satisfy the Welsh Language Commissioner that enforcement actions 1 - 3 have been completed.

Timetable: Within 12 months of the date of issuing the final determination.

Standard 130: Requirement to take action in accordance with section 77 of the Welsh Language Measure

1. The Council must create a procedure to provide opportunities during working for its employees to have basic Welsh language lessons, and for employees who manage other people to receive training on using the Welsh language in their role as managers.
2. The Council must record how many staff are offered this training and how many staff receive this training annually.
3. The Council must provide written evidence that satisfies the Welsh Language Commissioner that enforcement actions 1 - 2 have been completed.

Timetable: Within 12 months of the date of issuing the final determination.

Standard 131: Requirement to take action in accordance with section 77 of the Welsh Language Measure

1. The Council must create a procedure to provide opportunities for its employees who have completed basic Welsh language training to receive further training free of charge, to develop their language skills.
2. The Council must record how many staff are offered this training and how many staff receive this training annually.
3. The Council must provide written evidence that satisfies the Welsh Language Commissioner that enforcement actions 1 - 2 have been completed.

Timetable: Within 12 months of the date of issuing the final determination.

Standard 132: Requirement to take action in accordance with section 77 of the Welsh Language Measure

1. The Council must provide training to its employees on awareness of the Welsh language, an understanding of the duty to operate in accordance with the Welsh Language Standards and an understanding of the way in which the Welsh language can be used in the workplace.
2. The Council must have a procedure in place that ensures this training is repeated periodically.
3. The Council must provide written evidence that satisfies the Welsh Language Commissioner that enforcement actions 1 - 2 have been completed.

Timetable: Within 12 months of the date of issuing the final determination.

Standard 133: Requirement to take action in accordance with section 77 of the Welsh Language Measure

1. The Council must modify its induction procedures and sessions to include the provision of information to new employees for the purpose of raising their awareness of the Welsh language.
2. The Council must prepare an information pack on the Welsh language and share this pack with all new members of staff.
3. The Council must provide written evidence that satisfies the Welsh Language Commissioner that it has carried out enforcement actions 1 and 2.

Timetable: Within 12 months of the date of issuing the final determination.

Standard 136: Requirement to take action in accordance with section 77 of the Welsh Language Measure

1. The Council must provide training to staff who assess the language skills needs for a new or vacant post on how to carry out assessments that comply with the requirements of Standard 136.
2. The Council must prepare guidelines for staff on how to carry out an assessment of the linguistic skills needs of a post.
3. In carrying out assessments under Standard 136, the Council must, on all occasions, consider capacity within the post's area of work to provide a Welsh language service in accordance with the Standards and consider whether the post should be advertised as a post where Welsh language skills are essential.

4. The Council must provide written evidence that satisfies the Welsh Language Commissioner that enforcement actions 1 - 3 have been completed.

Timetable: Within 12 months of the date of issuing the final determination.

Standard 136A: Requirement to take action in accordance with section 77 of the Welsh Language Measure

1. The Council must change its procedures so that when the Council categorises a post as one where Welsh language skills are essential, desirable or need to be learnt, the body must specify that when advertising the post and advertise the post in Welsh in accordance with standard 136A.
2. The Council must provide written evidence that satisfies the Welsh Language Commissioner that enforcement action 1 has been completed.

Timetable: Within 12 months of the date of issuing the final determination.

Operational Standards: Requirement to prepare an Action Plan in accordance with section 77 of the Welsh Language Measure

Due to failures across several of the Operational Standards, the requirement to prepare an Action Plan below deals with the failures seen across those Standards that have been subject of this investigation.

An Action Plan must be prepared and completed in accordance with the guidance set out in the Investigation Report, and in accordance with the guidance contained in the supplementary Advice Document.

1. Blaenau Gwent County Borough Council must prepare a draft Action Plan of its arrangements for the purpose of ensuring that the Council complies with the Operational Standards that have been the subject of this investigation;
2. The action plan must set out the actions the Council will take to enable them to comply with the Operational Standards that is the subject of this inquiry.
3. The actions within the Action Plan must include a commitment from the Council to:
 - hold a root and branch review of its arrangements for complying with the Service Delivery Standards that have been the subject of this investigation;

- prepare a plan for how the organisation wants to ensure compliance

with the Operational Standards across the organisation where this investigation has found a failure to comply with them;

- increase its understanding of the requirements of the standards relevant to the investigation here and in particular in relation to their as regards language skills assessment, Welsh language training and assessing the language needs of posts.

4. The action plan must contain the following information:

- who will be responsible and accountable for taking each of the actions in the plan
- ensuring that members of the Senior Management Team have a role in scrutinising the Council's progress against that scheme.
- a timetable for the delivery of each of the actions within the plan with each one of the actions to be carried out in no more than 12 months from the date the plan is approved.

Timetable: The Council must submit a draft action plan in accordance with the requirements under Section 80 Welsh Language Measure within **3 months** of receipt of the final decision.

The Welsh Language Commissioner to publicise the failure to comply:

Due to my dissatisfaction with several elements of the Council's compliance with the Welsh Language Standards within the investigation, the Welsh Language Commissioner's office will publicise the results of this investigation and will publish the investigation report produced in relation to the investigation on the Welsh Language Commissioner's website.

The Welsh Language Commissioner's office will publicise the Council's failure to comply with the above standards by issuing a statement regarding the failure to the press no less than 28 days after the date of publication of the Commissioner's final determination.

Right of appeal to the Welsh Language Tribunal

Where the Commissioner has determined that there has not been a failure to comply with a standard, the complainant may appeal to the Welsh Language Tribunal. Where the

Commissioner determines that a person has failed to comply with a relevant requirement, that person may appeal to the Welsh Language Tribunal. Additionally, when the Commissioner has decided to take enforcement action in relation to a failure in accordance with section 79 of the Welsh Language Measure, the Council may appeal to the Welsh Language Tribunal on the grounds that the enforcement actions are unreasonable or disproportionate. There is more information about the process in the enclosed leaflet, and on the Welsh Language Tribunal's website.

Consequences of failure to comply with a requirement in a decision notice

Should Blaenau Gwent County Borough Council fail to comply with any requirement within this decision notice, the Commissioner may apply for a county court order requiring their compliance.



Sarah King
Pennaeth Gwasanaethau Democrataidd, Llywodraethau a Partneriaethau
Cyngor Bwrdeistref Sirol Blaenau Gwent

Trwy e-bost: sarah.king@blaenau-gwent.gov.uk

28/03/2023

Annwyl Sarah

Yn dilyn ein cyfarfod ar 17/03/2023 ysgrifennaf atoch ymhellach i argymhell camau gweithredu pellach ar gyfer sicrhau cydymffurfiaeth lawn o rhai safonau a drafodwyd gennym yn y cyfarfod.

Monitro, Asesu a Gweithredu

Mae'r Comisiynydd yn monitro cydymffurfiaeth sefydliadau gyda safonau yn unol a'i [fframwaith rheoleiddio](#). Mae hyn yn cynnwys asesu cydymffurfiaeth sefydliadau gyda'r safonau y maent o dan ddyletswydd i gydymffurfio â hwy, ac adnabod unrhyw gamau gweithredu y gall y sefydliad eu cymryd i sicrhau cydymffurfiaeth.

Bu i chi ddarparu tystiolaeth o gydymffurfiaeth i'r Comisiynydd drwy ymateb i gais am dystiolaeth ysgrifenedig a gwnaed arolygon pen desg gan swyddogion y Comisiynydd. Yn dilyn hyn cynhaliwyd cyfarfod casglu tystiolaeth rhyngom.

Yn sgil yr holl waith casglu tystiolaeth anfonwn y llythyr hwn er mwyn argymhell camau gweithredu pellach ar gyfer sicrhau cydymffurfiaeth lawn gyda safonau penodol. Mae'r argymhellion hyn wedi'u gosod allan isod:

Comisiynydd y Gymraeg
Siambrau'r Farchnad
5-7 Heol Eglwys Fair
Caerdydd CF10 1AT

0345 6033 221
post@comisiynyddygyymraeg.cymru
Croesewir gohebiaeth yn y Gymraeg a'r Saesneg

comisiynyddygyymraeg.cymru

Welsh Language Commissioner
Market Chambers
5-7 St Mary Street
Cardiff CF10 1AT

0345 6033 221
post@welshlanguagecommissioner.wales
Correspondence welcomed in Welsh and English

welshlanguagecommissioner.wales



**Camau Gweithredu
Dogfennau
Safon 49**

Os byddwch yn llunio fersiwn Gymraeg a fersiwn Saesneg o ddogfen ar wahân, rhaid ichi sicrhau bod y fersiwn Saesneg yn datgan yn glir bod y ddogfen hefyd ar gael yn Gymraeg.

Yn ystod arolygon 2022-2023 nid oedd unrhyw ddogfen yn cydymffurfio â safon 49.

1. Argymhellwn bod y Cyngor wrth ymgymryd â'r gwaith o gynllunio gwefan newydd ei fod yn cynnal arolwg o'r dogfennau sydd ar gael ar y wefan er mwyn sicrhau cydymffurfiaeth lawn â safonau 49.
2. Argymhellwn bod y Cyngor yn atgoffa pob adran am ofyniad safon 49 a bod y rhai sydd wedi'u nodi gan y Comisiynydd yn ystod yr arolygon yn cael sylw ar gyfer y fersiynau nesaf.

Amserlen: Diweddariad erbyn 28/04/2023

Safon 52

Rhaid ichi sicrhau -

- (a) bod testun pob tudalen ar eich gwefan ar gael yn Gymraeg,*
- (b) bod pob tudalen Gymraeg ar eich gwefan yn gweithredu'n llawn,*
ac
- (c) nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg ar eich gwefan.*

Safon 56

Rhaid ichi ddarparu'r rhyngwyneb a'r dewislenni ar bob tudalen ar eich gwefan yn Gymraeg.

Yn ystod arolygon 2022-2023 canfuwyd nifer o wallau ar y wefan. Nodwyd yn y cyfarfod casglu tystiolaeth bod gwaith eisoes ar y gweill i sefydlu gwefan newydd ond bod y broses yn un araf ar hyn o bryd

1. Argymhellwn bod y Cyngor yn sicrhau bod y wefan Gymraeg yn cynnig yr un gwasanaeth â'r fersiwn Saesneg a ddim yn cael ei thrin yn llai ffafriol na'r fersiwn Saesneg.
2. Gofynnwn am amserlen ar gyfer cwblhau'r Rhaglen Trawsnewid Digidol

Amserlen: 28 Ebrill 2023

Safon 58

Pan fyddwch yn defnyddio'r cyfryngau cymdeithasol, rhaid ichi beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg.

Yn ystod arolygon 2022-2023 canfuwyd nad oedd 4/10 post ar Facebook ar gael yn Gymraeg.

1. Argymhellwn bod y Cyngor yn gwirio ei brosesau er mwyn sicrhau bod pob cyfrif cyfryngau cymdeithasol yn cydymffurfio'n llawn.

Amserlen: 28 Ebrill 2023

Safon 98

Rhaid ichi ddatblygu polisi ar ddefnyddio'r Gymraeg yn fewnol, gyda'r bwriad o hybu a hwyluso defnyddio'r Gymraeg, a rhaid ichi gyhoeddi'r polisi hwnnw ar eich mewnwyd.

Nodwyd yn yr ymateb i'r holiadur hunanasesu nad oedd gan y Cyngor bolisi ffurfiol.

1. Argymhellwn bod y Cyngor yn datblygu polisi ar ddefnyddio'r Gymraeg yn fewnol.

Amserlen: 29 Medi 2023

Gofynnwn ichi ddarparu tystiolaeth eich bod wedi cyflawni'r argymhellion uchod erbyn 28 Ebrill 2023 a 29 Medi 2023.

Mae'r Comisiynydd yn cadw'r hawl i ymchwilio i'r materion hyn pe bai amheuan am gydymffurfiaeth â'r safonau dan sylw yn parhau.

Gellir ymestyn unrhyw ddyddiad cwblhau pe bai angen drwy gysylltu â mi.

Yr eiddoch yn gywir,

Dylan Jones

Ar ran Comisiynydd y Gymraeg

Copi: Andrew Parker
Emma Scherptong
Katherine Watkins-Hughes

Sarah King
Head of Democratic Services, Governance & Partnership
Blaenau Gwent County Borough Council

Via e-mail: Sarah.King@blaenau-gwent.gov.uk

28/03/2023

Dear Sarah

Following our meeting on 17/03/2023, I am writing to recommend further actions to ensure full compliance with some of the standards discussed in the meeting.

Monitoring, Assessment and Action

The Commissioner monitors organisations' compliance with standards in accordance with his regulatory framework. This includes assessing organisations' compliance with the standards with which they have a duty to comply and identifying any actions the organisation can take to ensure compliance.

You provided evidence of compliance to the Commissioner by responding to a request for written evidence and desktop surveys were conducted by the Commissioner's officers. Following this, an evidence gathering meeting was held between us.

As a result of the evidence gathering, we are sending this letter to recommend further actions to ensure full compliance with specific standards. These recommendations are set out below:

Actions

Documents

Standard 49

If you produce a Welsh language version and a separate English language version of a document, you must ensure that the English language version clearly states that the document is also available in Welsh.

During the 2022-2023 surveys no documents complied with standard 49

1. We recommend that the Council when undertaking the work of designing the new website that it undertakes a review of the documents to ensure full compliance with standard 49.
2. We recommend that the Council reminds all departments of the requirement under standard 49 and that the documents noted in the Commissioner's survey are given attention for the next versions.

Timetable: Update by 28 April 2023

Standard 52

You must ensure that –

- (a) the text of each page of your website is available in Welsh,*
- (b) every Welsh language page on your website is fully functional, and*
- (c) the Welsh language is not treated less favourably than the English language on your website.*

Standard 56

You must provide the interface and menus on every page of your website in Welsh.

During the 2021-2022 surveys several mistakes were found on the website. It was noted in the meeting that work was in progress to launch a new website.

During the 2022-2023 survey, numerous errors were found on the website. It was noted during the meeting that work was continuing on a new website but this was progressing slowly.

1. We recommend that the Council ensures that the Welsh version of the website offers the same service as the English version and does not treat the Welsh version less favourably than the English version.
2. We ask the Council for a timetable of completing the Digital Transformation Programme.

Timetable: 28 April 2023

Standard 58

When you use social media, you must not treat the Welsh language less favourably than the English language.

During the 2022-2023 survey, it was found that 4/10 posts on Facebook were not available in Welsh.

1. We recommend that the Council reviews its processes to ensure that all social media accounts comply fully.

Timetable: 28 April 2023

Standard 98

You must develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language, and you must publish that policy on your intranet.

It was noted in the response to the self-assessment questionnaire that the Council does not have a formal policy.

1. We recommend that the Council develops a policy on using the Welsh internally.

Timetable: 29 September 2023

We ask you to provide evidence that you have actioned the above recommendations by 28 April 2023 and 29 September 2023.

The Commissioner reserves the right to investigate these matters if doubts regarding compliance with the standards in question continue.

The timetable dates can be extended if required by contacting myself.

Yours sincerely,

Dylan Jones

On behalf of the Welsh Language Commissioner

Cc: Andrew Parker
Emma Scherptong
Katherine Watkins-Hughes

Pwyllgor: **Tîm Arwain Corfforaethol**

Dyddiad y cyfarfod: **10^{fed} Awst 2023**

Pwnc yr Adroddiad: **Adroddiad Cynnydd Chwarterol CS092 Cynllun Gweithredu'r Ymchwiliad a'r Polisi Cymraeg yn y Gweithle**

Deiliad Portffolio: **Aelod Cabinet Corfforaethol/Arweinydd y Cyngor**

Adroddiad wedi'i Gyflwyno gan: **Sarah King, Pennaeth Gwasanaethau Democrataidd, Llywodraethu a Phartneriaethau**

Llwybr Adrodd								
Tîm Rheoli'r Gyfarwyddiaeth	Tîm Arwain Corfforaethol	Deiliad Portffolio / Cadeirydd	Pwyllgor Archwilio Llywodraethu	Pwyllgor Gwasanaethau Democrataidd	Pwyllgor Craffu	Y Cabinet	Y Cyngor	Arall (nodwch)
	10.08.23	04.09.23			14.09.23	04.10.23		

1. Pwrpas yr Adroddiad

- 1.1 Pwrpas yr Adroddiad yw cyflwyno Adroddiad Cynnydd Chwarterol CS092 Cynllun Gweithredu'r Ymchwiliad a'r Polisi Cymraeg yn y Gweithle.

2. Cwmpas a Chefnidir

Adroddiad Cynnydd Chwarterol CS092 Cynllun Gweithredu'r Ymchwiliad

- 2.1 Agorwyd ymchwiliad CS092 ("yr ymchwiliad") gan Swyddfa Comisiynydd y Gymraeg (SCyG) ym mis Tachwedd 2021 yn dilyn pryderon a godwyd yn ystod asesiad dilysu uniongyrchol ynghylch a oedd y Cyngor yn cydymffurfio â Safonau'r Gymraeg o ran darparu gwasanaeth dros y ffôn Cymraeg.
- 2.2 Ym mis Ebrill 2022, rhoddodd y Cyngor ymateb cychwynnol i'r ymchwiliad, a oedd yn ei dro yn codi pryderon pellach o ran cydymffurfio o ran hyrwyddo gwasanaethau, asesu sgiliau iaith staff, darparu cyfleoedd hyfforddi ac asesu anghenion ieithyddol swyddi. Arweiniodd hyn at ehangu cylch gorchwyl yr ymchwiliad i gynnwys nifer o safonau gweithredu ychwanegol.
- 2.3 Ym mis Medi 2022, darparwyd penderfyniad terfynol ar yr ymchwiliad, yn unol ag Adran 77 o Fesur y Gymraeg (Cymru) 2011, i'r Cyngor. Roedd y penderfyniad yn amlinellu'r camau sydd eu hangen i gyrraedd cydymffurfiaeth a'r amserlenni cyflawni disgwyliedig. Gofynnodd hefyd i'r Cyngor fwrw ymlaen â dull sefydliadol (gan gynnwys fframwaith atebolrwydd a llywodraethu clir) i ddatblygu Cynllun Gweithredu, gyda dyddiad cau o 31 Ionawr 2023. Cyflwynwyd y Cynllun Gweithredu drafft terfynol i'r

Tîm Arwain Corfforaethol i'w ystyried a'i gymeradwyo ar 26ain Ionawr 2022.
Cymeradwyodd SCyG yr adroddiad ym mis Mawrth 2023.

- 2.4 Mae'r Adroddiad Cynnydd Chwarterol CS092 (Atodiad 1) yn rhoi diweddariad ar weithredu'r camau gweithredu a nodir yn y cynllun ers mis Mawrth 2023 tan ddiwedd mis Gorffennaf 2023.
- 2.5 *Polisi Cymraeg yn y Gweithle*
Ar 28 Mawrth 2023 derbyniodd y Cyngor Hysbysiad Gweithredu gan Swyddfa Comisiynydd y Gymraeg yn egluro bod y Cyngor, yn ystod ei waith monitro cydymffurfiaid â safonau, wedi methu â chydymffurfio â Safon 98. Mae Safon 98 yn gosod y gofyniad i lunio polisi ar ddefnyddio'r Gymraeg yn fewnol i'r diben o hybu a hwyluso'r defnydd o'r iaith, y mae'n rhaid ei chyhoeddi ar y fewnwyd hefyd.
- 2.6 Er mwyn sicrhau bod y Cyngor yn bodloni'r gofyniad hwn mae Polisi drafft Cymraeg yn y Gweithle wedi'i ddatblygu gan ystyried canllawiau gan SCyG yn ogystal ag ystyried arfer da gan gyrrff cyhoeddus eraill o dan yr un ddyletswydd (Atodiad 2).

3. **Opsiynau ar gyfer Argymhelliad**

- 3.1 Ystyriodd y Tîm Arwain Corfforaethol yr Adroddiad Cynnydd Chwarterol CS092 (Atodiad 1) a'r Polisi Cymraeg yn y Gweithle (Atodiad 2) ar 10 Awst 2023.
- 3.2 *Craffu yn ystyried yr argymhellion isod gan amlinellu argymhelliad ar gyfer yr Adroddiad Cynnydd Chwarterol ac argymhelliad ar gyfer y Polisi Cymraeg yn y Gweithle.*
- 3.3 *Adroddiad Cynnydd Chwarterol CS092.*

Opsiwn 1a

Ystyried yr Adroddiad Cynnydd Chwarterol CS092 (Atodiad 1), a chefnogi dull gweithredu i'w gyflwyno i'r Cabinet.

Opsiwn 1b

Ystyried yr Adroddiad Cynnydd Chwarterol CS092 (Atodiad 1), a gwneud sylwadau/argymhellion ar gynnydd i'w cyflwyno i'r Cabinet

ac argymhell bod y Cabinet yn cymeradwyo'r Polisi Cymraeg yn y Gweithle (Atodiad 2) a darparu unrhyw sylwadau

Polisi Cymraeg yn y Gweithle

Opsiwn 2a

Ystyried yr argymhelliad Polisi Cymraeg yn y Gweithle (Atodiad 2) i'w gymeradwyo gan y Cabinet i'w gyhoeddi.

Opsiwn 2b

Ystyried y Polisi Cymraeg yn y Gweithle (Atodiad 2) a gwneud sylwadau/argymhellion i'r Cabinet cyn ei gymeradwyo.

4. **Tystiolaeth o sut mae'r pwnc hwn yn cefnogi cyflawniad y Cynllun Corfforaethol / Cyfrifoldebau Statudol / Cynllun Llesiant Blaenau Gwent**

Ers 2016 mae gan y Cyngor ofyniad statudol i weithio yn unol â'n Hysbysiad Cydymffurfio â'r Iaith Gymraeg a osodwyd gan Swyddfa Comisiynydd y Gymraeg, a ysgrifennwyd yn unol â Mesur y Gymraeg (Cymru) 2011.

Mae'r Cynllun Gweithredu hwn yn sicrhau cydymffurfiaeth â'r safonau y methodd SCyG y Cyngor arnynt fel rhan o'r ymchwiliad diweddar, gan gynnwys y Cyngor yn datblygu polisi ar ddefnyddio'r Gymraeg yn fewnol er mwyn hybu a hwyluso'r defnydd o'r iaith (Safon 98).

Mae'r Cynllun Corfforaethol yn cydnabod bod bodloni ein gofynion o ran y Gymraeg yn faes polisi allweddol a fydd yn galluogi'r Cyngor i gyflawni ei uchelgais.

5. **Goblygiadau yn Erbyn Pob Opsiwn**

5.1 ***Effaith ar y Gyllideb (effaith tymor byr a hirdymor)***

Gallai methu â chydymffurfio ag unrhyw safon iaith Gymraeg arwain at gosbau. Y ffigwr a ddyfynnwyd yw £5,000 am bob toriad.

5.2 ***Risg gan gynnwys Camau Lliniaru***

Mae risg i enw da'r Cyngor os na chaiff y cynllun gweithredu ei roi ar waith yn effeithlon, a chanfyddir nad yw'r Cyngor yn cydymffurfio â Safon 98.

5.3 ***Cyfreithiol***

Gall methu â chydymffurfio ag unrhyw ofyniad a nodir yn yr hysbysiad o benderfyniad sy'n gofyn am gynllun gweithredu arwain y Comisiynydd i wneud cais am orchymyn llys sy'n gofyn am gydymffurfiaeth.

5.4 ***Adnoddau Dynol***

Mae staff Datblygu Sefydliadol yn chwarae rhan allweddol yng ngweithrediad y cynllun hwn, gan weithio i gryfhau ystyriaeth y prosesau recriwtio o'r Gymraeg.

6. **Tystiolaeth Ategol**

Mae'r safonau canlynol wedi'u nodi ynghyd â chymau gweithredu i wella cydymffurfiaeth y sefydliad cyfan o fewn y cynllun:

- Safon 8
- Safon 11
- Safon 17
- Safon 81
- Safon 127
- Safon 130
- Safon 131
- Safon 132

- Safon 133
- Safon 136
- Safon 136a

Adroddiad ymchwiliad llawn a hysbysiad o benderfyniad ynghlwm. (Atodiad 3).

Hysbysiad Gweithredu Monitro ynglŷn â'r Polisi Cymraeg yn y Gweithle ynghlwm. (Atodiad 4).

6.1 ***Gwybodaeth a Data Perfformiad***

Manylir ar y camau gweithredu a gymerwyd i roi'r cynllun ar waith yn yr adroddiad cynnydd.

6.2 ***Canlyniad disgwylidig i'r cyhoedd***

Bydd rhoi'r Cynllun Gweithredu ar waith yn effeithiol, wedi'i ategu gan adroddiadau cynnydd chwarterol, yn gwella ein cydymffurfiaeth â'r safonau darparu gwasanaethau.

6.3 ***Cynnwys (ymgyngori, ymgysylltu, cyfranogiad)***

Mae'r grŵp craidd a sefydlwyd i gefnogi gweithrediad y cynllun gweithredu yn cyfarfod bob 6 wythnos i fonitro cynnydd, a derbyniwyd y Polisi Cymraeg yn y Gweithle ganddynt am sylwadau.

6.4 ***Meddwl ar gyfer y tymor hir (cynllunio ymlaen llaw)***

Mae gofyniad statudol ar y Cyngor i weithio yn unol â Mesur y Gymraeg (Cymru) 2011, bydd gweithredu a chynhyrchu Polisi Cymraeg yn y Gweithle yn cryfhau ein cydymffurfiaeth wrth symud ymlaen.

At hynny, mae gwella ein hystyriaeth o'r Gymraeg yn cyfrannu at y Strategaeth Hybu'r Gymraeg a nod Deddf Llesiant Cenedlaethau'r Dyfodol o ddarparu 'Cymru â diwylliant bywiog lle mae'r Gymraeg yn ffynnu'.

6.5 ***Ffocws Atal***

Bydd bodloni'r gofynion a osodwyd gan Safonau'r Gymraeg yn anelu at atal risg i enw da a risg ariannol.

6.6 ***Cydweithio/gweithio mewn partneriaeth***

Mae Blaenau Gwent yn parhau i weithio gydag awdurdodau lleol cyfagos a rhanbarthol i gefnogi'r Cyngor i weithio yn unol â Safonau'r Gymraeg, gan gynnwys fforymau a rhwydweithiau partneriaeth rhanbarthol (er enghraifft, Rhwydwaith Cymraeg Blaenau Gwent, Rhwydiaith, Deddf ac ati).

6.7 ***Integreiddio (ar draws meysydd gwasanaeth)***

Drwy ystyried ymagwedd gorfforaethol tuag at y Gymraeg mae'r Cyngor yn dangos ei fod yn mabwysiadu ymagwedd integredig.

6.8 ***Datgarboneiddio a Lleihau Allyriadau Carbon***

Nid oes gan yr adroddiad hwn unrhyw oblygiadau uniongyrchol o ran datgarboneiddio neu leihau allyriadau carbon.

6.9 ***Aseiad Effaith Integredig (AEI)***

Mae'r adroddiad yn ystyried Cydraddoldeb drwyddo draw ac yn ceisio sicrhau bod y Gymraeg yn cael ei gwerthfawrogi ac nad yw'n cael ei thrin yn llai ffafriol ar draws y Cyngor.

7. ***Trefniadau Monitro***

- 7.1 Mae Adroddiad Cynnydd Chwarterol Ymchwiliad CS092 a'r Polisi Cymraeg yn y Gweithle i'w cyflwyno i'r Pwyllgor Craffu Trosolwg a Pherfformiad Corfforaethol a'r Cabinet.

Dogfennau Cefndir /Cysylltiadau Electronig

Atodiad 1: Adroddiad Cynnydd Chwarterol yr Ymchwiliad CS092

Atodiad 2: Polisi Cymraeg yn y Gweithle

Atodiad 3: Adroddiad Ymchwiliad Llawn SCyG

Atodiad 4: Hysbysiad Gweithredu Monitro SCyG (Polisi'r Gweithle)

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Atodiad 1: Adroddiad Cynnydd Chwarterol CS092 (BGCBC)

Pwrpas yr Adroddiad

Pwrpas yr adroddiad hwn yw rhoi diweddariad ar y camau a gymerwyd i weithredu'r Cynllun Gweithredu a ysgrifennwyd mewn ymateb i'r ymchwiliad a agorwyd i'r Cyngor gan Swyddfa Comisiynydd y Gymraeg (SCyG). I gael gwybodaeth gefndir am ganfyddiadau'r ymchwiliad a'n gweithdrefnau monitro, gweler yr adroddiadau ategol yn Atodiad 4.

Camau Gweithredu ar gyfer ein Gwasanaethau Ffôn

Agorwyd yr ymchwiliad oherwydd pryderon a godwyd yn ystod gwaith monitro SCYG o gydymffurfiaeth y Cyngor â Safonau'r Gymraeg. Mae'r wybodaeth ganlynol yn rhoi'r wybodaeth ddiweddaraf am y gwaith sydd wedi'i wneud i wella ein cydymffurfiaeth â'r Safonau a godwyd yn ystod yr ymchwiliad ynghylch ein gwasanaethau ffôn.

Safonau a godwyd yn ystod yr ymchwiliad:

Safon 8: Pan fydd person yn cysylltu â chi ar eich prif rif ffôn (neu ar un o'ch prif rifau ffôn), neu ar unrhyw rifau llinell gymorth neu rifau canolfan alwadau, rhaid ichi gyfarch y person yn Gymraeg.

Safon 11: Pan fo person yn cysylltu â chi ar eich prif rif ffôn (neu ar un o'ch prif rifau ffôn), neu ar unrhyw rifau llinell gymorth neu rifau canolfan alwadau, rhaid ichi ddelio â'r alwad yn Gymraeg os yw'r person yn dymuno hynny—

- a) hyd nes ei bod yn angenrheidiol trosglwyddo'r alwad i aelod o staff nad yw'n siarad Cymraeg sy'n gallu darparu gwasanaeth ar bwnc penodol; a

Safon 17: Pan na fo gwasanaeth Cymraeg ar gael ar eich prif rif ffôn (neu ar un o'ch prif rifau ffôn), ar unrhyw rifau llinell gymorth neu rifau canolfan alwadau, rhaid ichi roi gwybod i'r personau sy'n galw (pa un ai drwy gyfrwng neges wedi ei hawtomeiddio neu fel arall) pryd y bydd gwasanaeth Cymraeg ar gael.

Er mwyn gwella ein cydymffurfiaeth â'r Safonau a godwyd ynghylch ein gwasanaethau ffôn, dechreuwyd drwy adolygu'r canllawiau i staff ar sut i gyfarch galwyr sy'n defnyddio'r Gymraeg. Diweddarodd Swyddog Cymorth y Gymraeg, gyda chymorth adborth gan reolwyr tîm gwasanaethau cwsmeriaid, y sleidiau i symleiddio'r iaith a chynnwys dau glip sain o bob cymal, un yn adrodd yn araf a'r llall yn sgwrsio'n rheolaidd. Bwriad y diwygiadau hyn yw gwneud y sleidiau'n haws eu defnyddio, hyd yn oed i staff nad oes ganddynt unrhyw sgiliau Cymraeg ar hyn o bryd. Defnyddiwyd y canllawiau hyn wedi'u gwella i gefnogi datblygiad hyfforddiant pellach i staff â lefelau gallu is yn y Gymraeg. (*Cyfrannu at bwytiau gweithredu cyfeirnodau S8.1a, S8.2a, S11.1a, S17.1a*).

Hyrwyddwyd y canllawiau wedi'u diweddarau i'r holl staff fel rhan o Gynllun Cyfathrebu'r Gymraeg i amlygu pwysigrwydd cyfarch galwyr yn Gymraeg a chefnogi staff i gyflawni'r gofyniad hwn (*S8.1d, S11.3b, S17.2a*).

O ystyried y niferoedd isel o staff sy'n rhugl yn y Gymraeg rydym wedi cynnwys canllawiau ar sut i drefnu galwad yn ôl yn Gymraeg pan fydd siaradwr Cymraeg ar gael. Ar ôl nodi'r llinellau ffôn â blaenoriaeth, rydym wedi dechrau gweithio gyda nhw i ddatblygu eu negeseuon llais a'u gosodiadau IVR i wella ansawdd ein gwasanaeth cwsmeriaid yn Gymraeg **(S8.1c)**.

Mae'r Tîm Trawsnewid Strategol wrthi'n cynnal adolygiad teleffoni ar draws y sefydliad ac o'r herwydd roedd yn gallu nodi mai Canolfan Gyswllt C2BG, y Dreth Gyngor/Refeniw a Thai yw'r meysydd gwasanaeth mwyaf o ran galwadau gyda negeseuon awtomataidd **(S8.1b, S17.1b)** Mae gwaith wedi dechrau i wella ansawdd y negeseuon awtomataidd a swyddogaethau IVR ar y llinellau hyn, ar hyn o bryd mae tri siaradwr Cymraeg rhugl ar draws y llinellau hyn gyda staff eraill dan hyfforddiant. Ymhellach, wrth adolygu gwybodaeth y staff Cymraeg ar y fewnrwyd, darganfuwyd problem wrth brosesu'r ceisiadau am ddiweddariad. Mae'r mater technegol hwn wedi'i ddatrys ers hynny ac rydym wedi cynllunio hyrwyddo pwysigrwydd sicrhau bod staff yn diweddar eu gwybodaeth yng nghynllun cyfathrebu'r Gymraeg **(S11.1b, S11.1c)**. Am y tro mae'r llinellau galwadau uchel â blaenoriaeth wedi enwebu Hyrwyddwyr Iaith Gymraeg ar draws y timau sy'n gallu darparu gwasanaeth ffôn Cymraeg **(S11.1d)**.

Mae'r meysydd gwasanaeth nifer uchel o alwadau a nodwyd yn yr adolygiad teleffoni, ynghyd â nifer o staff o'r timau IAA Plant ac Oedolion, ar hyn o bryd yn mynychu hyfforddiant iaith Gymraeg rhithwir wythnosol dan arweiniad tiwtor. (S11.2a, S11.2b, S11.3a) Mae'r cwrs hwn yn rhan o'r Cynllun Cymraeg Gwaith a ddarperir gan Dysgu Cymraeg / Learn Welsh, ac felly wedi'i ariannu'n llawn. Bydd y cwrs yn rhedeg am 35 wythnos, gan gyfarfod am ddwy awr yr wythnos gan gronni 70 awr o hyfforddiant, mae'r rhai sy'n mynychu'r sesiynau hefyd wedi ffurfio cymuned ymarfer i fyfyrion ar yr hyn y maent wedi'i ddysgu rhwng sesiynau. (S11.1d)

Eithriadau / Edrych Ymlaen

S11.2d: Gwella'r broses recriwtio ar gyfer siaradwyr Cymraeg yn unol â Safon y Gymraeg 136 (S136.1, S136.2, S136.3, S136.4 & S136A.1, S136A.2)

Mae gwaith yn ymwneud â gwella'r broses recriwtio wedi dechrau, er cyn symud ymlaen â'n gwelliannau arfaethedig i'r trefniadau asesu sgiliau gwahodwyd Cyngor Blaenau Gwent i seminar SCyG ynghylch recriwtio. Cynhaliodd SCyG adolygiad manwl o drefniadau recriwtio 24 o sefydliadau ac asesiad o'r angen am sgiliau iaith Gymraeg, cyflwynwyd y canfyddiadau yn y seminar ym mis Gorffennaf 2023. Er mwyn sicrhau ein bod yn gwella ein proses recriwtio'n effeithiol, gwnaethom ohirio'r gweithredu o'r newidiadau arfaethedig i'r asesiad sgiliau i wirio bod ein newidiadau yn adlewyrchu'r arfer gorau a nodir yng nghanllawiau SCyG.

Safon 8: Pan fydd person yn cysylltu â chi ar eich prif rif ffôn (neu ar un o'ch prif rifau ffôn), neu ar unrhyw rifau llinell gymorth neu rifau canolfan alwadau, rhaid ichi gyfarch y person yn Gymraeg.

S8.1	Rhaid i'r Cyngor ddatblygu cyfarchiad ffôn Cymraeg safonol.						
Cyf.	Cam Gweithredu	Dechrau	Gorffen	Arweinydd Tîm Arwain Corfforaethol	Arweinydd(ion) Gweithredu / ymrwymiaid staffio	Ymrwymiaidau Cyllidebol *	BRAG
S8.1A	Adolygu'r canllawiau cyfredol ar gyfer gwasanaethau cyfarch cwsmeriaid dros y ffôn a gwneud y newidiadau angenrheidiol.	Mawrth 2023	Mehefin 2023	Sarah King Bernadette Elias	Katherine Watkins-Hughes (Polisi a Phartneriaethau) Leanne Roberts (Profiad y Cwsmer)	Cyllidebau meysydd gwasanaeth Polisi a Phartneriaethau / Profiad y Cwsmer	Gan weithio gyda rheolwyr gwasanaethau cwsmeriaid, rydym wedi diweddarau'r canllawiau cyfarch dros y ffôn.
S8.1B	Nodi meysydd gwasanaeth gyda gwasanaeth negeseuon awtomataidd a niferoedd uchel o alwadau trwy Brosiect Adolygu Teleffoni Cyngor BG (S8.4A) ac adolygu cydymffurfiaeth.	Mawrth 2023	Mehefin 2023	Bernadette Elias	Rebecca Morales-Reeves (Tîm Trawsnewid Strategol)	Cyllideb maes gwasanaeth Tîm Trawsnewid Strategol	Mae'r meysydd gwasanaeth nifer uchel o alwadau gyda negeseuon awtomataidd wedi'u nodi, mae gwaith ar y gweill i gryfhau cydymffurfiaeth.
S8.1C	Datblygu neges awtomataidd cyson wedi'i recordio ymlaen llaw yn Gymraeg i'w defnyddio gan wasanaethau sy'n delio â chwsmeriaid, lle bo'n briodol, gan gynnwys negeseuon Neges Llais dwyieithog wedi'u recordio ymlaen llaw (S8.4B).	Mawrth 2023	Hydref 2023	Bernadette Elias	Rebecca Morales-Reeves (Tîm Trawsnewid Strategol) Katherine Watkins-Hughes (Polisi a Phartneriaethau)	Cyllideb maes gwasanaeth Tîm Trawsnewid Strategol	Fel y nodwyd uchod, mae'r gwaith hwn yn mynd rhagddo ar hyn o bryd.

S8.1D	Hyrwyddo canllawiau cyfarchion ffôn Cymraeg diwygiedig i bob aelod o staff trwy Gynllun Cyfathrebu'r Gymraeg (S8.3A)	Mawrth 2023	Mehefin 2023	Bernadette Elias	Carolyn Jenkins (Cyfathrebu)	Cyllidebau maes gwasanaeth Cyfathrebu	Mae canllawiau wedi'u hyrwyddo i'r holl staff drwy boster e-bost ac mae wedi'i amserlennu i gael ei ail-hyrwyddo yng Nghynllun Cyfathrebu'r Gymraeg gyda hyrwyddo ategol wedi'i gynnwys ym mriff y rheolwyr.
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S8.2	Rhaid i'r Cyngor hyfforddi holl staff y Cyngor sy'n delio â galwadau ffôn gan y cyhoedd ar sut i roi cyfarchiad ffôn Cymraeg safonol yn gywir ac yn unol â Safon 8.						
Cyf.	Cam Gweithredu	Dechrau	Gorffen	Arweinydd Tîm Arwain Corfforaethol	Arweinydd(ion) Gweithredu / ymrwymadau staffio	Ymrwymadau Cyllidebol *	BRAG
S8.2A	Defnyddio canllawiau wedi'u gwella (S8.1A) i ddatblygu sleidiau hyfforddiant iaith Gymraeg gorfodol ar gyfarch yn gywir ar gyfer yr holl staff.	Mawrth 2023	Mehafin 2023	Sarah King	Katherine Watkins-Hughes (Polisi a Phartneriaethau)	Cyllideb maes gwasanaeth Polisi a Phartneriaethau	Mae'r canllawiau wedi'u diweddarau wedi'u defnyddio i ategu'r sleidiau hyfforddi sydd ar gael i staff ar y fewnwyd.
S8.2B	Hyrwyddo sleidiau hyfforddiant iaith Gymraeg ar gyfarch yn gywir trwy Gynllun Cyfathrebu'r Gymraeg (S8.3A)	Mawrth 2023	Mehafin 2023	Bernadette Elias	Carolyn Jenkins (Cyfathrebu)	Cyllideb maes gwasanaeth Cyfathrebu	Gweler cam gweithredu S8.1d.
S8.3	Rhaid i'r Cyngor godi ymwybyddiaeth ymhlith ei staff o bwysigrwydd darparu cyfarchiad Cymraeg a chynnwys cyfarchiad Cymraeg ar ddechrau galwad.						
S8.3A	Datblygu a gweithredu Cynllun Cyfathrebu'r Gymraeg CS092 (S8.3A).	Mawrth 2023	Mawrth 24	Bernadette Elias	Carolyn Jenkins (Cyfathrebu) Louise Bishop (Cyfathrebu)	Cyllideb maes gwasanaeth Cyfathrebu	Mae cyfathrebiadau wedi'u hamserlennu ar waith yn dilyn y rhai sydd eisoes wedi'u hanfon.
S8.3B	Timau rheoli i godi ymwybyddiaeth yn rhagweithiol o bwysigrwydd darparu cyfarchiad Cymraeg ac ar ddechrau galwadau trwy Gyfarfodydd Tîm / Un i un. Hyrwyddo trwy Friff Rheolwyr wedi'i gynnwys gyda Chynllun Cyfathrebu'r Gymraeg CS092 (S8.3A).	Mawrth 2023	Hydref 2023	Bernadette Elias	Carolyn Jenkins (Cyfathrebu) Louise Bishop (Cyfathrebu)	Cyllideb maes gwasanaeth Cyfathrebu	Gweler cam gweithredu S8.1d.

S8.4	Rhaid i'r Cyngor werthuso unrhyw negeseuon cyfarch awtomataidd i wirio bod cyfarchiad Cymraeg yn cael ei roi ar y neges awtomataidd os rhoddir cyfarchiad yn Saesneg.						
S8.4A	Nodi meysydd gwasanaeth gyda gwasanaeth negeseuon awtomataidd a nifer uchel o alwadau trwy Brosiect Adolygu Teleffoni Cyngor BG (S8.4A) ac adolygu cydymffurfiaeth	Mawrth 2023	Ebrill 2024	Bernadette Elias	Rebecca Morales-Reeves (Tîm Trawsnewid Strategol)	Cyllideb maes gwasanaeth Tîm Trawsnewid Strategol	Gweler S8.1C
S8.4B	Datblygu neges awtomataidd gyson wedi'i recordio ymlaen llaw yn Gymraeg i'w defnyddio gan wasanaethau sy'n delio â chwsmeriaid, lle bo'n briodol, gan gynnwys negeseuon llais dwyieithog wedi'u recordio ymlaen llaw.	Mawrth 2023	Hydref 2023	Bernadette Elias	Katherine Watkins-Hughes (Polisi a Phartneriaethau) Rebecca Morales-Reeves (Tîm Trawsnewid Strategol)	Cyllideb maes gwasanaeth Tîm Trawsnewid Strategol	Gweler S8.1C
S8.5	Rhaid i'r Cyngor ddarparu tystiolaeth ysgrifenedig sy'n bodloni Comisiynydd y Gymraeg bod camau gorfodi 1 - 4 wedi'u cwblhau.						
S8.5A	Adroddiad Cynnydd Cynllun Gweithredu CS092	Rhagfyr 2023	Mawrth 24	Sarah King	Andrew Parker (Polisi a Phartneriaethau)	Cyllideb maes gwasanaeth Polisi a Phartneriaethau	Bydd yr Adroddiad Cynnydd Chwarterol hwn yn helpu i gwblhau adroddiad terfynol SCyG ym mis Mawrth 2024.

* Bydd costau ychwanegol sy'n gysylltiedig â phwysau cyllidebol yn cael eu cyflwyno i'r Tîm Arwain Corfforaethol i'w hystyried.

Safon 11: Pan fo person yn cysylltu â chi ar eich prif rif ffôn (neu ar un o'ch prif rifau ffôn), neu ar unrhyw rifau llinell gymorth neu rifau canolfan alwadau, rhaid ichi ddelio â'r alwad yn Gymraeg os yw'r person yn dymuno hynny—

(a) hyd nes ei bod yn angenrheidiol trosglwyddo'r alwad i aelod o staff nad yw'n siarad Cymraeg sy'n gallu darparu gwasanaeth ar bwnc penodol; a

S11.1	Rhaid i'r Cyngor roi canllawiau ar waith i'r holl staff ar sut i ddelio â galwadau ffôn yn unol â Safon 11.						
Cyf.	Cam Gweithredu	Dechrau	Gorffen	Arweinydd Tîm Arwain Corfforaethol	Arweinydd(ion) Gweithredu / ymrwymadau staffio	Ymrwymadau Cyllidebol *	
S11.1A	Adolygu'r canllawiau presennol ar gyfer y weithdrefn ateb y ffôn yn Gymraeg a gwneud y newidiadau angenrheidiol (gan gynnwys datblygu map proses).	Mawrth 2023	Mehefin 2023	Bernadette Elias	Leanne Roberts (Profiad y Cwsmer) Katherine Watkins-Hughes (Polisi a Phartneriaethau)	Cyllideb maes gwasanaeth Profiad Cwsmer	Mae'r weithdrefn ffôn a oedd yn cynnwys y map proses a chlipiau sain wedi'u diweddaru a'u cyhoeddi ar y fewnwyd.
S11.1B	Adolygu a diweddaru Cyfeiriadur Mewnwyd Corfforaethol Siaradwyr Cymraeg ar gyfer delio â galwadau ar 'faterion pwnc penodol'.	Mawrth 2023	Mawrth 2024	Sarah King	Katherine Watkins-Hughes (Polisi a Phartneriaethau)	Cyllideb maes gwasanaeth Polisi a Phartneriaethau	Mae SRS wedi nodi'r problemau technegol gyda phrosesu ceisiadau diweddaru

							llyfr ffôn ac maent wedi'u datrys gyda chais ar draws y sefydliad wedi'i amserlennu o fewn Cynllun Cyfathrebu'r Gymraeg CS092.
S11.1C	Hyrwyddo Cyfeiriadur Mewnwyd Corfforaethol Siaradwyr Cymraeg trwy'r Cynllun Cyfathrebu'r Gymraeg CS092 (S8.3A)	Mawrth 2023	Mawrth 2024	Bernadette Elias	Carolyn Jenkins (Cyfathrebu) Louise Bishop (Cyfathrebu)	Cyllideb maes gwasanaeth Cyfathrebu	Yn dilyn cais gan y staff cyfan i adolygu a diweddarau manylion os oes angen, bydd hyrwyddo pellach yn cael ei gwblhau fel rhan o Gynllun Cyfathrebu'r Gymraeg CS092.
S11.1D	Datblygu Cymuned Ymarfer yr Iaith Gymraeg a nodi Hyrwyddwyr y Gymraeg ar draws meysydd gwasanaeth.	Mawrth 2023	Mawrth 2024	Sarah King	Katherine Watkins-Hughes (Polisi a Phartneriaethau)	Cyllideb maes gwasanaeth Polisi a Phartneriaethau	Mae staff sy'n ymwneud yn uniongyrchol

							<p>â chwsmeriaid wedi nodi eu siaradwyr Cymraeg rhugl a enwebwyd i ddelio â galwadau Cymraeg, ac mae gwaith adnabod parhaus ar draws meysydd gwasanaeth ar y gweill. At hynny, mae staff sy'n ymwneud yn uniongyrchol â chwsmeriaid sy'n mynychu hyfforddiant wedi ffurfio cymuned ymarfer i fyfyrion ar wersi.</p>
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S11.2	Rhaid i'r Cyngor sicrhau bod ganddo adnoddau i ymdrin â phob galwad a dderbynnir yn unol â Safon 11. Rhaid i'r Cyngor sicrhau bod digon o siaradwyr Cymraeg yn y ganolfan alwadau i ddelio â galwadau ffôn gan bersonau sy'n dymuno cynnal yr alwad yn Gymraeg, yn unol â Safon 11.						
Cyf.	Cam Gweithredu	Dechrau	Gorffen	Arweinydd Tîm Arwain Corfforaethol	Arweinydd(ion) Gweithredu / ymrwymadau staffio	Ymrwymadau Cyllidebol *	
S11.2A	Sefydlu cyllidebau hyfforddiant iaith Gymraeg sydd ar gael ar draws meysydd gwasanaeth sy'n ymwneud yn uniongyrchol â chwsmeriaid allweddol a nodwyd trwy'r Prosiect Ffonau (S8.4A).	Mawrth 2023	Mehefin 2023	Sarah King	Katherine Watkins-Hughes (Polisi a Phartneriaethau)	Cyllideb maes gwasanaeth Polisi a Phartneriaethau	Rydym wedi dewis defnyddio'r Cynllun Cymraeg Gwaith ar gyfer meysydd allweddol sy'n ymwneud yn uniongyrchol â chwsmeriaid sydd wedi'u hariannu'n llawn.
S11.2B	Darparu rhaglen hyfforddiant hirdymor ar gyfer staff gwasanaeth cwsmeriaid presennol (canolfan alwadau) gan eu huwchgilio i ddelio â galwadau yn unol â Safon 11.	Mawrth 2023	Mawrth 2024	Sarah King	Katherine Watkins-Hughes (Polisi a Phartneriaethau)	Cyllideb maes gwasanaeth Polisi a Phartneriaethau	Mae nifer o staff gwasanaethau cwsmeriaid wedi cofrestru ar gynllun Cymraeg Gwaith sydd wedi'i deilwra i'w hardaloedd. Bydd y dosbarth rhithwir unwaith yr wythnos gyda thiwtor a bydd staff wedi cwblhau 70 awr o hyfforddiant erbyn diwedd Chwefror.

S11.2C	Cynnal sesiynau ymarfer rheolaidd gyda staff gwasanaeth cwsmeriaid (canolfan alwadau) i asesu ymarferoldeb y weithdrefn yn barhaus gan amlygu a mynd i'r afael â meysydd i'w gwella.	Mawrth 2023	Mawrth 24	Sarah King/ Bernadette Elias / Tanya Evans	Katherine Watkins-Hughes (Polisi a Phartneriaethau)	Cyllideb maes gwasanaeth Polisi a Phartneriaethau	Nawr bod staff gwasanaethau cwsmeriaid wedi gwella eu sgiliau trwy hyfforddiant Cymraeg Gwaith, cynhelir sesiynau ymarfer gyda Swyddog Cymorth y Gymraeg dros yr wythnosau nesaf, i'w cynnal yn rheolaidd wrth i ni symud ymlaen drwy'r cynllun gweithredu.
S11.2D	Gwella'r broses recriwtio ar gyfer siaradwyr Cymraeg yn unol â Safon y Gymraeg 136 (S136.1, S136.2, S136.3, S136.4 a S136A.1, S136A.2).	Mawrth 2023	Mehafin-2023	Bernadette Elias	Ceri Gay (Datblygu Sefydliadol) Lee McDonald (Datblygu Sefydliadol)	Cyllideb maes gwasanaeth Datblygu Sefydliadol	Mae adolygiad o'r broses recriwtio ar y gweill. Mae'r newidiadau hyn yn sylweddol a byddant yn effeithio ar bob tîm. Fel y cyfryw, roeddem wedi gohirio'r gweithrediad i ganiatáu ystyried seminar recriwtio SCyG a'r adroddiad adolygu ategol a gyflwynwyd ym mis Gorffennaf.

S11.3	Rhaid i'r Cyngor ddarparu hyfforddiant i'r holl staff sy'n ymdrin â galwadau ffôn ar sut i ddarparu gwasanaeth Cymraeg yn unol â Safon 11.						
S11.3A	Cyflwyno rhaglen hyfforddi hirdymor ar gyfer staff sy'n delio â galwadau ffôn gan eu huwchsgilio i ymdrin â galwadau yn unol â Safon 11 (S11.2B).	Mawrth 2023	Ebrill 2024	Sarah King	Katherine Watkins-Hughes (Polisi a Phartneriaethau)	Cyllideb maes gwasanaeth Polisi a Phartneriaethau	Gweler S11.2b.
S11.3B	Hyrwyddo hyfforddiant i'r holl staff sy'n delio â galwadau ffôn ar sut i ddarparu gwasanaeth Cymraeg yn unol â Safon 11 drwy Gynllun Cyfathrebu'r Gymraeg CS092 (S8.3A).	Ebrill 2023	Mawrth 2024	Bernadette Elias	Carolyn Jenkins (Cyfathrebu) Louise Bishop (Cyfathrebu)	Cyllideb maes gwasanaeth cyfathrebu	Gweler S8.1d a S8.2b.
S11.3C	Cynnal sesiynau ymarfer gyda staff i asesu ymarferoldeb y weithdrefn yn barhaus gan amlygu a mynd i'r afael â meysydd i'w gwella.	Mawrth 2023	Mawrth 2024	Sarah King/ Bernadette Elias / Tanya Evans	Katherine Watkins-Hughes (Polisi a Phartneriaethau)	Cyllideb maes gwasanaeth Polisi a Phartneriaethau	Gweler S11.2c.

S11.4	Rhaid i'r Cyngor ddarparu tystiolaeth ysgrifenedig sy'n bodloni Comisiynydd y Gymraeg bod camau gorfodi 1 - 4 wedi'u cwblhau.						
S11.4A	Adroddiad Cynnydd Cynllun Gweithredu CS092	Rhagfyr 2023	Mawrth 2024	Sarah King	Andrew Parker (Polisi a Phartneriaethau)	Cyllideb maes gwasanaeth Polisi a Phartneriaethau	Bydd yr Adroddiad Cynnydd Chwarterol hwn yn helpu i gwblhau adroddiad terfynol SCyG ym

								mis Mawrth 2024.
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** Bydd costau ychwanegol sy'n gysylltiedig â phwysau cyllidebol yn cael eu cyflwyno i'r Tîm Arwain Corfforaethol i'w hystyried*

Safon 17: Pan na fo gwasanaeth Cymraeg ar gael ar eich prif rif ffôn (neu ar un o'ch prif rifau ffôn), ar unrhyw rifau llinell gymorth neu rifau canolfan alwadau, rhaid ichi roi gwybod i'r personau sy'n galw (pa un ai drwy gyfrwng neges wedi ei hawtomeiddio neu fel arall) pryd y bydd gwasanaeth Cymraeg ar gael.

S17.1 Pan na fo gwasanaeth ffôn Cymraeg ar gael, rhaid i'r Cyngor hysbysu galwyr pryd y bydd gwasanaeth Cymraeg ar gael yn unol â Safon 17.

Cyf.	Cam Gweithredu	Dechrau	Gorffen	Arweinydd Tîm Arwain Corfforaethol	Arweinydd(ion) Gweithredu / ymrwymadau staffio	Ymrwymadau Cyllidebol *	BRAG
S17.1A	Adolygu'r canllawiau presennol ar gyfer y weithdrefn ateb y ffôn yn Gymraeg a gwneud y newidiadau angenrheidiol (gan gynnwys datblygu map proses) (S11.1A).	Mawrth 2023	Mawrth 2024	Bernadette Elias	Leanne Roberts (Profiad y Cwsmer) Katherine Watkins-Hughes (Polisi a Phartneriaethau)	Cyllidebau meysydd gwasanaeth Polisi a Phartneriaethau / Profiad y Cwsmer	Gweler S11.1a.
S17.1B	Nodi meysydd gwasanaeth gyda gwasanaeth negeseuon awtomataidd a niferoedd uchel o alwadau trwy Brosiect Adolygu Teleffoni Cyngor BG (S8.4A) ac adolygu cydymffurfiaeth.	Mawrth 2023	Mehefin 2023	Bernadette Elias	Rebecca Morales-Reeves (Tîm Trawsnewid Strategol)	Cyllideb maes gwasanaeth y Tîm Trawsnewid Strategol	Gweler S8.1b.

S17.2 Rhaid i'r Cyngor roi arweiniad i'r holl staff sy'n delio â galwadau ffôn perthnasol ar y drefn newydd.

S17.2A	Hyrwyddo canllawiau ffôn Cymraeg diwygiedig i'r holl staff drwy Gynllun Cyfathrebu'r Gymraeg (S8.3A).	Mawrth 2023	Hydref 2023	Bernadette Elias	Carolyn Jenkins (Cyfathrebu) Louise Bishop (Cyfathrebu)	Cyllideb maes gwasanaeth Cyfathrebu	Gweler S8.1d.
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S17.3	Rhaid i'r Cyngor ddarparu hyfforddiant i staff ar y drefn newydd.						
Cyf.	Cam Gweithredu	Dechrau	Gorffen	Arweinydd Tîm Arwain Corfforaethol	Arweinydd(ion) Gweithredu / ymrwymiaidau staffio	Ymrwymiaidau Cyllidebol *	BRAG
S17.3A	Cyflwyno rhaglen hyfforddi hirdymor ar gyfer staff sy'n delio â galwadau ffôn gan eu huwchsgilio i ymdrin â galwadau yn unol â Safon 11 (S11.2B).	Mawrth 2023	Ebrill 2024	Sarah King	Katherine Watkins-Hughes (Polisi a Phartneriaethau)	Cyllideb maes gwasanaeth Polisi a Phartneriaethau	Gweler S11.2b.
S17.4	Rhaid i'r Cyngor ddarparu tystiolaeth ysgrifenedig sy'n bodloni Comisiynydd y Gymraeg bod Camau Gorfodi 1 - 3 wedi'u cwblhau.						
S17.4A	Adroddiad Cynnydd Cynllun Gweithredu CS092.	Rhagfyr 2023	Mawrth 2024	Sarah King	Andrew Parker (Polisi a Phartneriaethau)	Cyllideb maes gwasanaeth Polisi a Phartneriaethau	Bydd yr Adroddiad Cynnydd Chwarterol hwn yn helpu i gwblhau adroddiad terfynol SCyG ym mis Mawrth 2024.

* Bydd costau ychwanegol sy'n gysylltiedig â phwysau cyllidebol yn cael eu cyflwyno i'r Tîm Arwain Corfforaethol i'w hystyried.

Hyfforddiant

Safon 130: Rhaid ichi ddarparu cyfleoedd yn ystod oriau gwaith.

- a) i'ch cyflogeion gael gwersi Cymraeg sylfaenol, a
- b) i gyflogeion sy'n rheoli pobl eraill gael hyfforddiant ar ddefnyddio'r Gymraeg yn eu rôl fel rheolwyr.

Safon 131: Rhaid ichi ddarparu cyfleoedd i'ch cyflogeion sydd wedi cwblhau hyfforddiant Cymraeg sylfaenol gael hyfforddiant pellach yn rhad ac am ddim er mwyn datblygu eu sgiliau yn yr iaith.

Safon 132: Rhaid ichi ddarparu cyrsiau hyfforddi er mwyn i'ch cyflogeion ddatblygu—

- (a) ymwybyddiaeth o'r Gymraeg (gan gynnwys ymwybyddiaeth am hanes yr iaith a'i lle yn niwylliant Cymru);
- (b) dealltwriaeth o'r ddyletswydd i weithredu yn unol â safonau'r Gymraeg;
- (c) dealltwriaeth am y modd y gellir defnyddio'r Gymraeg yn y gweithle.

Safon 133: Pan fyddwch yn darparu gwybodaeth i gyflogeion newydd (er enghraifft, fel rhan o broses sefydlu), rhaid ichi ddarparu gwybodaeth er mwyn codi eu hymwybyddiaeth o'r Gymraeg.

Mae Safon 130 wedi ei sefydlu i sicrhau bod ein sefydliad yn darparu cyfleoedd hyfforddiant Cymraeg sylfaenol i'r holl staff. Er bod y Cyngor wedi darparu cyfleoedd hyfforddi i staff ers cyflwyno Safonau'r Gymraeg, mae'r diweddariad canlynol yn amlinellu'r camau yr ydym wedi'u cymryd i fod yn fwy rhagweithiol wrth annog staff i ddefnyddio ein darpariaethau hyfforddi.

Mae'r 'Polisi Hyfforddiant Ôl-fynediad' yn rhoi arweiniad i staff a'u rheolwyr ynghylch logisteg hyfforddiant yn ystod oriau gwaith. Mae'r polisi hwn yn ymwneud â chysiau sy'n arwain at gymhwyster a gydnabyddir yn ffurfiol; er gwaethaf hyn teimlem ei bod yn hanfodol bod staff sy'n edrych ar y ddogfen hon am gyngor yn cael gwybod am gyrsiau Cymraeg ar bob lefel o ystyried y manteision y mae sgiliau Cymraeg yn eu cynnig i bob rôl. O ganlyniad, rydym wedi cynnwys adran o fewn y polisi sy'n cyfeirio staff at y weithdrefn hyfforddiant iaith Gymraeg a ddatblygwyd yn unol â'r camau gweithredu sy'n ymwneud â hyfforddiant o fewn Cynllun Gweithredu CS092 (**S130.1a**).

Nodwyd y newid hwn ym mrieff y rheolwyr ynghyd â'r canllawiau gweithdrefn hyfforddi sydd hefyd yn nodi bod rhaid i reolwyr hysbysu Swyddog Cymorth y Gymraeg pan fydd staff yn derbyn hyfforddiant (**S130.1b**, **S130.2b**). Mae'r wybodaeth hon, ynghyd â'r data a gasglwyd gan ddarparwyr hyfforddiant megis Dysgu Cymraeg, wedi'u cyhoeddi yn Adroddiad Blynyddol yr Iaith Gymraeg (**S130.2a**, **S131.2a**, **S131.2b**). Mae'r weithdrefn hyfforddiant iaith Gymraeg yn archwilio'r adnoddau hyfforddi sydd ar gael drwy'r fewnwyd, y porth e-ddysgu a lefel mynediad a dewisiadau cyrsiau hyfforddiant pellach Dysgu Cymraeg, a'r broses o drefnu amser hyfforddi (**S131.1a**). Hyrwyddwyd y diweddariad hwn o fewn briff y

rheolwyr fel rhan o Gynllun Cyfathrebu'r Gymraeg CS092 a bwriedir ei hyrwyddo ledled y sefydliad yn ystod yr wythnosau nesaf (**S131.1b**).

Mae ein pecyn hyfforddiant iaith Gymraeg yn amlinellu'r cyrsiau sydd ar gael yn ymwneud ag ymwybyddiaeth o hanes a diwylliant yr iaith Gymraeg, gofyniad deddfwriaethol awdurdodau lleol i weithio yn unol â safonau'r Gymraeg; a sut i gynyddu'r defnydd o'r Gymraeg yn y gweithle (**S132.1a, S132.1c**). Fel y nodwyd uchod, mae hyrwyddo hyfforddiant wedi'i gynnwys yng Nghynllun Cyfathrebu'r Gymraeg CS092 (**S132.1d, S132.2b**). Mae'r canllawiau cyffredinol ar gyfer sicrhau ymwybyddiaeth o sut i weithredu yn unol â Safonau'r Gymraeg wedi'u hadolygu a'u diweddarau i adlewyrchu ein model gweithio hybrid presennol. Roedd hyn yn cynnwys Sway sy'n darparu cyfarwyddiadau ar gyfer sefydlu cyfieithu ar y pryd ar gyfer galwadau Microsoft Teams.

Mae diwygiadau wedi'u gwneud i'r rhaglen sefydlu i sefydlu ystyriaeth fwy rhagweithiol o sut i weithio yn unol â gofynion iaith Gymraeg y Cyngor. Datblygiad allweddol yw cyfeirio gweithwyr at y canllawiau iaith Gymraeg a'r elfennau hyfforddi sy'n ymwneud â'r weithdrefn ffôn (**S.133.1Ai, S.133.1Aii, S133.2a**). Er mwyn gwarantu bod rheolwyr yn gweithredu'r newidiadau hyn, anfonwyd y diweddariadau i'n gweithdrefn sefydlu mewn briff rheolwr (**S133.1b, S133.2b**).

Eithriadau / Edrych Ymlaen

Cam gweithredu S132.1b yn y cynllun yw sicrhau bod pecyn hyfforddiant iaith Gymraeg ar gael drwy'r porth e-ddysgu newydd sy'n cael ei gomisiynu ar hyn o bryd, erbyn mis Hydref 2023. Er, ni fydd y porth newydd ar gael i staff tan ddechrau 2024. Felly, tra bod hyfforddiant iaith Gymraeg yn cael ei gynnwys yn natblygiad y porth, bydd oedi cyn cwblhau'r camau gweithredu hyn. O ganlyniad, bydd y gwaith o ddatblygu trefn fonitro sy'n sicrhau bod hyfforddiant iaith Gymraeg yn cael ei ailadrodd o bryd i'w gilydd drwy'r porth e-ddysgu yn dechrau unwaith y bydd y porth ar gael i staff (**S132.2b**).

Safon 130: Rhaid ichi ddarparu cyfleoedd yn ystod oriau gwaith—

(a) i'ch cyflogeion gael gwersi Cymraeg sylfaenol, a

(b) i gyflogeion sy'n rheoli pobl eraill gael hyfforddiant ar ddefnyddio'r Gymraeg yn eu rôl fel rheolwyr.

S130.1 Rhaid i'r Cyngor greu trefn i ddarparu cyfleoedd yn ystod amser gwaith i'w weithwyr gael gwersi Cymraeg sylfaenol, ac i weithwyr sy'n rheoli pobl eraill dderbyn hyfforddiant ar ddefnyddio'r Gymraeg yn eu rôl fel rheolwyr.

Cyf.	Cam Gweithredu	Dechrau	Gorffen	Arweinydd Tîm Arwain Corfforaethol	Arweinydd(ion) Gweithredu / ymrwymiaidau staffio	Ymrwymiaidau Cyllidebol	BRAG
S130.1A	Adolygu a datblygu Polisi Hyfforddiant Ôl-fynediad i gynnwys gweithdrefn i ddarparu cyfleoedd i bob aelod o staff dderbyn hyfforddiant iaith Gymraeg sylfaenol yn ystod amser gwaith.	Mawrth 2023	Mehefin 2023	Bernadette Elias	Ceri Gay (Datblygu Sefydliadol) Lee McDonald (Datblygu Sefydliadol)	Cyllideb maes gwasanaeth Datblygu Sefydliadol	Mae cynnwys adran yn ymwneud â hyfforddiant iaith Gymraeg bellach wedi'i gynnwys yn y Polisi Hyfforddiant Ôl-fynediad.
S130.1B	Polisi Hyfforddiant Ôl-fynediad diwygiedig yn cael ei hyrwyddo i'r holl staff drwy'r Cynllun Cyfathrebu'r Gymraeg CS092 (S8.3A).	Mai 2023	Mawrth 2024	Bernadette Elias	Carolyn Jenkins (Cyfathrebu) Louise Bishop (Cyfathrebu)	Cyllideb maes gwasanaeth Cyfathrebu	Mae rheolwyr wedi cael eu briffio ar y newid hwn er mwyn trefnu hyfforddiant effeithiol i'w timau.
S130.2	Rhaid i'r Cyngor gofnodi faint o staff sy'n cael cynnig yr hyfforddiant hwn a faint o staff sy'n cael yr hyfforddiant hwn yn flynyddol.						
S130.2A	Gwybodaeth perfformiad chwarterol i'w chasglu gan Lywodraeth Cymru, Dysgu Cymraeg a darparwyr hyfforddiant ynghylch nifer y staff sy'n derbyn hyfforddiant.	Mawrth 2023	Hydref 2023	Sarah King	Katherine Watkins-Hughes (Polisi a Phartneriaethau)	Cyllideb maes gwasanaeth Polisi a Phartneriaethau	Mae ffigurau hyfforddiant iaith Gymraeg yn cael eu coladu a'u cyhoeddi yn

							Adroddiad Blynyddol yr Iaith Gymraeg.
S130.2B	Anogir rheolwyr a staff i hysbysu Swyddog Cymorth y Gymraeg pan fydd staff yn derbyn hyfforddiant iaith Gymraeg drwy'r Cynllun Cyfathrebu'r Gymraeg CS092 (S8.3A).	Mawrth 2023	Mawrth 24	Bernadette Elias	Carolyn Jenkins (Cyfathrebu) Katherine Watkins-Hughes (Polisi a Phartneriaethau)	Cyllideb maes gwasanaeth Cyfathrebu / Polisi a Phartneriaethau	Mae'r drefn hyfforddi newydd yn nodi'r angen i reolwyr a staff hysbysu Swyddog Cymorth y Gymraeg.

S130.3	Rhaid i'r Cyngor ddarparu tystiolaeth ysgrifenedig sy'n bodloni Comisiynydd y Gymraeg bod camau gorfodi 1 - 2 wedi'u cwblhau.						
Cyf.	Cam Gweithredu	Dechrau	Gorffen	Arweinydd Tîm Arwain Corfforaethol	Arweinydd(ion) Gweithredu / ymrwymadau staffio	Ymrwymadau Cyllidebol	BRSAG
S130.4A	Adroddiad Cynnydd Cynllun Gweithredu CS092	Rhagfyr 2023	Mawrth 2024	Sarah King	Andrew Parker (Polisi a Phartneriaethau)	Cyllideb maes gwasanaeth Polisi a Phartneriaethau	Bydd yr Adroddiad Cynnydd Chwarterol hwn yn helpu i gwblhau adroddiad terfynol SCyG ym mis Mawrth 2024.

* Bydd costau ychwanegol sy'n gysylltiedig â phwysau cyllidebol yn cael eu cyflwyno i'r Tîm Arwain Corfforaethol i'w hystyried.

Safon 131: Rhaid ichi ddarparu cyfleoedd i'ch cyflogeion sydd wedi cwblhau hyfforddiant Cymraeg sylfaenol gael hyfforddiant pellach yn rhad ac am ddim er mwyn datblygu eu sgiliau yn yr iaith.

S131.1 Rhaid i'r Cyngor greu trefn i ddarparu cyfleoedd i'w weithwyr sydd wedi cwblhau hyfforddiant iaith Gymraeg sylfaenol dderbyn hyfforddiant pellach yn rhad ac am ddim, i ddatblygu eu sgiliau iaith.

Cyf.	Cam Gweithredu	Dechrau	Gorffen	Arweinydd Tîm Arwain Corfforaethol	Arweinydd(ion) Gweithredu / ymrwymiadau staffio	Ymrwymiadau Cyllidebol	BRAG
S131.1A	Datblygu Hyfforddiant Iaith Gymraeg - Canllaw i Reolwyr a Staff i gynnwys gweithdrefn i ddarparu cyfleoedd i bob aelod o staff dderbyn hyfforddiant Cymraeg pellach yn rhad ac am ddim, i ddatblygu eu sgiliau iaith.	Mawrth 2023	Mai 2023	Sarah King	Katherine Watkins-Hughes (Polisi a Phartneriaethau)	Cyllideb maes gwasanaeth Polisi a Phartneriaethau	Mae'r Weithdrefn Hyfforddiant Iaith Gymraeg yn cynnwys canllawiau ar gyfleoedd hyfforddi pellach sydd ar gael i staff.
S131.1B	Hyfforddiant Iaith Gymraeg Diwygiedig – Hyrwyddo'r Canllaw i Reolwyr a Staff i'r holl staff drwy'r Cynllun Cyfathrebu'r Gymraeg CS092 (S8.3A).	Mehefin 2023	Mawrth 2024	Bernadette Elias	Carolyn Jenkins (Cyfathrebu) Louise Bishop (Cyfathrebu)	Cyllideb maes gwasanaeth Cyfathrebu	Mae'r canllawiau hyn wedi'u cynnwys ym mriiff y rheolwyr ac mae hyrwyddo pellach i'r holl staff yn cael ei ddatblygu fel rhan o Gynllun Cyfathrebu'r Gymraeg CS092.

S131.2	Rhaid i'r Cyngor gofnodi faint o staff sy'n cael cynnig yr hyfforddiant hwn a faint o staff sy'n cael yr hyfforddiant hwn yn flynyddol.						
S131.2A	Gwybodaeth perfformiad chwarterol i'w chasglu gan ddarparwyr hyfforddiant ynglŷn â nifer y staff sy'n derbyn hyfforddiant pellach yn y Gymraeg.	Mawrth 2023	Mawrth 2024	Sarah King	Katherine Watkins-Hughes (Polisi a Phartneriaethau)	Cyllideb maes gwasanaeth Polisi a Phartneriaethau	Gweler S130.2a.
S131.2B	Rhaid i holl reolwyr y Cyngor gadw cofnod o staff sy'n derbyn Hyfforddiant Iaith Gymraeg a rhaid iddynt ddarparu crynodeb blynyddol i'r Tîm Polisi a Phartneriaethau.	Mawrth 2023	Hydref 2023	Sarah King	Andrew Parker (Polisi a Phartneriaethau) Katherine Watkins-Hughes (Polisi a Phartneriaethau)	Cyllideb maes gwasanaeth Polisi a Phartneriaethau	Gweler S130.2b.

S131.3	Rhaid i'r Cyngor ddarparu tystiolaeth ysgrifenedig sy'n bodloni Comisiynydd y Gymraeg bod Camau Gorfodi 1 - 2 wedi'u cwblhau.						
Cyf.	Cam Gweithredu	Dechrau	Gorffen	Arweinydd Tîm Arwain Corfforaethol	Arweinydd(ion) Gweithredu / ymrwymadau staffio	Ymrwymadau Cyllidebol	BRAG
S131.3A	Adroddiad Cynnydd Cynllun Gweithredu CS092	Rhagfyr 2023	Mawrth 2024	Sarah King	Andrew Parker (Polisi a Phartneriaethau)	Cyllideb maes gwasanaeth Polisi a Phartneriaethau	Bydd yr Adroddiad Cynnydd Chwarterol hwn yn helpu i gwblhau adroddiad terfynol SCyG ym mis Mawrth 2024.

* Bydd costau ychwanegol sy'n gysylltiedig â phwysau cyllidebol yn cael eu cyflwyno i'r Tîm Arwain Corfforaethol i'w hystyried

Safon 132: Rhaid ichi ddarparu cyrsiau hyfforddi er mwyn i'ch cyflogeion ddatblygu—

- (a)ymwybyddiaeth o'r Gymraeg (gan gynnwys ymwybyddiaeth am hanes yr iaith a'i lle yn niwylliant Cymru);**
(b)dealltwriaeth o'r ddyletswydd i weithredu yn unol â safonau'r Gymraeg;
(c)dealltwriaeth am y modd y gellir defnyddio'r Gymraeg yn y gweithle.

S132.1 Rhaid i'r Cyngor ddarparu hyfforddiant i'w weithwyr ar ymwybyddiaeth o'r Gymraeg, dealltwriaeth o'r ddyletswydd i weithredu yn unol â Safonau'r Gymraeg a dealltwriaeth o'r modd y gellir defnyddio'r Gymraeg yn y gweithle.

Cyf.	Cam Gweithredu	Dechrau	Gorffen	Arweinydd Tîm Arwain Corfforaethol	Arweinydd(ion) Gweithredu / ymrwymiadau staffio	Ymrwymiadau Cyllidebol	BRAG
S132.1A	Pecyn hyfforddiant iaith Gymraeg i'w ddatblygu yn unol â Safon 132 (S132.1D).	Mawrth 2023	Mehefin 2023	Sarah King	Andrew Parker (Polisi a Phartneriaethau) Katherine Watkins-Hughes (Polisi a Phartneriaethau)	Cyllideb maes gwasanaeth Polisi a Phartneriaethau	Mae'r Weithdrefn Hyfforddiant Iaith Gymraeg yn cynnig arweiniad ar yr adnoddau sydd ar gael i staff ynghylch ymwybyddiaeth o'r Gymraeg, gan gynnwys ei hanes a'i heffeithiau diwylliannol, canllawiau ar sut i weithredu yn unol â Safonau'r Gymraeg a sut y gellir defnyddio'r iaith yn y gweithle.
S132.1B	Pecyn hyfforddiant iaith Gymraeg i fod ar gael i'r	Hydref 2023	Hydref 2023	Bernadette Elias	Ceri Gay (Datblygu Sefydliadol)	Cyllideb maes gwasanaeth Datblygu Sefydliadol	Bydd y porth e-ddysgu ar gael i

	holl staff trwy borth e-ddysgu newydd y Cyngor (yn cael ei gomisiynu ar hyn o bryd).				Lee McDonald (Datblygu Sefydliadol)		staff ar ddechrau 2024.
S132.1C	Adolygu a datblygu canllawiau ymwybyddiaeth o'r Gymraeg sydd ar gael i'r holl staff drwy'r fewnwyd gan sicrhau eu bod yn cynnwys yr elfennau dysgu gofynnol yn unol â Safon 131.	Mawrth 2023	Hydref 2023	Sarah King	Andrew Parker (Polisi a Phartneriaethau) Katherine Watkins-Hughes (Polisi a Phartneriaethau)	Cyllideb maes gwasanaeth Polisi a Phartneriaethau	Mae canllawiau ar weithdrefnau hyfforddi wedi'u diweddarau, gyda hyfforddiant ymwybyddiaeth iaith Gymraeg ychwanegol yn cael ei ddatblygu.
S132.1D	Hyrwyddo pecyn hyfforddiant iaith Gymraeg a chanllawiau ymwybyddiaeth o'r Gymraeg drwy Gynllun Cyfathrebu'r Gymraeg CS092 (S8.3A).	Mawrth 2023	Mawrth 2024	Bernadette Elias	Carolyn Jenkins (Cyfathrebu) Louise Bishop (Cyfathrebu)	Cyllideb maes gwasanaeth Cyfathrebu	Mae hyn wedi'i gynnwys o fewn briff rheolwyr, mae opsiynau hyfforddi wedi'u hanfon at yr holl staff gyda hyrwyddo pellach wedi'i drefnu fel rhan o'r Cynllun Cyfathrebu'r Gymraeg CS092.

S132.2 Rhaid i'r Cyngor fod â gweithdrefn yn ei lle sy'n sicrhau bod yr hyfforddiant hwn yn cael ei ailadrodd o bryd i'w gilydd.							
Cyf.	Cam Gweithredu	Dechrau	Gorffen	Arweinydd Tîm Arwain Corfforaethol	Arweinydd(ion) Gweithredu / ymrwymiadau staffio	Ymrwymiadau Cyllidebol	BRAG
S132.2A	Datblygu gweithdrefn ar gyfer sicrhau bod hyfforddiant iaith Gymraeg yn cael ei ailadrodd o bryd i'w gilydd drwy'r porth e-ddysgu (gan gynnwys hyfforddiant gloymi).	Mawrth 2023	Hydref 2023	Bernadette Elias	Ceri Gay (Datblygu Sefydliadol) Lee McDonald (Datblygu Sefydliadol)	Cyllideb maes gwasanaeth Datblygu Sefydliadol	Gweler cam gweithredu S132.1b.

S132.2B	Hyfforddiant iaith Gymraeg cyfnodol (e.e., sesiynau gloywi) i'w hyrwyddo drwy Gynllun Cyfathrebu'r Gymraeg CS092 .	Hydref 2023	Rhagfyr 2023	Bernadette Elias	Carolyn Jenkins (Cyfathrebu) Louise Bishop (Cyfathrebu)	Cyllideb maes gwasanaeth Cyfathrebu	Hyrwyddwyd cyfleoedd hyfforddi i'r holl staff a bydd hyrwyddo pellach wedi'i amserlennu yn y Cynllun Cyfathrebu'r Gymraeg CS092.
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S132.2	Rhaid i'r Cyngor ddarparu tystiolaeth ysgrifenedig sy'n bodloni Comisiynydd y Gymraeg bod Camau Gorfodi 1 - 2 wedi'u cwblhau.						
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S131.3A	Adroddiad Cynnydd Cynllun Gweithredu CS092	Rhagfyr 2023	Mawrth 2024	Sarah King	Andrew Parker (Polisi a Phartneriaethau)	Cyllideb maes gwasanaeth Polisi a Phartneriaethau	Bydd yr Adroddiad Cynnydd Chwarterol hwn yn helpu i gwblhau adroddiad terfynol SCyG ym mis Mawrth 2024.
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* Bydd costau ychwanegol sy'n gysylltiedig â phwysau cyllidebol yn cael eu cyflwyno i'r Tîm Arwain Corfforaethol i'w hystyried

Safon 133: Pan fyddwch yn darparu gwybodaeth i gyflogeion newydd (er enghraifft, fel rhan o broses ymsefydlu), rhaid ichi ddarparu gwybodaeth er mwyn codi eu hymwybyddiaeth o'r Gymraeg.

S133.1	Rhaid i'r Cyngor addasu ei weithdrefnau a'i sesiynau sefydlu i gynnwys darparu gwybodaeth i weithwyr newydd er mwyn codi eu hymwybyddiaeth o'r Gymraeg.						
Cyf.	Cam Gweithredu	Dechrau	Gorffen	Arweinydd Tîm Arwain Corfforaethol	Arweinydd(ion) Gweithredu / ymrwymiaid staffio	Ymrwymiaidau Cyllidebol	BRAG
S133.1Ai	Datblygu a darparu gwybodaeth i gefnogi'r rhaglen sefydlu.	Mawrth 2023	Mehefin 2023	Sarah King	Andrew Parker (Polisi a Phartneriaethau) Katherine Watkins-Hughes (Polisi a Phartneriaethau)	Cyllideb maes gwasanaeth Polisi a Phartneriaethau	Mae'r Llyfryn Sefydlu Corfforaethol a Rhestr Wirio Rheolwyr wedi'u diweddarau i sicrhau bod staff yn ymwybodol o ble i geisio arweiniad/adnoddau Cymraeg.
S133.1Aii	Adolygu a datblygu'r rhaglen sefydlu ar-lein / PDF bresennol i sicrhau ei bod yn cynnwys yr elfennau dysgu gofynnol yn unol â Safon 131.	Mawrth 2023	Hydref 2023	Bernadette Elias	Ceri Gay (Datblygu Sefydliadol) Lee McDonald (Datblygu Sefydliadol)	Cyllideb maes gwasanaeth Datblygu Sefydliadol	Gweler S133.1ai.
S133.1B	Hyrwyddo rhaglen sefydlu ddiwygiedig ar-lein / PDF drwy gyfrwng y Gymraeg drwy Gynllun Cyfathrebu'r Gymraeg CS092 (S8.3A).	Mawrth 2023	Mawrth 2024	Bernadette Elias	Carolyn Jenkins (Cyfathrebu) Louise Bishop (Cyfathrebu)	Cyllideb maes gwasanaeth Cyfathrebu	Mae'r holl reolwyr wedi cael eu briffio ar y diwygiadau a wnaed i'r rhaglen sefydlu.

S133.2	Rhaid i'r Cyngor baratoi pecyn gwybodaeth ar yr iaith Gymraeg a rhannu'r pecyn hwn gyda phob aelod newydd o staff.						
S133.2A	Datblygu pecyn gwybodaeth ar y Gymraeg i'w gynnwys o fewn gwybodaeth sefydlu ar gyfer staff newydd a'i gynnwys yn y Canllawiau Iaith Gymraeg i staff (S133.1A).	Mawrth 2023	Mehefin 2023	Sarah King	Andrew Parker (Polisi a Phartneriaethau) Katherine Watkins-Hughes (Polisi a Phartneriaethau)	Cyllideb maes gwasanaeth Polisi a Phartneriaethau	Mae'r adnoddau sydd ar gael i'r holl staff wedi'u diweddarar ar adran Canllawiau Iaith Gymraeg y fewnwyd a byddant yn cael eu monitro'n barhaus i adlewyrchu'r canllawiau a'r cyfleoedd hyfforddi mwyaf diweddar.
S133.2B	Hyrwyddo gweithdrefnau a sesiynau sefydlu diwygiedig drwy gyfrwng y Gymraeg drwy Gynllun Cyfathrebu'r Gymraeg CS092 (S8.3A) (S133.1B).	Mawrth 2023	Mawrth 2024	Bernadette Elias	Carolyn Jenkins (Cyfathrebu) Louise Bishop (Cyfathrebu)	Cyllideb maes gwasanaeth Cyfathrebu	Gweler S133.1b.

S133.3 Rhaid i'r Cyngor ddarparu tystiolaeth ysgrifenedig sy'n bodloni Comisiynydd y Gymraeg ei fod wedi cymryd Camau Gorfodi 1 a 2.							
Cyf.	Cam Gweithredu	Dechrau	Gorffen	Arweinydd Tîm Arwain Corfforaethol	Arweinydd(ion) Gweithredu / ymrwymadau staffio	Ymrwymadau Cyllidebol	BRAG
S133.3A	Adroddiad Cynnydd Cynllun Gweithredu CS092	Rhagfyr 2023	Mawrth 2024	Sarah King	Andrew Parker (Polisi a Phartneriaethau)	Cyllideb maes gwasanaeth Polisi a Phartneriaethau	Bydd yr Adroddiad Cynnydd Chwarterol hwn yn helpu i gwblhau adroddiad terfynol SCyG ym mis Mawrth 2024.

* Bydd costau ychwanegol sy'n gysylltiedig â phwysau cyllidebol yn cael eu cyflwyno i'r Tîm Arwain Corfforaethol i'w hystyried

Recriwtio

Safon 127: Rhaid ichi asesu sgiliau Cymraeg eich cyflogeion.

Safon 136: Pan fyddwch yn asesu'r anghenion ar gyfer swydd newydd neu swydd wag, rhaid ichi asesu'r angen am sgiliau yn y Gymraeg, a'i chategoreiddio fel swydd pan fo un neu ragor o'r canlynol yn gymwys

(a) bod sgiliau yn y Gymraeg yn hanfodol;

(b) bod angen dysgu sgiliau yn y Gymraeg pan benodir rhywun i'r swydd;

(c) bod sgiliau yn y Gymraeg yn ddymunol; neu

(ch) nad yw sgiliau yn y Gymraeg yn angenrheidiol.

Safon 136A: Os byddwch wedi categoreiddio swydd fel un sy'n gofyn bod sgiliau yn y Gymraeg yn hanfodol, yn ddymunol neu fod angen eu dysgu, rhaid ichi—

(a) pennu hynny wrth hysbysebu'r swydd, a

(b) hysbysebu'r swydd yn Gymraeg.

Mae'r Cyngor ar hyn o bryd yn defnyddio fframwaith Cymdeithas Profwyr Ieithoedd Ewrop i asesu sgiliau staff, wedi'i fesur drwy hunanasesiadau staff ar iTrent. Ar hyn o bryd rydym yn gweithio gyda'r Tîm Datblygu Sefydliadol i ystyried y fframwaith presennol a manteision newid i'r Fframwaith Cyfeirio Ewropeaidd Cyffredin. Cefnogir y broses benderfynu hon gan adborth gan ein haelodau rhwydwaith iaith Gymraeg sydd yn y broses o drosglwyddo i weithdrefnau asesu eu Cyngor.

Nid yw'r system iTrent bresennol yn hwyluso atodi hyperddolenni i'r fframwaith asesu na'r dogfennau eu hunain, felly rhaid i staff weld yr asesiad ar y fewnrwyd neu ofyn am gopi gan eu rheolwyr. Yn dilyn y datblygiadau a drefnwyd i'r system gan Datblygu Sefydliadol, rydym yn bwriadu darparu copi o'r fframwaith ar iTrent ei hun, (**S127.1a**) ynghyd â hyrwyddiadau i staff yn egluro'r lefelau sgiliau (**S127.1c**). Bwriad y trefniadau hyn yw gwneud cwblhau'r asesiad hwn yn gyflymach ac yn haws i staff ddiwygio eu gwybodaeth, gan arwain at gydymffurfiaeth gryfach wrth i'r wybodaeth hon gael ei hadolygu a'i diweddarau'n fwy rheolaidd.

Er gwaethaf y datblygiadau sydd i ddod i system iTrent, rydym yn cydnabod pwysigrwydd parhau i asesu sgiliau staff yn y cyfamser. Mae hyn wedi'i amlygu gan nodiadau atgoffa sy'n cael eu hanfon at staff i gadw'r wybodaeth hon yn gyfredol fel rhan o Gynllun Cyfathrebu Iaith Gymraeg CS092 (**S127.2b**) Cyhoeddir y wybodaeth hon yn ein Hadroddiad Blyneddol ar yr Iaith Gymraeg, a'i defnyddio i sicrhau bod gennym wydnwch staffio digonol ar gyfer gwasanaeth Cymraeg (**S127.3a**).

Rydym wedi dechrau gweithio ar sut mae ein sefydliad yn asesu'r sgiliau sydd eu hangen ar gyfer rolau, a'u trefniadau hysbysebu dilynol. Ymgwymerwyd ag ymchwil i lwyfannau recriwtio Cymraeg, gyda'r potensial i geisio buddsoddiad corfforaethol i ddefnyddio cynulleidfaf'r safleoedd hyn ar gyfer rolau sydd wedi'u categoreiddio fel 'Cymraeg yn hanfodol'. (Mae prisiau'n amrywio o £100 - £150 fesul hysbyseb) (**S127.1b**). Mae'r Ffurflen

Awdurdodi Recriwtio a ddefnyddir gan reolwyr i sefydlu'r sgiliau Cymraeg sydd eu hangen ar gyfer unrhyw rôl benodol yn cael ei hadolygu. Un o'n prif ffocws yn yr adolygiad hwn yw ystyried capasiti o fewn y maes gwaith swyddi i ddarparu gwasanaeth Cymraeg. (**S136.3a**). Unwaith y bydd y ffurflen wedi'i diweddarau, bydd rheolwyr yn cael eu gwneud yn ymwybodol o hynny ac yn cael canllawiau ar ddefnydd effeithiol ohonynt fel rhan o Gynllun Cyfathrebu'r Gymraeg CS092 (**S136.1, S136.2a, S136a.1a**). Ymhellach, mae diwygiadau i dempled yr hysbyseb swydd i gryfhau cydymffurfiaeth â Safon 136a yn aros i gael eu cymeradwyo. Mae'r diwygiadau arfaethedig yn gweld bod ymgeiswyr yn cael gwybod am y categori sgiliau rolau heb orfod mynd i'r swydd-ddisgrifiad llawn.

Gan ddefnyddio adborth gan ein Tîm Datblygu Sefydliadol ein hunain, Swyddogion Iaith Gymraeg yr awdurdodau cyfagos a'r holl waith ymchwil sydd ar gael i ni, rydym yn parhau i archwilio'r rhwystrau i gyflogi siaradwyr Cymraeg (**S136a.1b**). Bydd y wybodaeth hon, ac yn bwysicach fyth, yr atebion i oresgyn y rhwystrau a nodwyd yn cefnogi datblygiad yr ymgyrch gyfathrebu sydd ar ddod sy'n hyrwyddo'r gwerth y mae'r Cyngor, o safbwynt cyflogwr, yn ei roi ar sgiliau Cymraeg (**S136a.1c**).

Safon 127: Rhaid ichi asesu sgiliau Cymraeg eich cyflogaion.

S127.1 Rhaid i'r Cyngor sicrhau bod ganddo weithdrefn mewn lle i asesu sgiliau Cymraeg ei weithwyr.

Cyf.	Cam Gweithredu	Dechrau	Gorffen	Arweinydd Tîm Arwain Corfforaethol	Arweinydd(ion) Gweithredu / ymrwymiaidau staffio	Ymrwymiaidau Cyllidebol *	BRAG
S127.1A	Adolygu a datblygu'r Weithdrefn Asesu Sgiliau Cymraeg presennol, gan gynnwys system iTrent, a'i diweddarau yn unol â Safon 127.	Mawrth 2023	Hydref 2023	Bernadette Elias	Ceri Gay (Datblygu Sefydliadol) Lee McDonald (Datblygu Sefydliadol) Jane Thomas (Datblygu Sefydliadol)	Cyllideb maes gwasanaeth Datblygu Sefydliadol	Ar y gweill ar hyn o bryd.
S127.1B	Cwmpasu a phrofi'r defnydd o lwyfannau recriwtio ar-lein ar gyfer siaradwyr Cymraeg, yn enwedig ar gyfer swyddi newydd neu swyddi presennol sy'n gofyn am y Gymraeg fel sgil hanfodol.	Mawrth 2023	Mawrth 2024	Bernadette Elias	Ceri Gay (Datblygu Sefydliadol) Lee McDonald (Datblygu Sefydliadol)	Cyllideb maes gwasanaeth Datblygu Sefydliadol	Byddai angen buddsoddiad corfforaethol i ymestyn ein hysbysebu i'r safleoedd hyn.
S127.1C	Hyrwyddo canllawiau diwygiedig Gweithdrefn Asesu Sgiliau Cymraeg i Reolwyr a Staff drwy Gynllun Cyfathrebu'r Gymraeg (S8.3A).	Medi 2023	Mawrth 2024	Bernadette Elias	Carolyn Jenkins (Cyfathrebu) Louise Bishop (Cyfathrebu)	Cyllideb maes gwasanaeth Cyfathrebu	Bydd yn dechrau ar ôl cwblhau cam gweithredu S127.1a.

S127.2 Rhaid i'r Cyngor sicrhau bod y sgiliau hynny'n cael eu hasesu'n flynyddol.							
Cyf.	Cam Gweithredu	Dechrau	Gorffen	Arweinydd Tîm Arwain Corfforaethol	Arweinydd(ion) Gweithredu / ymrwymiadau staffio	Ymrwymiadau Cyllidebol	BRAG
S127.2A	Asesiad blynyddol o sgiliau Cymraeg staff drwy system iTrent, adrodd a dadansoddi er mwyn llywio'r cynllun Adnoddau Dynol i sicrhau adnoddau digonol ar gyfer gwasanaethau ffôn Cymraeg.	Mawrth 2023	Hydref 2023	Bernadette Elias	Ceri Gay (Datblygu Sefydliadol) Lee McDonald (Datblygu Sefydliadol) Jane Thomas (Datblygu Sefydliadol)	Cyllideb maes gwasanaeth Datblygu Sefydliadol	Cyhoeddwyd yr asesiad diweddaraf ar 30 Mehefin 2023 yn Adroddiad Blynyddol yr Iaith Gymraeg .
S127.2B	Nodiadau atgoffa chwarterol i staff ddiweddarau eu gwybodaeth bersonol ar iTrent trwy Gynllun Cyfathrebu'r Iaith Gymraeg CS092 (S8.3A).	Mawrth 2023	Mawrth 2024	Bernadette Elias	Ceri Gay (Datblygu Sefydliadol) Lee McDonald (Datblygu Sefydliadol)	Cyllideb maes gwasanaeth Datblygu Sefydliadol	Mae nodiadau atgoffa wedi'u hanfon at yr holl staff ac mae mwy wedi'u hamserlennu fel rhan o Gynllun Cyfathrebu'r Gymraeg CS092.
S127.2C	Hyrwyddiad i staff yn egluro lefelau sgiliau Cymraeg (e.e., 'ychydig' yn erbyn 'cymedrol') drwy Gynllun Cyfathrebu'r Gymraeg CS092.	Mawrth 2023	Mawrth 2024	Bernadette Elias	Carolyn Jenkins (Cyfathrebu) Louise Bishop (Cyfathrebu)	Cyllideb maes gwasanaeth cyfathrebu	Ar y gweill wrth i ni gwblhau cam gweithredu S127.1a.

* Bydd costau ychwanegol sy'n gysylltiedig â phwysau cyllidebol yn cael eu cyflwyno i'r Tîm Arwain Corfforaethol i'w hystyried

Safon 136: Pan fyddwch yn asesu'r anghenion ar gyfer swydd newydd neu swydd wag, rhaid ichi asesu'r angen am sgiliau yn y Gymraeg, a'i chategoreiddio fel swydd pan fo un neu ragor o'r canlynol yn gymwys—

- (a) bod sgiliau yn y Gymraeg yn hanfodol;**
- (b) bod angen dysgu sgiliau yn y Gymraeg pan benodir rhywun i'r swydd;**
- (c) bod sgiliau yn y Gymraeg yn ddymunol; neu**
- (ch) nad yw sgiliau yn y Gymraeg yn angenrheidiol.**

S136.1 Rhaid i'r Cyngor ddarparu hyfforddiant i staff sy'n asesu anghenion sgiliau iaith swydd newydd neu swydd wag ar sut i gynnal asesiadau sy'n cydymffurfio â gofynion Safon 136.

Cyf.	Cam Gweithredu	Dechrau	Gorffen	Arweinydd Tîm Arwain Corfforaethol	Arweinydd(ion) Gweithredu / ymrwymiaid staffio	Ymrwymiaidau Cyllidebol	BRAG
S136.1A	Cymorth, gwybodaeth a hyfforddiant a ddarperir i staff sy'n asesu sgiliau iaith yn unol â'r weithdrefn Asesu Sgiliau Iaith Gymraeg ddiwygiedig i'w hyrwyddo drwy Gynllun Cyfathrebu'r Gymraeg CS092 (S8.3A) (S127.1A) (S127.1C).	Mawrth 2023	Hydref 2023	Bernadette Elias	Ceri Gay (Datblygu Sefydliadol) Carolyn Jenkins (Cyfathrebu) Katherine Watkins-Hughes (Polisi a Phartneriaethau)	Cyllideb maes gwasanaeth Datblygu Sefydliadol /Cyfathrebu / Polisi a Phartneriaethau	Ar y gweill wrth i ni gwblhau cam gweithredu S127.1a.
S136.2 Rhaid i'r Cyngor baratoi canllawiau i staff ar sut i gynnal asesiad o anghenion sgiliau ieithyddol swydd.							
S136.2A	Canllawiau ar asesu anghenion ieithyddol swydd, wedi'u hymgorffori o fewn y dogfennau perthnasol, i'w hyrwyddo drwy Gynllun Cyfathrebu'r Gymraeg CS092 (S8.3A) (S127.1A) (S127.1C).	Mawrth 2023	Hydref 2023	Bernadette Elias	Ceri Gay (Datblygu Sefydliadol) Carolyn Jenkins (Cyfathrebu) Katherine Watkins-Hughes (Polisi a Phartneriaethau)	Cyllideb maes gwasanaeth Datblygu Sefydliadol /Cyfathrebu / Polisi a Phartneriaethau	Ar y gweill wrth i ni gwblhau cam gweithredu S127.1a.

S136.3	Wrth gynnal asesiadau o dan Safon 136, rhaid i'r Cyngor, ar bob achlysur, ystyried y gallu o fewn maes gwaith y swydd i ddarparu gwasanaeth Cymraeg yn unol â'r Safonau ac ystyried a ddylid hysbysebu'r swydd fel swydd lle mae sgiliau yn y Gymraeg yn hanfodol.						
Cyf.	Cam Gweithredu	Dechrau	Gorffen	Arweinydd Tîm Arwain Corfforaethol	Arweinydd(ion) Gweithredu / ymrwymiaidau staffio	Ymrwymiaidau Cyllidebol	BRAG
S136.3A	Diwygio'r weithdrefn asesu sgiliau iaith Gymraeg i gynnwys ystyried darparu gwasanaeth Cymraeg a hysbysebu sgiliau Cymraeg yn hanfodol (S127.1) (S127.2A), a monitro gweithrediad.	Mawrth 2023	Mawrth 2024	Bernadette Elias	Ceri Gay (Datblygu Sefydliadol) Lee McDonald (Datblygu Sefydliadol) Jane Thomas (Datblygu Sefydliadol) Katherine Watkins-Hughes (Polisi a Phartneriaethau)	Cyllideb maes gwasanaeth Datblygu Sefydliadol / Polisi a Phartneriaethau	Ar y gweill wrth i ni gwblhau cam gweithredu S127.1a.
S136.4	Rhaid i'r Cyngor ddarparu tystiolaeth ysgrifenedig sy'n bodloni Comisiynydd y Gymraeg bod Camau Gorfodi 1 - 3 wedi'u cwblhau.						
S136.4A	Adroddiad Cynnydd Cynllun Gweithredu'r Gymraeg CS092	Rhagfyr 2023	Mawrth 2024	Sarah King	Andrew Parker (Polisi a Phartneriaethau)	Cyllideb maes gwasanaeth Polisi a Phartneriaethau	Bydd yr Adroddiad Cynnydd Chwarterol hwn yn helpu i gwblhau adroddiad terfynol SCyG ym mis Mawrth 2024.

* Bydd costau ychwanegol sy'n gysylltiedig â phwysau cyllidebol yn cael eu cyflwyno i'r Tîm Arwain Corfforaethol i'w hystyried

Safon 136A: Os byddwch wedi categorio swydd fel un sy'n gofyn bod sgiliau yn y Gymraeg yn hanfodol, yn ddymunol neu fod angen eu dysgu, rhaid ichi—

(a) pennu hynny wrth hysbysebu'r swydd, a

(b) hysbysebu'r swydd yn Gymraeg.

S136A.1 Rhaid i'r Cyngor newid ei weithdrefnau fel bod y corff, pan fo'r Cyngor yn categorio swydd fel un lle mae sgiliau yn y Gymraeg yn hanfodol, yn ddymunol neu fod angen eu dysgu, yn pennu hynny, wrth hysbysebu'r swydd a hysbysebu'r swydd yn Gymraeg yn unol â safon 136A. .

Cyf.	Cam Gweithredu	Dechrau	Gorffen	Arweinydd Tîm Arwain Corfforaethol	Arweinydd(ion) Gweithredu / ymrwymiadau staffio	Ymrwymiadau Cyllidebol	BRAG
S136A.1A	Diwygio'r weithdrefn Asesu Sgiliau Iaith Gymraeg i ystyried ôl-gategoreiddio sgiliau iaith Gymraeg (S127.1) (S127.2)	Mawrth 2023	Mawrth 24	Bernadette Elias	Ceri Gay, Lee McDonald, Jane Thomas (Datblygu Sefydliadol) Katherine Watkins-Hughes (Polisi a Phartneriaethau)	Cyllideb maes gwasanaeth Datblygu Sefydliadol / Polisi a Phartneriaethau	Ar y gweill wrth i ni gwblhau cam gweithredu S127.1a.
S136A.1B	Cynnal ymchwil i ddeall y rhwystrau o gyflogi siaradwyr Cymraeg i swyddi.	Mawrth 2023	Mawrth 2024	Sarah King	Katherine Watkins-Hughes (Polisi a Phartneriaethau)	Cyllideb maes gwasanaeth Polisi a Phartneriaethau	Ar y gweill.
S136A.1C	Datblygu ymgyrch ymgysylltu a chyfathrebu rhagweithiol sy'n hyrwyddo gwerth sgiliau Cymraeg i gyflogwyr a defnydd o fewn y gweithle.	Medi 2023	Mawrth 2024	Sarah King	Katherine Watkins-Hughes (Polisi a Phartneriaethau) Carolyn Jenkins (Cyfathrebu)	Cyllideb maes gwasanaeth Polisi a Phartneriaethau/ Cyfathrebu	Ar y gweill.
S136.4	Rhaid i'r Cyngor ddarparu tystiolaeth ysgrifenedig sy'n bodloni Comisiynydd y Gymraeg bod Camau Gorfodi 1 - 3 wedi'u cwblhau.						
S136.4A	Adroddiad Cynnydd Cynllun Gweithredu'r Gymraeg CS092	Rhagfyr 2023	Mawrth 2024	Sarah King	Andrew Parker (Polisi a Phartneriaethau)	Cyllideb maes gwasanaeth Polisi a Phartneriaethau	Bydd yr Adroddiad Cynnydd Chwarterol hwn yn helpu i gwblhau

								adroddiad terfynol SCyG ym mis Mawrth 2024.
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Hyrwyddo gwell gwasanaeth Cymraeg

Safon 81: Rhaid ichi hybu unrhyw wasanaeth Cymraeg a ddarperir gennych, a hysbysebu'r gwasanaeth hwnnw yn Gymraeg

Bydd gwaith yn dechrau ar ddatblygu a chyhoeddi ymgyrch allanol sy'n hyrwyddo mynediad i wasanaethau'r Cyngor drwy gyfrwng y Gymraeg unwaith y byddwn wedi cwblhau'r camau gweithredu yn y cynllun gweithredu i wella ein darpariaeth o'r gwasanaethau dywededig. Unwaith y byddwn wedi cryfhau ein gwasanaethau Cymraeg bwriadwn ddefnyddio [‘Pa bynnag ffordd... / Whichever way...’](#) Cyngor Sir Caerfyrddin fel enghraifft o arfer da.

Safon 81: Rhaid ichi hybu unrhyw wasanaeth Cymraeg a ddarperir gennych, a hysbysebu'r gwasanaeth hwnnw yn Gymraeg

S81.1 Byddai ymgyrch hyrwyddo benodol am y gwasanaethau ffôn Cymraeg yn fanteisiol. Dylid cynnal ymgyrch o'r fath pan fo'r corff yn hyderus bod ei wasanaethau ffôn Cymraeg yn cydymffurfio â'r Safonau cyflenwi gwasanaethau.

Cyf.	Cam Gweithredu	Dechrau	Gorffen	Arweinydd Tîm Arwain Corfforaethol	Arweinydd(ion) Gweithredu / ymrwymiadau staffio	Ymrwymiadau Cyllidebol *	BRAG
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S81.1A	Cyflwyno ymgyrch hyrwyddo benodol drwy Gynllun Cyfathrebu'r Gymraeg CS092 (S8.3A).	Chwefror 2024	Mawrth 2024	Bernadette Elias	Carolyn Jenkins (Cyfathrebu) Louise Bishop (Cyfathrebu)	Cyllideb maes gwasanaeth Cyfathrebu	Bydd gwaith ar ddatblygu a chyflawni'r ymgyrch hon yn dechrau ar ôl cwblhau'r holl gamau gweithredu yn y cynllun hwn wrth i ni wella ein cydymffurfiaeth â'r safonau cyflenwi gwasanaethau.
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S81.2 Rhaid i'r Cyngor ddarparu tystiolaeth ysgrifenedig sy'n bodloni Comisiynydd y Gymraeg bod Cam Gorfodi 1 wedi'i gwblhau.

S81.2A	Adroddiad Cynnydd Cynllun Gweithredu'r Gymraeg CS092.	Rhagfyr 2023	Mawrth 2024	Sarah King	Andrew Parker (Polisi a Phartneriaethau)	Cyllideb maes gwasanaeth Polisi a Phartneriaethau	Bydd yr Adroddiad Cynnydd Chwarterol hwn yn helpu i
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							gwblhau adroddiad terfynol SCyG ym mis Mawrth 2024.
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** Bydd costau ychwanegol sy'n gysylltiedig â phwysau cyllidebol yn cael eu cyflwyno i'r Tîm Arwain Corfforaethol i'w hystyried.*

Atodiad 2: Polisi Cymraeg yn y Gweithle

*Defnydd Mewnol o'r
Iaith Gymraeg*



Cyngor Bwrdeistref Sirol

Blaenau Gwent

County Borough Council



**Paratowyd yn unol â gofynion Mesur y Gymraeg
(Cymru) 2011**

Fersiwn	Newidiadau Allweddol	Cymeradwywyd gan
Gorffennaf 2023		

Mae'r polisi'n berthnasol i holl weithwyr Cyngor Bwrdeistref Sirol Blaenau Gwent a bydd yn cefnogi'r Cyngor i gyflawni ei ddyletswyddau statudol fel y nodir yn Hysbysiad Cydymffurfio Safonau'r Gymraeg.

Mae'r iaith Gymraeg yn rhan annatod o hunaniaeth ddiwylliannol Blaenau Gwent, mae'n helpu i lunio ein treftadaeth a'n dyfodol. Mae'r Gymraeg hefyd yn cael ei chydabod yng Nghynllun Corfforaethol 2022/27 y Cyngor fel mesur perfformiad allweddol sy'n ceisio cefnogi'r weledigaeth 'Blaenau Gwent – lle sy'n deg, yn agored ac yn groesawgar i bawb drwy weithio gyda'n cymunedau ac ar eu cyfer'.

Felly, mae darparu cyfleoedd i'n staff ddefnyddio'r Gymraeg yn y gweithle yn hynod o bwysig i'r Cyngor. Mae cynyddu'r defnydd o'r Gymraeg yn y gweithle ymhellach yn cryfhau ansawdd y gwasanaeth a ddarparwn i'n trigolion trwy gyfrwng y Gymraeg.

Yn fewnol mae'r Cyngor wedi ymrwymo i ystyried Safonau'r Gymraeg ym mhob maes gwaith ein hawdurdod. Rydym yn ffynnu i gyfrannu at strategaeth y Llywodraeth i gyrraedd 1 miliwn o siaradwyr erbyn 2050, gan ddefnyddio ein Strategaeth Hybu'r Gymraeg 5 Mlynedd 2022/27 fel fframwaith.

Mae pwrpas y polisi hwn fel a ganlyn:

- a) Annog agwedd gadarnhaol tuag at yr iaith Gymraeg sy'n cofleidio diwylliant Cymreig gyda balchder a pharch.
- b) Cynyddu nifer y staff sydd â sgiliau Cymraeg drwy ddarparu cyfleoedd i weithwyr ddysgu neu wella eu gallu ieithyddol.
- c) Sicrhau bod Mesur y Gymraeg 2011 yn cael ei gynnal ar lefel sefydliad cyfan.

Mae'r polisi'n berthnasol i weithwyr, gwirfoddolwyr ac Aelodau etholedig.

Byddwn yn hyrwyddo agweddau cadarnhaol sy'n annog ein gweithlu i ymfalchïo yn y Gymraeg a'i diwylliant

- Mae canllawiau iaith Gymraeg, mewn perthynas â bodloni ein Safonau Iaith Gymraeg, ar gael i staff drwy'r Fewnrwyd. Mae'r wybodaeth a ddarperir yn cael ei monitro a'i diweddarau'n rheolaidd.
- Bydd Dydd Gŵyl Dewi a Diwrnod Hawliau'r Gymraeg, gan gynnwys digwyddiadau eraill yn y calendr Cymraeg, yn cael eu dathlu yn y gwaith a'u hyrwyddo yn y gymuned.
- Byddwn yn dathlu llwyddiannau ein dysgwyr Cymraeg gyda gwaith cyfathrebu mewnol a chyhoeddus.
- Gan weithio gyda Rhwydwaith Cymraeg Blaenau Gwent byddwn yn nodi ac yn hyrwyddo cyfleoedd, gyda'n staff a'r gymuned ehangach, lle gellir defnyddio'r Gymraeg yn lleol.
- Bydd arfer da ynghylch safonau'r Gymraeg yn cael ei nodi yn ein Hadroddiad Monitro Blynyddol ar yr Iaith Gymraeg.
- Bydd derbynfeydd y Cyngor yn arddangos arwyddion Iaith Gwaith yn annog y defnydd o'r Gymraeg.

Ein nod yw cynyddu nifer y staff sydd â sgiliau Cymraeg drwy ddarparu cyfleoedd i weithwyr ddysgu neu wella eu gallu ieithyddol.

Recriwtio

- Bydd gofynion y Gymraeg ar gyfer pob rôl newydd neu bresennol yn cael eu hasesu yn unol â'n polisiâu Recriwtio a Dethol. Bydd yr asesiad hwn yn siapio'r disgrifiad o'r hysbyseb swydd a'r broses gyfweld ddilynol.
- Polisi'r Cyngor yw bod yn rhaid i bob swydd a hysbysebir yn fewnol ac yn allanol nodi'r Gymraeg fel sgil 'dymunol' fel gofyniad sylfaenol.
- Bydd pob swydd wag yn cael ei hysbysebu'n ddwyieithog.
- Bydd ymgeiswyr yn gallu gwneud cais trwy gyfrwng y Gymraeg a chael eu cyfweld yn Gymraeg os dymunant hefyd.
- Pennir dewis iaith ar gyfer gohebiaeth ynghylch cais unigolion yn y ffurflen gais gychwynnol a'i chofnodi'n briodol.

Gweithwyr Newydd

- Mae ein proses sefydlu gorfforaethol, ar gyfer dechreuwyr newydd, yn ystyried pwysigrwydd defnyddio'r Gymraeg a Safonau'r Gymraeg fel rhan o Fesur y Gymraeg (Cymru) 2011, ochr yn ochr â'r 9 nodwedd warchoddedig a nodir gan Ddeddf Cydraddoldeb (2010).
- Bydd gweithwyr newydd yn cael Llyfryn Sefydlu Corfforaethol Blaenau Gwent sy'n sefydlu ethos y Cyngor o barch a chydaddoldeb o amgylch y Gymraeg.

- Rhaid i reolwyr gyfeirio gweithwyr newydd i'r adran canllawiau iaith Gymraeg ar y Fewnrwyd.
- Anogir pob gweithiwr i adrodd ar ei sgiliau Cymraeg mewn darllen, ysgrifennu, siarad a deall trwy system iTrent a reolir gan Datblygu Sefydliadol. Bydd y wybodaeth hon yn cael ei defnyddio i ddeall yn well yr anghenion sgiliau Cymraeg ar draws ein gwahanol gyfarwyddiaethau.

Cynyddu gallu ieithyddol y staff presennol

- Bydd cyfleoedd a gwasanaethau hyfforddiant iaith Gymraeg yn cael eu cyfathrebu'n rheolaidd i staff.
- Mae sleidiau hyfforddiant mewnol ar gyfer dechreuwyr i ddysgu Cymraeg sgysiol yn y gweithle ar gael i'r holl staff trwy'r fewnrwyd, mae'r sleidiau hyn yn cynnig arweiniad ar sut i gael hyfforddiant pellach.
- Mae sleidiau sy'n ymwneud â'r canlynol ar gael i'r holl staff drwy [Fewnrwyd](#) y Cyngor:
 - Cyfarchion Dwyieithog a Geiriau Allweddol
 - Ymadroddion defnyddiol
 - Templedi allan o'r swyddfa
- Mae cefndiroedd Microsoft Teams sy'n arddangos logo Cymraeg Gwaith ar gyfer siaradwyr Cymraeg a dysgwyr ar gael a byddant yn cael eu hyrwyddo i annog staff i'w ddefnyddio mewn cyfarfodydd ar-lein. Felly'n hyrwyddo ac yn annog busnes i gael ei gynnal drwy gyfrwng y Gymraeg.
- Mae laniardau a bathodynau Cymraeg Gwaith ar gael i'r holl staff (gan gynnwys cortynnau gwddf ar gyfer dysgwyr Cymraeg).
- Bydd y canllaw gweithdrefn hyfforddiant iaith Gymraeg yn cael ei fonitro a'i ddiweddarau'n unol â hynny i adlewyrchu'r ddarpariaeth bresennol sydd mewn lle.
- Bydd arwyddion Cymraeg yn y gweithle yn cael eu harddangos o fewn adeiladau'r Cyngor i hyrwyddo'r defnydd o'r Gymraeg ac ymarfer y Gymraeg.

Sicrhau bod Mesur y Gymraeg 2011 yn cael ei gynnal ar lefel y sefydliad cyfan

- Fel rhan o'r broses sefydlu, rhaid i reolwyr gyfeirio staff at y canllawiau iaith Gymraeg ar y fewnrwyd i sicrhau bod yr holl staff yn ymwybodol o'n hymrwymadau ac yn gweithio yn unol â Mesur y Gymraeg 2011.
- Bydd y canllawiau canlynol ar gael i'r holl staff ar y [Fewnrwyd](#):
 - Trosolwg o Safonau'r Gymraeg
 - Trefn Cyfieithu
 - Trefn Ffonau
 - Canllawiau Hyfforddiant
- Bydd yr holl staff yn cael mynediad i hyfforddiant ar sut i weithio yn unol â Mesur y Gymraeg 2011 drwy'r porth e-ddysgu. Bydd canllawiau ar ddod o hyd i'r adnoddau hyn yn cael eu hamlinellu yn y Weithdrefn Hyfforddiant Iaith Gymraeg sydd ar gael ar y fewnrwyd.
- Gall gweithwyr ddiweddarau eu hasesiad sgiliau iaith Gymraeg trwy gyfrifon iTrent. Mae rheolwyr i annog staff i ddiweddarau eu hasesiad a'u hatgoffa o bwysigrwydd gwneud hynny. Bydd staff yn cael eu hatgoffa ymhellach drwy gydol y flwyddyn.
- Bydd data gweithlu sgiliau iaith Gymraeg a gofnodir ar system iTrent yn cael ei ddadansoddi a'i adrodd fel rhan o Adroddiad Monitro Blynyddol y Cyngor ar y Gymraeg.
- Mae amcanion Strategaethau Hyrwyddo'r Gymraeg i'w cynnwys o fewn trefniadau cynllunio busnes y Cyngor. Mae hyn er mwyn sicrhau bod ein cynnydd ar draws y sefydliad yn cael ei gofnodi'n effeithiol (gweler Atodiad A ar gyfer amcanion Strategaeth Hyrwyddo'r Gymraeg yn y Gweithle).
- Mae Rhwydwaith Gymraeg Blaenau Gwent yn cyfarfod bob 6 wythnos i rannu arfer gorau a monitro cynnydd y Strategaeth Hyrwyddo'r Gymraeg gyfredol ymhlith ein sefydliadau partner a staff mewnol perthnasol.

Gweithredu

Mae gweithrediad llwyddiannus y polisi yn gyfrifoldeb yr holl staff, gyda rheolwyr yn chwarae rhan allweddol wrth gefnogi a goruchwyllo gweithrediad ymarferol y polisi hwn.

Mae rhagor o wybodaeth am fodloni Safonau'r Gymraeg mewn perthynas â recriwtio a dethol a darparu gwasanaethau ar gael ar y Fewnrwyd.

Monitro ac Adolygu

Bydd y Polisi'n cael ei adolygu o bryd i'w gilydd i sicrhau ei fod yn gyson â Safonau'r Gymraeg a deddfwriaeth gyfredol.

Bydd ein hymrwymiaadau Cydymffurfio â'r Gymraeg yn cael eu hadrodd yn chwarterol i'r Tîm Arwain Corfforaethol ac yn cael eu hystyried fel rhan o'r Rhaglen Gwaith i'r Dyfodol.

Bydd sut rydym yn bodloni ein Safonau Iaith Gymraeg hefyd yn cael ei gyhoeddi drwy ein Hadroddiad Monitro Blynyddol y Gymraeg. Bydd hyn yn cynnwys:

- Nifer y swyddi newydd a gwag a gafodd eu categoreiddio fel swyddi lle:
 - Roedd sgiliau Cymraeg yn Hanfodol
 - Roedd sgiliau Cymraeg yn Ddymunol
 - Rhaid dysgu sgiliau Cymraeg os penodir
- Data sgiliau iaith Gymraeg yr holl staff fel y'i cyflwynir ar system iTrent.
- Nifer y gweithwyr sy'n mynychu hyfforddiant sgiliau iaith Gymraeg yn ôl lefel yr hyfforddiant.
- Nifer a chanran y gweithwyr sydd wedi cwblhau hyfforddiant e-ddysgu ymwybyddiaeth o'r Gymraeg.
- Nifer y gweithwyr sy'n mynychu cyrsiau trwy gyfrwng y Gymraeg.

- Adolygu a diweddarau canllawiau/gweithdrefnau sy'n ymwneud â gweithredu safonau cyflenwi gwasanaeth, gweithredol, llunio polisi a chadw cofnodion a wnaed trwy gydol y flwyddyn.

Atodiad A: Amcanion Strategaeth Hyrwyddo'r Gymraeg yn y Gweithle

Cymraeg yn y Gweithle	
Amcan 3: Cynyddu cyfleoedd i bobl ddefnyddio'r Gymraeg yn y gweithle	
Dangosydd(ion):	
<ul style="list-style-type: none"> Nifer y staff a gyflogir gan sefydliadau partner sy'n defnyddio'r Gymraeg yn y gweithle. Nifer y staff sy'n dysgu Cymraeg. Nifer y swyddi a hysbysebwyd yn annog sgiliau Cymraeg 'Hanfodol', 'Dymunol' a 'Parod i ddysgu'. 	
Canlyniadau:	
<ul style="list-style-type: none"> Mwy o bobl yn ymgysylltu â'r Gymraeg. Mwy o bobl yn dod yn rhugl yn y Gymraeg. Mwy o weithwyr y Cyngor yn gallu defnyddio'r Gymraeg. 	
Cyfeirnod Cam Gweithredu	Cam Gweithredu
Cam Gweithredu 3.1	Cynyddu nifer y gweithwyr sy'n gallu defnyddio'r Gymraeg drwy hyfforddiant a'u hannog i wisgo'r bathodynau 'Dysgu' i helpu dysgwyr Cymraeg yn gymdeithasol a gwella eu hyder.
Cam Gweithredu 3.2	Annog gweithwyr sy'n siarad Cymraeg i wella eu rhuglder yn y Gymraeg drwy hyfforddiant a'u hannog i wisgo'r bathodynau 'Cymraeg' i helpu i hyrwyddo gwasanaethau dwyieithog.
Cam Gweithredu 3.3	Hyrwyddo ymwybyddiaeth o'r Gymraeg a chyrsgiau hyfforddiant iaith ac annog mwy o weithwyr i fynychu'r rhain.
Cam Gweithredu 3.4	Darparu ystod o ganllawiau a deunyddiau cymorth i gynyddu ymgysylltiad a hyder yn y defnydd o'r Gymraeg yn y gweithle.
Cam Gweithredu 3.5	Cefnogi pob adran i weithredu safonau'r Gymraeg yn effeithiol yn unol â Hysbysiad Cydymffurfio'r Cyngor.
Cam Gweithredu 3.6	Monitro'n effeithiol y swyddi o fewn y Cyngor a hysbysebwr sy'n mynd drwy'r broses asesu'r Gymraeg.
Cam Gweithredu 3.7	Darparu cyfleoedd anffurfiol i gydweithwyr ymgysylltu â'i gilydd drwy gyfrwng y Gymraeg.

<p>Cam Gweithredu 3.8</p>	<p>Cynyddu sgiliau Cymraeg staff y Gwasanaethau Cymdeithasol yn unol â strategaeth Mwy na Geiriau 2022/27.</p>
<p>Partneriaid: Byddwn yn gweithio gyda'r partneriaid canlynol i gyflawni'r amcan hwn:</p> <p>Gweithwyr Cyngor Bwrdeistref Sirol Blaenau, Menter Iaith, Coleg Gwent, Parth Dysgu Blaenau Gwent, Dysgu Cymraeg Gwent, Ymddiriedolaeth Hamdden Aneurin, Grŵp Deddf, Rhwydwaith Cydraddoldeb Corfforaethol, Holl staff ysgolion, Swyddfa Comisiynydd y Gymraeg.</p>	

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Comisiynydd y
Gymraeg
Welsh Language
Commissioner

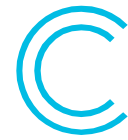
Ymchwiliad gorfodi safonau: Adroddiad a hysbysiad penderfynu

Lluniwyd yr adroddiad hwn yn unol ag adran 73 ac adran 74 Mesur y
Gymraeg (Cymru) 2011

Cynhaliwyd yr ymchwiliad i amheuaeth o fethiant i gydymffurfio â safonau a
bennir gan Weinidogion Cymru yn unol ag adran 71 ac Atodlen 10 Mesur y
Gymraeg (Cymru) 2011.

Cyngor Bwrdeistref Sirol Blaenau Gwent

Rhif achos: CS092



Cefndir

Prif nod Comisiynydd y Gymraeg, sefydliad annibynnol a grëwyd gan Fesur y Gymraeg (Cymru) 2011, yw hybu a hwyluso defnyddio'r Gymraeg. Gwneir hyn trwy ddwyn sylw at y ffaith fod statws swyddogol i'r Gymraeg yng Nghymru, trwy osod safonau ar sefydliadau, a thrwy reoleiddio cydymffurfiaeth â Mesur y Gymraeg. Bydd hyn, yn ei dro, yn arwain at sefydlu hawliau i siaradwyr Cymraeg.

Bydd dwy egwyddor yn sail i waith y Comisiynydd:

- ni ddylid trin y Gymraeg yn llai ffafriol na'r Saesneg yng Nghymru;
- dylai personau yng Nghymru allu byw eu bywydau drwy gyfrwng y Gymraeg os ydynt yn dymuno gwneud hynny.

Manylion cyswllt

- Ffôn: 0345 6033 221
- E-bost: post@comisiynyddygyymraeg.cymru
- Gwefan: comisiynyddygyymraeg.cymru
- Post: Comisiynydd y Gymraeg
Siambrau'r Farchnad
5–7 Heol Eglwys Fair
Caerdydd
CF10 1AT



Cyd-destun deddfwriaethol

Rhan 4 Mesur y Gymraeg

- i. Mae Rhan 4 Mesur y Gymraeg yn gosod fframwaith cyfreithiol er mwyn gosod dyletswydd ar rai sefydliadau i gydymffurfio ag un neu fwy o safonau mewn perthynas â'r Gymraeg. Gelwir sefydliadau sy'n ddarostyngedig i safonau yn 'bersonau perthnasol'. Ceir safonau yn y meysydd canlynol:
 - cyflenwi gwasanaethau;
 - llunio polisi;
 - gweithredu;
 - hybu;
 - cadw cofnodion.
- ii. Mae'r dyletswyddau sy'n deillio o'r safonau'n golygu bod rhaid i bersonau perthnasol beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg, ac y dylent hybu a hwyluso defnyddio'r Gymraeg.
- iii. Mae hysbysiadau cydymffurfio a roddir i bersonau perthnasol gan y Comisiynydd dan Ran 4 Mesur y Gymraeg yn pennu'r safonau penodol y mae'n ofynnol cydymffurfio â hwy, ynghyd â'r diwrnodau oddi ar bryd y mae'n ofynnol cydymffurfio â'r safonau hynny neu gydymffurfio â'r safonau hynny mewn modd penodol ('diwrnodau gosod'). Bydd copïau ar wefan y Comisiynydd o'r hysbysiadau cydymffurfio sydd mewn grym.
- iv. Tra bydd hysbysiad cydymffurfio sy'n benodol i berson perthnasol mewn grym, bydd yn ofynnol iddo gydymffurfio â'r safonau a bennwyd ynddo.

Rhan 5 Mesur y Gymraeg

- v. Mae Rhan 5 Mesur y Gymraeg yn rhoi swyddogaethau rheoleiddiol statudol i'r Comisiynydd er mwyn sicrhau bod personau perthnasol yn cydymffurfio â'u dyletswyddau. Gall dyletswyddau gynnwys cydymffurfio â safonau'r Gymraeg (fel y nodir uchod), ac hefyd ofyniadau a osodir ar bersonau gan y Comisiynydd yn unol ag adran 77 Mesur y Gymraeg yn sgil methiant i gydymffurfio â gofyniad perthnasol. Mae Polisi Gorfodi'r Comisiynydd yn rhoi cyngor a gwybodaeth ynghylch sut y bydd y Comisiynydd yn arfer y swyddogaethau rheoleiddiol hynny.
- vi. Y swyddogaethau rheoleiddiol sy'n deillio o Ran 5 Mesur y Gymraeg yw:
- ystyried ai i ymchwilio ai peidio os gwneir cwynion ynghylch ymddygiad personau perthnasol;
 - ymchwilio i amheuon o fethiant gan bersonau perthnasol i gydymffurfio â dyletswyddau, dyfarnu ar ymchwiliadau a llunio adroddiadau ar ymchwiliadau;
 - ystyried ai i weithredu ymhellach (drwy roi argymhellion neu gyngor) ai peidio os yw ymchwiliad yn canfod na fu methiant i gydymffurfio;
 - cymryd un o'r tri cham isod os yw ymchwiliad yn canfod y bu methiant i gydymffurfio:
 - peidio â gweithredu ymhellach;
 - gwneud un neu fwy o'r pethau a ganlyn:
 - ei gwneud yn ofynnol i'r person perthnasol baratoi cynllun gweithredu at y diben o atal y methiant rhag parhau neu gael ei ailadrodd;
 - ei gwneud yn ofynnol i'r person perthnasol gymryd camau at y diben o atal y methiant rhag parhau neu gael ei ailadrodd;
 - rhoi cyhoeddusrwydd i fethiant y person perthnasol i gydymffurfio â'r gofyniad perthnasol;
 - ei gwneud yn ofynnol i'r person perthnasol roi cyhoeddusrwydd i'r methiant i gydymffurfio â'r gofyniad perthnasol;
 - gosod cosb sifil ar y person perthnasol.
 - gwneud un neu fwy o'r pethau a ganlyn:
 - rhoi argymhellion i'r person perthnasol neu i unrhyw berson arall;
 - rhoi cyngor i'r person perthnasol neu i unrhyw berson arall;
 - ceisio ymrwymo mewn cytundeb setlo gyda'r person perthnasol.
 - gwneud ceisiadau i lys sirol am orchmynion llys i orfodi cydymffurfiaeth;
 - cydymffurfio â dyletswyddau sy'n deillio o apelau i Dribiwnlys y Gymraeg a cheisiadau am adolygiadau gan y Tribiwnlys;
 - llunio dogfen polisi gorfodi;
 - creu a chynnal cofrestr camau gorfodi.
- vii. Bydd y Comisiynydd yn dilyn y prosesau statudol gofynnol wrth arfer ei swyddogaethau rheoleiddiol.
- viii. Mae Polisi Gorfodi'r Comisiynydd yn cynnwys gwybodaeth lawn ynghylch y ffordd y bydd y Comisiynydd yn arfer ei swyddogaethau rheoleiddiol dan Ran 5 Mesur y Gymraeg.

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1 Crynodeb

- 1.1 Mae'r adran hon yn crynhoi cefndir yr ymchwiliad a fy nghanfyddiadau ynghylch cydymffurfiaeth Cyngor Bwrdeistref Sirol Blaenau Gwent (Cyngor) gyda Safonau'r Gymraeg sydd yn cael eu nodi yng Nghylch Gorchwyl yr ymchwiliad.

Cefndir yr Ymchwiliad

- 1.2 Mae Fframwaith Rheoleiddio Comisiynydd y Gymraeg 2021 yn amlinellu'r dulliau rydwyf yn ei ddefnyddio i fonitro cydymffurfiaeth sefydliadau gyda Safonau'r Gymraeg. Mae'r dulliau hynny'n cynnwys gwaith gwirio uniongyrchol, sef cyrchu gwasanaethau fel cwsmer go iawn er mwyn canfod beth yw'r profiad gwirioneddol i'r rhai sy'n dymuno defnyddio'r Gymraeg wrth dderbyn gwasanaethau gan gyrff sy'n ddarostyngedig i safonau'r Gymraeg. Cynhelir ymarferion gwirio uniongyrchol ar gyfer gwasanaethau megis gwasanaeth ffôn, derbynfa, gwefannau a gohebiaeth.
- 1.3 Cododd canlyniadau monitro ac asesu gwasanaeth y Cyngor amheuaeth o fethiant i gydymffurfio â'r Safonau cyflenwi gwasanaethau 8, 11 ac 17 sy'n ymwneud â gwasanaethau ffôn y Cyngor. Ar sail yr amheuaeth yma, penderfynais gynnal ymchwiliad ar sail y diffyg yn y gwasanaethau ffôn Cymraeg oedd wedi bod ar gael i'n galwr dirgel ar dri achlysur. Agorwyd ymchwiliad CS092 felly i ystyried yr amheuaeth o fethiant gan y Cyngor i gydymffurfio gyda'r Safonau ffôn.
- 1.4 Yn nhystiolaeth wreiddiol y Cyngor yn ymateb i'r ymchwiliad fodd bynnag, daeth i'r amlwg fod diffyg staff oedd yn gallu siarad Cymraeg ac yn gallu rhoi gwasanaeth ffôn oedd yn cydymffurfio gyda gofynion y safonau yn gweithio fel rhan o'r tîm derbyn galwadau ffôn. Roedd y Cyngor yn dibynnu ar staff o adrannau eraill oedd yn gwirfoddoli i gefnogi'r gwasanaeth, er nad dyna ddigwyddodd i'n galwr dirgel yn ystod ei alwadau i'r Cyngor. Yn un o'r galwadau gwnaethpwyd gan ein galwr dirgel, ni ddangosodd yr asiant unrhyw ymwybyddiaeth fod ein galwr dirgel wedi siarad yn y Gymraeg. Dangoswyd y dystiolaeth wreiddiol gan y Cyngor hefyd fod diffyg yn nealltwriaeth y Cyngor o ofynion y Safonau gwasanaeth ffôn.
- 1.5 Gan fod dim o aelodau'r ganolfan oedd yn delio gyda galwadau ffôn yn gallu siarad Cymraeg, cododd hyn amheuaeth fod problemau ehangach o ran recriwtio, hyfforddi ac ymwybyddiaeth o'r Gymraeg o fewn y sefydliad. Diwygiwyd Cylch Gorchwyl yr ymchwiliad felly i gynnwys safonau ychwanegol i geisio dod i wraidd os oedd problemau strwythurol oedd yn atal y Cyngor rhag gallu cynnig gwasanaeth Cymraeg o safon i ddefnyddwyr.

Canfyddiadau'r Comisiynydd wedi cynnal ymchwiliad CS092

- 1.6 Wedi ymchwilio, gwelais yma restr o fethiannau i gydymffurfio gyda Safonau'r Gymraeg yn y meysydd gwasanaethau ffôn, hybu gwasanaethau, asesu sgiliau iaith staff, darparu cyfleoedd hyfforddi ac asesu anghenion iaith swyddi. Mae'r ymchwiliad yma yn un o'r enghreifftiau mwyaf o fethiant i gydymffurfio i mi ddod ar ei draws ac yn dangos difaterwch ac amharch ar ran y Cyngor tuag at y gyfundrefn Safonau. Rwy'n galw ar y Cyngor i ymateb a newid eu hagwedd tuag at gydymffurfiaeth gyda Safonau'r Gymraeg ar frys.
- 1.7 Er mwyn llwyddo i gynnig gwasanaethau Cymraeg o safon, mae'n rhaid i sefydliad ystyried y Gymraeg o frig y sefydliad i lawr. Yma, gwelais ddiffyg arweinyddiaeth i

sicrhau bod trefniadau digonol wedi eu rhoi mewn lle i gydymffurfio gyda Safonau'r Gymraeg, i graffu ar y gydymffurfiaeth honno ac i ddarparu adnoddau digonol i allu cynnig gwasanaeth ffôn Cymraeg. Mae'r ymchwiliad hwn wedi dangos diffyg strwythurau, cynllunio a gweledigaeth hir dymor o ran y Gymraeg yn yr ardaloedd gwaith sydd yn dod o dan y Safonau Gweithredu (megis hyfforddiant a recriwtio). Rwyf o'r farn fod y diffyg cynllunio hir dymor yn y meysydd yma wedi arwain yn uniongyrchol at wasanaeth ffôn Cymraeg oedd yn methu i gydymffurfio gyda'r Safonau.

- 1.8 Mae staff yn rhan allweddol o wyneb cyhoeddus sefydliad, yn enwedig felly staff 'rheng-flaen' sefydliad sydd yn delio â galwadau ffôn a gwasanaeth cwsmer. Gall staff ddylanwadu ar yr iaith y bydd pobl yn ei ddefnyddio wrth gyrchu gwasanaeth gyda sefydliad. Mae'n bwysig fod staff yn cael eu hyfforddi a'u cyfarwyddo i ymddwyn mewn ffordd sy'n annog defnyddwyr i ddefnyddio'r Gymraeg. Mae cyfarch pobl yn Gymraeg a chynnig gwasanaeth Cymraeg yn ddiodyn neu'n rhagweithiol yn allweddol i sicrhau fod defnyddwyr yn dewis gwasanaeth Cymraeg. Mae cael strwythurau asesu sgiliau iaith, recriwtio a hyfforddiant iaith gref mewn lle ynghyd â magu hyder staff yn y Gymraeg felly yn holl bwysig er mwyn cynyddu'r rhai sy'n gallu rhoi gwasanaeth Cymraeg o fewn sefydliad.
- 1.9 Un o'r prif ddylanwadau ar allu sefydliadau i gael darpariaeth Gymraeg addas yw'r nifer o'u staff sydd â sgiliau Cymraeg. Dylai strategaethau darparwyr sy'n cynnig gwasanaethau Cymraeg ganolbwyntio ar asesu sgiliau Cymraeg eu staff er mwyn manteisio ar y sgiliau sydd ganddynt yn barod, magu hyder y staff ac ychwanegu at gapasiti'r Gymraeg drwy recriwtio a hyfforddi.
- 1.10 Fodd bynnag, yn y dystiolaeth gyflwynwyd fel rhan o'r ymchwiliad, gwelais yma fethiant i asesu sgiliau iaith staff, i gynnig a chofnodi hyfforddiant Gymraeg i staff ac i asesu anghenion iaith swyddi yn ddigonol. Cododd y dystiolaeth gyflwynwyd gan y Cyngor gwestiynau ynghylch trefniadau'r Cyngor i gynllunio hyfforddiant ac olrhain cynnydd, a'u gallu i gynllunio ac i adnabod y staff hynny sydd angen hyfforddiant i gyflawni gofynion rolau. Os oes diffyg cofnodi hyfforddiant Gymraeg, mae'n rhaid hefyd fod diffyg gwerthuso'r cyrsiau yma er mwyn sicrhau gwella parhaus. Os nad ydi'r cyrsiau yn cael eu cofnodi mae hefyd yn awgrymu nad ydi'r Cyngor yn gosod unrhyw dargedau o ran staff yn dysgu neu yn gwella eu Cymraeg. Mae hyn er bod yna, wrth edrych ar y dystiolaeth gyflwynwyd a'r dystiolaeth gasglwyd gan y galwr dirgel a fy swyddogion, brinder staff sydd yn gallu neu yn ddigon hyderus i gynnig gwasanaeth ffôn Cymraeg yn unol â'r Safonau. Yr argraff yr ydwyf wedi ei gael o'r dystiolaeth sydd wedi ei gyflwyno i mi yw bod diffyg ystyried y Gymraeg mewn cynllunio staffio a hyfforddiant.
- 1.11 Mae'r diffyg yma i gynllunio, hyfforddi ac asesu anghenion iaith yn golygu ei fod yn anorfod bod y Cyngor yn mynd i fethu i ddarparu gwasanaeth Cymraeg sydd yn cydymffurfio gyda'r Safonau. Rwyf o'r farn y bydd y Cyngor yn parhau i wneud hynny os na fydd newid mewn agwedd y sefydliad tuag at y Gymraeg.
- 1.12 Yng nghyd-destun gwasanaethau, mae diffyg strwythurau o ran cynllunio, hyfforddi a recriwtio staff yn cael effaith uniongyrchol ar y gwasanaethau Cymraeg gall y Cyngor ei gynnig.
- 1.13 Ymhellach, mae'r dystiolaeth yn awgrymu bod ymwybyddiaeth staff o'r Gymraeg hefyd yn isel o fewn y sefydliad. Wrth ffonio'r Cyngor, nid oedd y galwr dirgel wedi derbyn unrhyw gydnabyddiaeth ei fod wedi defnyddio'r Gymraeg ar ei alwadau.

Roedd tystiolaeth y Cyngor ar hyfforddiant oedd yn cael ei roi i staff ar ymwybyddiaeth o'r Gymraeg hefyd yn brin iawn. Yn yr adroddiad '*Hefyd ar gael yn Gymraeg: deall y defnydd a'r diffyg defnydd o wasanaethau Cymraeg*' gan Gyngor ar Bopeth dyddiedig 2015, nodir:

"Gall diffyg ymwybyddiaeth neu sensitifrwydd ieithyddol gan aelodau staff gael effaith negyddol ar brofiad defnyddwyr a'u hatal rhag defnyddio'r Gymraeg yn y dyfodol."

- 1.14 Mae cwsmeriaid yn disgwyl eu bod yn gallu defnyddio gwasanaethau yn gyflym ac yn hawdd, a bod llwybrau clir i'r gwasanaeth. Mae angen i'r Cyngor wella eu darpariaeth os ydynt am i siaradwyr Cymraeg ddefnyddio'r gwasanaethau Cymraeg a chynnig gwasanaeth cynhwysol, croesawgar. Gall gwasanaeth Cymraeg o safon isel arwain at ddiffyg hyder neu ymddiriedaeth mewn gwasanaethau Cymraeg sy'n dod yn rhwystr i'w defnyddio.
- 1.15 Mae'n hollbwysig fod y Cyngor yn cymryd agwedd fwy rhagweithiol a chadarnhaol o ran y Gymraeg o fewn y sefydliad. Mae'n angenrheidiol fod y Cyngor yn creu diwylliant ble mae yna ymwybyddiaeth a pharch tuag at y Gymraeg a tuag at ddefnyddwyr y Gymraeg. Mae'n rhaid i'r Cyngor ystyried y prosesau a'r gweithdrefnau sydd mewn lle o safbwynt y Gymraeg ymysg eu staff i sicrhau bod gwasanaethau Cymraeg ar gael i ddefnyddwyr yn hygyrch a bod y gwasanaeth yna o safon.
- 1.16 Mae'n allweddol fod y Cyngor cynyddu'r lefelau o'u staff sydd â sgiliau Cymraeg er mwyn cydymffurfio â gofynion safonau'r Gymraeg. Bydd cynyddu'r lefelau'n arwain at wella gwasanaethau Cymraeg a chreu cyfleoedd i ddefnyddwyr siarad Cymraeg. Mae Camau Gorfodi'r ymchwiliad yn ei wneud yn ofynnol i'r Cyngor greu Cynllun Gweithredu sy'n sicrhau fod y Cyngor yn cynnal adolygiad bôn i'r brig o'i drefniadau ar gyfer cydymffurfio gyda safonau'r Gymraeg ac i gynllunio yn fwy hir dymor am y Gymraeg yng nghyd-destun asesu sgiliau Cymraeg staff ac i hyfforddi ac asesu sgiliau swyddi newydd. Rhaid i'r Cyngor gymryd y camau yma fel bod digon o siaradwyr Cymraeg i sicrhau cydymffurfiaeth gyda Safonau'r Gymraeg ar draws y sefydliad a darparu gwasanaeth ffôn Gymraeg safonol i ddefnyddwyr. Mae'r Camau Gorfodi hefyd yn rhoi rôl benodol i uwch reolwyr y sefydliad i graffu ar gynnydd yn erbyn y strategaeth hynny.
- 1.17 Oherwydd fy anfodlonrwydd gyda sawl elfen o gydymffurfiaeth y Cyngor gyda Safonau'r Gymraeg o fewn yr ymchwiliad, byddaf yn rhoi cyhoeddusrwydd i ganlyniadau'r ymchwiliad yma. Credaf fod y diffyg cynllunio strategol o safbwynt y Gymraeg o ddiddordeb cyhoeddus yng Nghymru.

2 Cylch gorchwyl

Amheuaeth o fethiant i gydymffurfio â safonau'r Gymraeg

- 1.18 Mae Fframwaith Rheoleiddio Comisiynydd y Gymraeg 2021 yn amlinellu'r dulliau rydym yn eu defnyddio i fonitro cydymffurfiaeth sefydliadau gyda Safonau'r Gymraeg. Mae'r dulliau hynny'n cynnwys gwaith gwirio uniongyrchol, sef cyrchu gwasanaethau fel cwsmer go iawn, er mwyn canfod beth yw'r profiad gwirioneddol i'r rhai sy'n dymuno defnyddio'r Gymraeg wrth dderbyn gwasanaethau gan gyrrff sy'n ddarostyngedig i safonau'r Gymraeg. Cynhelir ymarferion gwirio uniongyrchol ar gyfer gwasanaethau megis gwasanaeth ffôn, derbynfa, gwefannau a gohebiaeth ayb.
- 1.19 Mae canlyniadau monitro ac asesu gwasanaeth Cyngor Bwrdeistref Sirol Blaenau Gwent (Cyngor) wedi codi amheuaeth o fethiant i gydymffurfio â'r safonau cyflenwi gwasanaethau 8, 11 ac 17 sy'n ymwneud â galwadau ffôn.
- 1.20 Gwnaed tair galwad ffôn i brif rif ffôn y Cyngor sef 01495 311556. Ar ddechrau'r tair galwad, roedd ein galwr wedi dewis yr opsiwn Gymraeg ar y system awtomatig ac felly wedi nodi ei ddewis i gael gwasanaeth Cymraeg. Nodir isod y gwasanaeth a dderbyniwyd gan ein galwr ar bob galwad.
- 1.21 Yn ystod yr alwad gyntaf ar 13/09/2021 am 10:49yb:
- Cychwynnodd ein galwr y sgwrs yn y Gymraeg gan ofyn a oedd y Cyngor yn dosbarthu bagiau baw cŵn. Ni dderbyniwyd cyfarchiad Cymraeg, gwasanaeth Cymraeg, nac unrhyw gydnabyddiaeth bod y galwr wedi siarad Cymraeg. Nodwyd hefyd bod y galwr wedi teimlo'n annifyr i ofyn am wasanaeth Cymraeg yn enwedig wrth ystyried fod y dewis hwnnw eisoes wedi ei nodi.
- 1.22 Yn ystod yr ail alwad ar 01/10/2021 am 09:23yb:
- Galwodd ein galwr y llinell ffôn. Doedd dim ateb ar ôl 6 munud a daethpwyd â'r alwad i ben.
- 1.23 Yn ystod y drydedd alwad ar 05/10/2021 am 09:08yb:
- Cychwynnodd ein galwr y sgwrs yn y Gymraeg ond ni dderbyniwyd cyfarchiad dwyieithog. Gofynnodd ein galwr yn Gymraeg am e-bost y Prif Weithredwr 'Michelle Morris'. Ymateb y derbynnydd oedd "I will see if she is available". Doedd gan ein galwr ddim dewis ond ymyrryd yn yr alwad drwy droi i'r Saesneg i egluro mai e-bost Michelle Morris oedd yn gofyn amdano ac nid i gael siarad â hi. Mewn ymateb, rhoddodd y derbynnydd gyfeiriad e-bost y Prif Weithredwr yn syth heb unrhyw gydnabyddiaeth bod ein galwr eisiau gwasanaeth yn Gymraeg.
- 1.24 Ni wnaeth y dystiolaeth gasglwyd fel rhan o'n cynllun monitro roi sicrwydd uchel o gydymffurfiaeth â'r safonau. Cododd y dystiolaeth amheuaeth nad yw gwasanaeth ffôn Cymraeg yn unol â'r Safonau yn cael ei ddarparu i ddefnyddwyr gan y Cyngor. Mae hwn yn fater sy'n debygol o effeithio nifer o drigolion y fwrdeistref. Er mwyn

sicrhau cydymffurfiaeth y Cyngor gyda'r Safonau, penderfynais agor ymchwiliad statudol i'r amheuaeth o fethiant.

Safonau perthnasol

- 1.25 Mae'r Cyngor dan ddyletswydd i gydymffurfio â'r safonau isod, ac roedd dan ddyletswydd i wneud hynny ar y dyddiad sy'n berthnasol i'r gŵyn:

Safon 8

Pan fydd person yn cysylltu â chi ar eich prif rif ffôn (neu ar un o'ch prif rifau ffôn), neu ar unrhyw rifau llinell gymorth neu rifau canolfan alwadau, rhaid ichi gyfarch y person yn Gymraeg.

Diwrnod gosod: 03/03/2016

Safon 11

Pan fo person yn cysylltu â chi ar eich prif rif ffôn (neu ar un o'ch prif rifau ffôn), neu ar unrhyw rifau llinell gymorth neu rifau canolfan alwadau, rhaid ichi ddelio â'r alwad yn Gymraeg os yw'r person yn dymuno hynny -

(a) hyd nes ei bod yn angenrheidiol trosglwyddo'r alwad i aelod o staff nad yw'n siarad Cymraeg sy'n gallu darparu gwasanaeth ar bwnc penodol; a

(b) hyd nes nad oes aelod o staff sy'n siarad Cymraeg ar gael i ddarparu gwasanaeth ar y pwnc penodol hwnnw.

Diwrnod gosod: 03/03/2016

Safon 17

Pan na fo gwasanaeth Cymraeg ar gael ar eich prif rif ffôn (neu ar un o'ch prif rifau ffôn), ar unrhyw rifau llinell gymorth neu rifau canolfan alwadau, rhaid ichi roi gwybod i'r personau sy'n galw (pa un ai drwy gyfrwng neges wedi ei hawtomeiddio neu fel arall) pryd y bydd gwasanaeth Cymraeg ar gael.

Diwrnod gosod: 03/03/2016

Penderfyniad i ymchwilio

- 1.26 Ar sail yr uchod, penderfynais gynnal ymchwiliad dan adran 71 Mesur y Gymraeg er mwyn penderfynu a fu methiant gan y Cyngor i gydymffurfio â'r safonau a nodwyd. Rhoddais hysbysiad o'r penderfyniad i ymchwilio, ac o'r cylch gorchwyl arfaethedig, i'r Cyngor ar 11/11/2021.

- 1.27 Rhoddais hysbysiad o gylch gorchwyl terfynol yr ymchwiliad i'r Cyngor ar 15/11/2021. Gellir gweld y cylch gorchwyl terfynol fel atodiad i'r adroddiad hwn.

Safonau ychwanegol yr ymchwiliad

- 1.28 Wedi derbyn tystiolaeth gyntaf y Cyngor mewn ymateb i'r Hysbysiad Tystiolaeth fodd bynnag, penderfynais ymestyn Cylch Gorchwyl yr ymchwiliad.
- 1.29 Nododd y Cyngor yn eu tystiolaeth yn ymateb i'r Hysbysiad Tystiolaeth wreiddiol bod dim un o aelodau canolfannau cyswilt y Cyngor sydd yn delio â galwadau gan y cyhoedd yn siarad Cymraeg yn rhugl. Deallwn fod y Cyngor yn ddibynnol ar staff sydd mewn rolau eraill gyda'r Cyngor, ac sy'n siaradwyr Cymraeg, i wirfoddoli i ateb galwadau ffôn Cymraeg ond bod dim staff o fewn yr adran berthnasol oedd yn meddu ar sgiliau Cymraeg . Roedd hyn yn creu amheuaeth o fethiant i gydymffurfio gyda safonau pellach ac felly yn dilyn derbyn y dystiolaeth, penderfynais newid Cylch Gorchwyl yr ymchwiliad i gynnwys ystyriaeth o gydymffurfiaeth â safonau ychwanegol.
- 1.30 Mae'r Cyngor dan ddyletswydd i gydymffurfio â'r safonau isod, ac roedd dan ddyletswydd i wneud hynny ar y dyddiadau gwnaethpwyd y galwadau dirgel:

Safon 81

Rhaid ichi hybu unrhyw wasanaeth Cymraeg a ddarperir gennych, a hysbysebu'r gwasanaeth hwnnw yn Gymraeg.

Diwrnod gosod: 30/03/2016

Safon 82

Os byddwch yn darparu gwasanaeth yn Gymraeg sy'n cyfateb i wasanaeth yr ydych yn ei ddarparu yn Saesneg, rhaid i unrhyw gyhoeddusrwydd neu ddogfen yr ydych yn ei llunio, neu wefan yr ydych yn ei chyhoeddi, sy'n cyfeirio at y gwasanaeth Saesneg nodi bod gwasanaeth cyfatebol ar gael yn Gymraeg.

Diwrnod gosod: 30/03/2016

Safon 127

Rhaid ichi asesu sgiliau Cymraeg eich cyflogeion.

Diwrnod gosod: 30/03/2016

Safon 130

Rhaid ichi ddarparu cyfleoedd yn ystod oriau gwaith -

(a) i'ch cyflogeion gael gwersi Cymraeg sylfaenol, a

(b) i gyflogeion sy'n rheoli pobl eraill gael hyfforddiant ar ddefnyddio'r Gymraeg yn eu rôl fel rheolwyr.

Diwrnod gosod: 30/03/2016

Safon 131

Rhaid ichi ddarparu cyfleoedd i'ch cyflogeion sydd wedi cwblhau hyfforddiant Cymraeg sylfaenol gael hyfforddiant pellach yn rhad ac am ddim er mwyn datblygu eu sgiliau yn yr iaith.

Diwrnod gosod: 30/03/2016

Safon 132

Rhaid ichi ddarparu cyrsiau hyfforddi er mwyn i'ch cyflogeion

ddatblygu -

(a) ymwybyddiaeth o'r Gymraeg (gan gynnwys ymwybyddiaeth am hanes yr iaith a'i lle yn niwylliant Cymru);

(b) dealltwriaeth o'r ddyletswydd i weithredu yn unol â safonau'r Gymraeg;

30/09/2016

(c) dealltwriaeth am y modd y gellir defnyddio'r Gymraeg yn y gweithle.

Diwrnod gosod: 30/09/2016

Safon 133

Pan fyddwch yn darparu gwybodaeth i gyflogeion newydd (er enghraifft, fel rhan o broses ymsefydlu), rhaid ichi ddarparu gwybodaeth er mwyn codi eu hymwybyddiaeth o'r Gymraeg.

Diwrnod gosod: 30/09/2016

Safon 136

Pan fyddwch yn asesu'r anghenion ar gyfer swydd newydd neu swydd wag, rhaid ichi asesu'r angen am sgiliau yn y Gymraeg, a'i chategoreiddio fel swydd pan fo un neu ragor o'r canlynol yn gymwys -

(a) bod sgiliau yn y Gymraeg yn hanfodol;

(b) bod angen dysgu sgiliau yn y Gymraeg pan benodir rhywun i'r swydd;

(c) bod sgiliau yn y Gymraeg yn ddymunol; neu

(ch) nad yw sgiliau yn y Gymraeg yn angenrheidiol.

Diwrnod gosod: 30/03/2016

Safon 136A

Os byddwch wedi categoreiddio swydd fel un sy'n gofyn bod sgiliau yn y Gymraeg yn hanfodol, yn ddymunol neu fod angen eu dysgu, rhaid ichi -

(a) pennu hynny wrth hysbysebu'r swydd, a

(b) hysbysebu'r swydd yn Gymraeg.

Diwrnod gosod: 30/03/2016

- 1.31 Penderfynais ymestyn yr ymchwiliad dan adran 71 Mesur y Gymraeg er mwyn penderfynu a fu methiant gan y Cyngor i gydymffurfio â'r safonau ychwanegol a nodwyd uchod. Rhoddais hysbysiad o'r penderfyniad i ymestyn Cylch Gorchwyl yr ymchwiliad gan roi copi o'r cylch gorchwyl diwygiedig arfaethedig, i'r Cyngor ar 02/02/2022.
- 1.32 Rhoddais hysbysiad o gylch gorchwyl terfynol yr ymchwiliad i'r Cyngor ar 02/03/2022. Gellir gweld y cylch gorchwyl terfynol diwygiedig fel atodiad i'r adroddiad hwn.

3 Y dystiolaeth a gymerwyd yn ystod yr ymchwiliad

Hysbysiad tystiolaeth

- 2.1 Ar 15/11/2021, rhoddais hysbysiad tystiolaeth i'r Cyngor. Roedd yr hysbysiad tystiolaeth yn ei wneud yn ofynnol i'r Cyngor ddarparu'r dystiolaeth ganlynol:

Gwybodaeth a dogfennau

1. Yn y llythyr gan Gomisiynydd y Gymraeg i'r Cyngor dyddiedig 11/11/2021 cyflwynwyd tystiolaeth bod y gwasanaeth derbyniwyd gan ein galwr dirgel ar 13/09/21, 1/10/21 a 5/10/21 yn codi amheuaeth nad yw gwasanaeth Cymraeg ffôn yn unol â'r Safonau yn cael ei ddarparu gan y Cyngor. A yw'r Cyngor yn derbyn y dystiolaeth a gyflwynwyd gan Gomisiynydd y Gymraeg? Os ydi'r dystiolaeth yn cael ei dderbyn ac os yw'r Cyngor yn derbyn nad ydi gwasanaeth Cymraeg ffôn yn unol â'r Safonau yn cael ei ddarparu, esboniwch pam fod methiant i gydymffurfio.
2. Pa drefniadaeth sydd mewn lle er mwyn sicrhau cydymffurfiaeth y Cyngor gyda Safonau'r Gymraeg sydd yn ymwneud â gwasanaethau ffôn? Darparwch gopi o unrhyw bolisiau neu ddogfennau berthnasol.
3. Pa gyfarwyddiadau neu ganllawiau sydd wedi eu rhoi i staff y Cyngor ar sut i sicrhau cydymffurfiaeth â Safonau'r Gymraeg wrth ateb galwadau ffôn? Darparwch dystiolaeth a chopiau o'r cyfarwyddiadau neu ganllawiau yma i staff.
4. Pryd mae staff yn derbyn y wybodaeth y trafodwyd yng nghwestiwn 3 a pha mor aml mae staff yn cael eu hatgoffa o'r cyfarwyddiadau neu ganllawiau yma?
5. Pa hyfforddiant sydd wedi eu rhoi i staff y Cyngor ar sut i sicrhau cydymffurfiaeth â Safonau'r Gymraeg wrth ateb galwadau ffôn? Pa bryd a pha mor aml mae staff yn derbyn yr hyfforddiant yma?
6. Beth yw proses fonitro neu archwilio'r Cyngor i sicrhau bod galwadau defnyddwyr sydd eisiau gwasanaeth Gymraeg yn derbyn gwasanaeth ffôn Gymraeg yn unol â'r Safonau? Darparwch dystiolaeth.
7. Sawl aelod staff sy'n medru siarad Cymraeg o fewn Swyddfeydd y Cyngor ac sydd yn delio â galwadau Cymraeg y cyhoedd dros y ffôn?
8. Sut mae'r gweithlu o fewn y Cyngor yn cael ei drefnu fel bod aelod o staff sydd yn medru siarad Cymraeg ar gael ar unrhyw adeg ar gyfer delio â galwadau Cymraeg gan y cyhoedd?
9. Os yw'r Cyngor yn derbyn bod galwr ffôn y Comisiynydd wedi derbyn gwasanaeth sydd yn codi amheuaeth o fethiant i gydymffurfio a Safonau'r

Gymraeg, pa gamau sydd wedi ei gymryd neu bydd yn eu cymryd yn y dyfodol i sicrhau na fydd yr un ymddygiad yn digwydd eto?

10. Darparwch unrhyw wybodaeth neu dystiolaeth ychwanegol yr ydych am i ni ei ystyried wrth ddyfarnu ar eich cydymffurfiaeth â'r safonau a nodir yng nghylch gorchwyl yr ymchwiliad.
11. Darparwch gopi o unrhyw bolisi, gweithdrefn, canllaw neu ddogfen arall yr ydych am i ni ei ystyried wrth ddyfarnu ar eich cydymffurfiaeth â'r safonau a nodir yng nghylch gorchwyl yr ymchwiliad.

2.2 Mewn ymateb, derbyniais dystiolaeth gan y Cyngor ar 20/12/2021. Yn ogystal, darparwyd copïau o'r dogfennau canlynol:

- Atodiad A – Cod Ymddygiad;
- Atodiad B – Siart Llif Ateb y Ffôn;
- Atodiad C – Cyfarchion dwyieithog;
- Atodiad D – Ymadroddion defnyddiol;
- Atodiad E – Hysbysiad Cydymffurfio Mesur y Gymraeg;
- Atodiad F – Canllaw Staff ar Safonau'r Gymraeg.

2.3 Ystyriais yr holl wybodaeth a gyflwynwyd mewn ymateb i'r hysbysiad tystiolaeth.

Y dystiolaeth a dderbyniwyd

- 2.4 Wrth ymateb i gwestiwn 1 o fewn yr Hysbysiad Tystiolaeth, dywedodd y Cyngor eu bod yn derbyn y dystiolaeth a gyflwynwyd ac yn cydnabod eu methiant i gydymffurfio â Safonau'r Gymraeg.
- 2.5 Dywedodd y Cyngor mewn perthynas â Safon 17 fodd bynnag, credant fod yr alwad wedi dod yn ystod cyfnod pan dderbyniodd y ganolfan gyswllt nifer fawr o alwadau a arweiniodd at amseroedd aros hwy i bob cwsmer oedd angen siarad ag asiant canolfan gyswllt. Honnodd y Cyngor fod hyn wedi arwain at anghysondeb yn y gwasanaeth gan y byddai'r alwad wedi cael ei hateb cyn gynted ag yr oedd yr asiant nesaf ar gael. Esboniodd y Cyngor y caiff pob galwad ei phrosesu gan brosesau ymdrin â galwadau cyffredinol y Ganolfan Gyswllt lle nad oes triniaeth ffafriol i alwadau Cymraeg na Saesneg a dderbynnir. Dywedodd y Cyngor nad yw hi'n glir a fyddai gwasanaeth Cymraeg wedi cael ei gynnig gan nad oedd y siopwr dirgel wedi aros ar y llinell ddigon hir i hyn gael ei asesu.
- 2.6 Wrth ymateb i gwestiwn 2 a 3 o fewn yr Hysbysiad Tystiolaeth, dywedodd y Cyngor bod eu Cod Ymddygiad staff yn amlinellu polisiau statudol y Cyngor ac yn gosod y canllawiau y mae'n rhaid cadw atynt. Fodd bynnag, dywedodd y Cyngor ar ôl ystyried, gallai fod mwy o bwyslais ar gadw at eu Hysbysiad Cydymffurfio â Safonau'r Gymraeg.
- 2.7 Dywedodd y Cyngor fod Canllawiau'r Iaith Gymraeg hefyd yn cael eu hyrwyddo ar dudalen flaen y fewnwyd sy'n hygyrch i staff ac sy'n darparu gwybodaeth am weithdrefnau'r gwasanaethau ffôn a Safonau'r Gymraeg.

- 2.8 Esboniodd y Cyngor y darperir Siart Llif Ateb y Ffôn a dogfen Cyfarchion dwyieithog i holl Asiantau'r ganolfan gyswllt a'u bod i gyd yn ymwybodol o ofynion y Gymraeg.
- 2.9 Gofynnais yng nghwestiwn 4 pryd oedd staff yn derbyn y wybodaeth a pha mor aml mae staff yn cael eu hatgoffa o'r cyfarwyddiadau neu ganllawiau yma. Esboniodd y Cyngor bod y wybodaeth ar gael i staff drwy'r fewnrwyd. Dywedodd y Cyngor ei bod yn orfodol sicrhau bod staff newydd yn ymwybodol o Safonau a pholisïau'r Gymraeg yn ystod eu cyfnod sefydlu. Esboniodd y Cyngor mai cyfrifoldeb Penaethiaid Gwasanaethau yw sicrhau bod gwasanaethau'n cydymffurfio'n llawn â Safonau'r Gymraeg ond ni roddwyd esboniad o'r trefniadau a wnaed gan y Pennaeth Gwasanaeth perthnasol yn yr achos yma. Esboniodd y Cyngor fod Asiantau'r canolfannau cyswllt yn cael gwybod am y ddogfen uchod ar ffurf e-byst a chyfarfodydd tîm neu ar-lein. Dywedodd y Cyngor fod ymgyrch gyfathrebu fewnol, bob dau fis wrthi'n cael ei datblygu ar hyn o bryd i hyrwyddo Safonau'r Gymraeg, ochr yn ochr â'r cyfarwyddiadau a'r canllawiau sydd ar gael yn y flwyddyn newydd.
- 2.10 Wrth ymateb i gwestiwn 5 ynglŷn â pha hyfforddiant sydd wedi eu rhoi i staff ar sut i sicrhau cydymffurfiaeth â Safonau'r Gymraeg wrth ateb galwadau ffôn a pha bryd a pha mor aml mae staff yn derbyn yr hyfforddiant yma, dywedodd y Cyngor bod hyfforddiant cyfyngedig wedi'i ddarparu i staff y Cyngor yn ysbeidiol. Esboniodd bod cyfleoedd drwy wefan Cymraeg Dysgu Llywodraeth Cymru hefyd yn cael eu hyrwyddo i annog staff i ddysgu Cymraeg. Mae cwrs hyfforddiant iaith Gymraeg sylfaenol i staff wrthi'n cael ei ddatblygu ar hyn o bryd sy'n cael ei deilwra i gefnogi staff i allu ateb galwadau Cymraeg yn hyderus ac yn gymwys.
- 2.11 Dywedodd y Cyngor bydd yr hyfforddiant yn cael ei ddarparu wyneb yn wyneb ar-lein, ond bydd sleidiau PowerPoint ar gael i gyfeirio atynt a fydd hefyd yn cynnwys ffeiliau sain wedi'u gwreiddio o sgysiau ffôn cyffredinol. Honnodd y Cyngor bod sesiynau pwrpasol pellach hefyd yn cael eu datblygu i fynd i'r afael ag anghenion maes gwasanaeth penodol. Mae hyfforddiant ychwanegol ar gael ar gyfer staff sydd â sgiliau Cymraeg canolradd ac uwch ar hyn o bryd, yn enwedig ar gyfer staff sy'n gwirfoddoli i gefnogi'r Rhestr Siaradwyr Cymraeg Corfforaethol a bydd y rhain yn cael eu hyrwyddo yn y flwyddyn newydd.
- 2.12 Esboniodd y Cyngor cyn covid-19 a cyn symud i weithio yn fwy hyblyg, roedd rhai Asiantau canolfannau cyswllt a derbynyddion wyneb yn wyneb yn dilyn cyrsiau hyfforddiant siarad Cymraeg sylfaenol. Mae un o'r Asiantau hyn wedi symud ar draws i wasanaethau Hybiau Cymunedol newydd y Cyngor yn ddiweddar gan gefnogi'r gwaith o ddarparu gwasanaeth Cymraeg yn y maes yma.
- 2.13 Wrth ymateb i gwestiwn 6 ynglŷn â phrosesau monitro neu archwilio galwadau ffôn y Cyngor, esboniodd y Cyngor bod yr Arweinydd Proffesiynol ar gyfer Ymgysylltu, Cydraddoldeb a'r Gymraeg yn cefnogi'r ganolfan gyswllt i ystyried gofynion gwasanaeth Cymraeg yn ystod prosiect adolygu gwasanaethau cwsmeriaid er mwyn hwyluso rhagoriaeth yn y gwasanaeth. Roedd y cymorth hynny yn ymwneud â sicrhau cydymffurfiaeth gyda'r newidiadau i'r system ymatebion Cymraeg ac yn cynnwys ystyried y gwasanaethau ffôn a oedd yn cael eu darparu a'u cynorthwyo i wella'r gwasanaeth.
- 2.14 Fel rhan o'n Hunanasesiad iaith Gymraeg blynyddol ym mis Awst 2021, cynhaliodd yr Arweinydd Proffesiynol ar gyfer Ymgysylltu, Cydraddoldeb a'r Gymraeg 'wiriad uniongyrchol' o'r gwasanaeth ffôn Cymraeg. Roedd yr archwiliad mewnol hwn yn tynnu sylw at bryderon ynghylch bodloni safonau 8 ac 11 gydag un asiant penodol.

Adroddwyd am hyn i Uwch Staff lle darparwyd canllawiau ar sut i fynd i'r afael â'r pryderon. Esboniodd y Cyngor o ganlyniad, atgoffwyd pob Asiant o bwysigrwydd cyfarch a glynu wrth Safonau'r Gymraeg yn ddwyieithog. Mae cyrsiau hyfforddi pwrpasol wrthi'n cael eu datblygu ac fe'u cynhwysir yn y Dadansoddiad o Anghenion Hyfforddi Asiantau. Dywedodd y Cyngor fod hwn wedi'i gynnwys yn yr adolygiad o Wasanaethau Cwsmeriaid er mwyn parhau i wella Profiad y Cwsmer.

- 2.15 Wrth ymateb i gwestiwn 7 ac 8 esboniodd y Cyngor nad oes unrhyw aelod neu asiant o ganolfan gyswllt Blaenau Gwent sy'n delio â galwadau gan y cyhoedd yn siarad Cymraeg yn rhugl. Roedd 1 aelod o staff yn arfer dilyn hyfforddiant sgiliau iaith Gymraeg sylfaenol, fel y soniwyd eu bod bellach yn rhan o wasanaeth Hybiau Cymunedol y Cyngor. Fodd bynnag, esboniodd y Cyngor fod 12 aelod o staff yn gwirfoddoli i gynorthwyo'r Cyngor i ddarparu gwasanaethau Cymraeg fel rhan o'u Rhestr Siaradwyr Cymraeg Corfforaethol. O'r rheini, mae cyfran uchel ohonynt yn delio â galwadau gan y cyhoedd. Dywedodd y Cyngor bod y rhestr yn ceisio sicrhau bod aelod o staff sy'n siarad Cymraeg ar gael ar unrhyw adeg i ymdrin â galwadau Cymraeg gan y cyhoedd.
- 2.16 Yng nghwestiwn 9 gofynnais, os oedd y Cyngor yn derbyn bod y galwr dirgel wedi derbyn gwasanaeth sydd yn codi amheuaeth o fethiant i gydymffurfio â Safonau'r Gymraeg, pa gamau sydd wedi ei gymryd neu bydd yn eu cymryd yn y dyfodol i sicrhau na fydd yr un ymddygiad yn digwydd eto. Dywedodd y Cyngor bydd Adolygiad o God Ymddygiad y Cyngor i gynnwys gwybodaeth yn benodol am fodloni'r hysbysiad Safonau a Chydymffurfiaeth y Gymraeg. Bydd hyfforddiant mewnol rheolaidd ar gael i staff ar ofynion Safon y Gymraeg a hyfforddiant iaith Gymraeg (dechreuwr, canolradd ac uwch) i'w darparu.
- 2.17 Ymhellach, dywedodd y Cyngor y bydd adolygiad o'r broses lawn o'r dechrau i'r diwedd ar gyfer darparu gwasanaeth ffôn Cymraeg yn unol â safonau 8, 11 a 17. Dywedodd y Cyngor os na fyddent yn gallu darparu gwasanaeth Cymraeg, oherwydd amgylchiadau tu hwnt i'w rheolaeth, yna bydd neges awtomataidd yn egluro nad yw'r gwasanaeth ar gael a phryd y bydd ar gael.
- 2.18 Dywedodd y Cyngor y bydd ymgyrch gyfathrebu fewnol bob deufis yn cael ei ddatblygu i hyrwyddo ac atgyfnerthu Safonau'r Gymraeg, canllawiau ynghylch y weithdrefn ar gyfer darparu gwasanaeth ffôn, gwybodaeth a chyfluoedd hyfforddi Cymraeg. Bydd hefyd archwiliad mewnol drwy 'wirio uniongyrchol' rheolaidd gan Arweinydd Proffesiynol ar gyfer Ymgysylltu, Cydraddoldeb a'r Gymraeg i sicrhau bod y Cyngor yn bodloni ei ofynion o ran y Gymraeg mewn perthynas â darparu gwasanaethau ffôn.
- 2.19 Darparwyd 'Siart Llif Ateb Ffôn', 'Cyfarchion Dwyieithog', ac 'Ymadroddion Defnyddiol' i Asiantau'r canolfannau cyswllt yn syth ar ôl gwybod am ein hymchwiliad. Dywedodd y Cyngor fod hefyd trafodaethau rheolaidd mewn cyfarfodydd 1 i 1 gydag Asiantau'r canolfannau cyswllt i sicrhau eu bod yn deall pwysigrwydd cydymffurfio â safonau'r Gymraeg yn rheolaidd ac y glynir wrthynt.
- 2.20 Ni chyflwynwyd unrhyw dystiolaeth bellach fel atebion i gwestiynau 10 ac 11.
- 2.21 Oherwydd rhai o'r dystiolaeth a gyflwynwyd (fel sydd wedi ei fanylu uchod), rhoddais ail Hysbysiad Tystiolaeth i'r Cyngor ar 02/03/2022. Roedd yr Ail Hysbysiad Tystiolaeth yn ei wneud yn ofynnol i'r Cyngor ddarparu'r dystiolaeth ganlynol:

Gwybodaeth a dogfennau

1. A ydi'r Cyngor o'r farn fod y broses sydd wedi ei fanylu yn y siart Ilif Proses Ateb Galwadau Ffôn a gyflwynwyd fel rhan o dystiolaeth y Cyngor dyddiedig 20/12/21 yn cydymffurfio gyda Safon 11?
2. Rhowch fanylion am sut mae'r Cyngor yn hybu ac yn hyrwyddo ei wasanaethau Cymraeg.
3. Rhowch fanylion am sut mae'r Cyngor yn hybu ac yn hyrwyddo ei wasanaeth ffôn Cymraeg.
4. Darparwch dystiolaeth bod unrhyw gyhoeddusrwydd neu ddogfen mae'r Cyngor yn ei lunio, neu wefan sydd yn cael ei gyhoeddi, sy'n cyfeirio at wasanaeth ffôn Saesneg hefyd yn nodi bod gwasanaeth cyfatebol ar gael yn Gymraeg.
5. Yn nhystiolaeth y Cyngor dyddiedig 20/12/21, nodwyd nad oedd unrhyw asiant yn y ganolfan gyswllt sydd yn delio gyda galwadau'r cyhoedd yn rhugl yn y Gymraeg. Esboniwyd bod 12 staff yn gwirfoddoli i gynorthwyo'r Cyngor i ddarparu gwasanaeth Cymraeg fel rhan o'ch Rhestr Siaradwyr Cymraeg Corfforaethol. Rhowch wybodaeth lawn o sut mae'r broses wirfoddoli yma yn gweithio gan ystyried dyletswyddau eraill y staff hynny a'u hargaeledd i wirfoddoli.
6. Gan mai gwirfoddolwyr sydd yn darparu gwasanaeth ffôn Cymraeg y Cyngor, sut mae'r Cyngor yn sicrhau ansawdd y gwasanaeth ffôn hwnnw a'i gydymffurfiaeth â gofynion y Safonau.
7. Rhowch fanylion pa drefniadaeth sydd gan y Cyngor mewn lle i asesu sgiliau Cymraeg ei gyflogeion.
8. Sawl swydd o fewn y ganolfan gyswllt sydd wedi eu hysbysebu yn y tair blynedd diwethaf? O'r swyddi a hysbysebwyd, sawl un sydd wedi ei hysbysebu fel swyddi ble (a) bod sgiliau yn y Gymraeg yn hanfodol; (b) bod angen dysgu sgiliau yn y Gymraeg pan benodir rhywun i'r swydd; (c) bod sgiliau yn y Gymraeg yn ddymunol; (ch) nad yw sgiliau yn y Gymraeg yn angenrheidiol.
9. Darparwch gopi o'ch asesiadau o anghenion ieithyddol pob swydd sydd wedi ei hysbysebu ar gyfer y ganolfan gyswllt yn y tair blynedd diwethaf.
10. Wrth hysbysebu swyddi ar gyfer y ganolfan gyswllt lle'r oedd sgiliau iaith y swyddi yn Gymraeg yn hanfodol, yn ddymunol neu fod angen dysgu sgiliau yn y Gymraeg, darparwch dystiolaeth bod y Cyngor wedi nodi hynny yn yr hysbysebion swydd. Darparwch dystiolaeth hefyd bod y swyddi wedi cael eu hysbysebu yn y Gymraeg. Darparwch y dystiolaeth yma am y swyddi sydd wedi eu hysbysebu ar gyfer y ganolfan gyswllt dros y tair blynedd diwethaf.

11. Yn y tair blynedd diwethaf, pan hysbysebwyd swydd ar gyfer y ganolfan gyswllt fel swydd ble roedd cael sgiliau Cymraeg yn hanfodol, sawl cais a dderbyniwyd gan ymgeiswyr oedd gyda'r sgiliau Cymraeg angenrheidiol?
12. Yn y tair blynedd diwethaf, pan hysbysebwyd swydd ar gyfer y ganolfan gyswllt fel swyddi ble nad oedd sgiliau yn y Gymraeg yn angenrheidiol, esboniwch sut y gwnaethoch yr asesiad hynny am sgiliau iaith.
13. Faint o staff y Cyngor sydd wedi derbyn gwersi Cymraeg sylfaenol yn y tair blynedd diwethaf? Nodwch ym mha adrannau oedd y staff yma yn gweithio.
14. Faint o staff y Cyngor sydd wedi cwblhau hyfforddiant Cymraeg pellach er mwyn datblygu eu sgiliau yn yr iaith yn y tair blynedd diwethaf? Nodwch ym mha adrannau oedd y staff yma yn gweithio.
15. Faint o'r staff sydd yn delio gyda derbyn galwadau ffôn i rifau cyffredinol y Cyngor sydd wedi derbyn hyfforddiant sgiliau iaith Gymraeg yn y tair blynedd diwethaf? O'r staff hynny sydd wedi derbyn hyfforddiant, nodwch lefel y cyrsiau dysgu Cymraeg.
16. I ba raddau mae datblygu sgiliau iaith wedi ei ymgorffori i ofynion y swyddi a'r swydd ddisgrifiadau o fewn y Ganolfan Gyswllt.
17. Rhowch fanylion pob sesiwn hyfforddiant sydd wedi ei ddarparu i staff ar (a) ymwybyddiaeth o'r Gymraeg (gan gynnwys ymwybyddiaeth am hanes yr iaith a'i lle yn niwylliant Cymru); (b) dealltwriaeth o'r ddyletswydd i weithredu yn unol â safonau'r Gymraeg; (c) dealltwriaeth am y modd y gellir defnyddio'r Gymraeg yn y gweithle yn y 3 mlynedd diwethaf. Rhowch fanylion swyddi'r staff a maes gwaith y staff a fynychodd.
18. Rhowch fanylion pob sesiwn hyfforddiant ymwybyddiaeth o'r iaith Gymraeg sydd wedi cael ei roi i staff y ganolfan gyswllt yn y 3 mlynedd diwethaf.
19. Rhowch fanylion llawn o'r canllawiau a/neu hyfforddiant sydd yn cael ei roi i staff newydd ar ymwybyddiaeth o'r iaith Gymraeg ac o gydymffurfiaeth gyda Safonau'r Gymraeg.
20. Darparwch unrhyw wybodaeth neu dystiolaeth ychwanegol yr ydych am i ni ei ystyried wrth ddyfarnu ar eich cydymffurfiaeth â'r safonau a nodir yng nghylch gorchwyl yr ymchwiliad.
21. Darparwch gopi o unrhyw bolisi, gweithdrefn, canllaw neu ddogfen arall yr ydych am i ni ei ystyried wrth ddyfarnu ar eich cydymffurfiaeth â'r safonau a nodir yng nghylch gorchwyl yr ymchwiliad.

2.22 Mewn ymateb, derbyniais dystiolaeth gan y Cyngor ar 27/04/2022. Yn ogystal, darparwyd copïau o'r dogfennau canlynol:

- Atodiad A – Cyflwyniad i'r Gymraeg (gan gynnwys y weithdrefn ateb y ffôn)

- Atodiad B – Fframwaith Cymhwysedd y Gweithlu (heb fod yn rheolaethol)
- Atodiad C – Cyfarchion Dwyieithog a Geiriau Allweddol;
- Atodiad D – Ymadroddion Defnyddiol
- Atodiad 1 – Awdurdodiad Recriwtio;
- Atodiad 2 – Disgrifiad Swydd.

2.23 Ystyriais yr holl wybodaeth a gyflwynwyd mewn ymateb i'r ddau hysbysiad tystiolaeth.

Y dystiolaeth a dderbyniwyd mewn ymateb i'r Ail Hysbysiad Tystiolaeth

- 2.24 Mae'r Cyngor wedi gofyn i mi nodi yn eu hymateb bod y dystiolaeth y gofynnwyd amdano dros y tair blynedd diwethaf yn wybodaeth yn ystod blynyddoedd pandemig Covid-19 pan oedd y Cyngor yn delio gydag argyfwng.
- 2.25 Gofynnais yn gyntaf os oedd y Cyngor o'r farn fod y broses sydd wedi ei fanylu yn y siart llif Proses Ateb Galwadau Ffôn a gyflwynwyd fel rhan o dystiolaeth gyntaf y Cyngor dyddiedig 20/12/21 yn cydymffurfio gyda Safon 11. Atebodd y Cyngor nad oedden nhw o'r farn fod y Siart Llif yn cydymffurfio gyda'r Safonau. Esboniodd y Cyngor fod y weithdrefn ffôn a gyflwynwyd ym mis Rhagfyr 2021 ar waith cyn i'r llythyr gan Swyddfa Comisiynydd y Gymraeg ar 27 Awst 2019 a oedd yn rhoi eglurhad ar sut i ddehongli Safon 11 ddod i law.
- 2.26 Esboniodd y Cyngor ers hynny, fod Siart Llif Gweithdrefn Ateb Ffôn diwygiedig wedi ei ddatblygu sy'n cydymffurfio â Safon 11 ac sydd wedi'i rannu â'r holl staff. Dywedodd y Cyngor y caiff y weithdrefn hon ei hyrwyddo a chyfeirir ati mewn cyfarfodydd tîm. Atodwyd copi o'r weithdrefn ddiwygiedig hon gydag ymateb y Cyngor.
- 2.27 Wrth ymateb i'r ail gwestiwn, dywedodd y Cyngor eu bod yn cyhoeddi ac yn rhannu gwybodaeth am eu gwasanaethau Cymraeg drwy'r cyfryngau cymdeithasol, eu tudalen gwe, taflenni a thrwy hysbysebion. Ni roddwyd tystiolaeth o hyn ac nid oes cyfeiriadau i'r gwybodaeth berthnasol yma ar eu gwefannau wedi ei gyflwyno gan y Cyngor. Esboniodd y Cyngor fod y model darparu Canolfannau Cymunedol wedi bod ar waith ers mis Gorffennaf 2021 ac yn gweithredu yn y cymunedau ar draws Blaenau Gwent o 6 Llyfrgell ac o Sefydliad. Mae staff yr Hybiau Cymunedol yn hyrwyddo gwasanaethau Cymraeg yn y lleoliad gwasanaeth cwsmeriaid wyneb yn wyneb, drwy hysbysebion sy'n arddangos amseroedd agor a drwy faneri a ddefnyddir yn y Llyfrgelloedd.
- 2.28 Esboniodd y Cyngor fod y Ganolfan sy'n delio gyda gwasanaeth ffôn y Cyngor yn hyrwyddo gwasanaethau Cymraeg drwy neges awtomataidd. Dywedodd y Cyngor fod yr holl alwyr yn cael eu cyfarch yn Gymraeg cyn cael cynnig y dewis i ymgymryd â'r alwad gydag asiant Gwasanaeth Cwsmeriaid yn y Gymraeg neu yn Saesneg.
- 2.29 Dywedodd y Cyngor nad yw hyrwyddo a hysbysebu gwasanaethau Cymraeg yn cael eu trin yn llai ffafriol na gwasanaethau Saesneg ac fe'u hyrwyddir yn gyson gyda'r un amlygrwydd a hygyrchedd. Er enghraifft, dywedodd y Cyngor bod eu

gwefan sgrin groeso yn cynnig dewis iaith glir i ymwelwyr ac yn rhoi'r cynnig i ddefnyddwyr ddefnyddio'r Gymraeg wrth gyrchu gwasanaethau'r wefan.

- 2.30 Wrth ymateb i gwestiwn 3 oedd yn gofyn sut oedd y Cyngor yn hybu ac yn hyrwyddo ei wasanaeth ffôn Cymraeg, atebodd y Cyngor:
- Neges awtomataidd y Ganolfan Gyswllt Gorfforaethol – wrth ffonio 01495 311556, prif fanylion cyswllt y Cyngor cewch eich cyfarch yn Gymraeg ar unwaith gydag opsiwn i bwysu 1 am y Gymraeg a phwysu 2 am Saesneg.
 - Asiantau'r Ganolfan Gyswllt yn ateb y ffôn yn ddwyieithog – gan ddilyn Siart Llif y Weithdrefn Ateb Dros y Ffôn
 - Mae asiantau'r Ganolfan Gyswllt yn rhoi gwybod wrth gyfarch y galwr bod gwasanaeth Cymraeg ar gael os hoffent barhau â'r sgwrs yn Gymraeg
 - Mae'r Ganolfan Gyswllt yn hybu'r Gymraeg ac yn croesawu cyfatebiaeth gan ddefnyddwyr yn y Gymraeg
 - Mae manylion cyswllt ar Wefan y Cyngor ar gael yn Gymraeg ac yn Saesneg
- 2.31 Wrth ymateb i gwestiwn 4 o fewn yr Ail Hysbysiad Tystiolaeth, dywedodd y Cyngor fod eu gwefan a holl ddeunydd cyhoeddusrwydd y Cyngor yn Gymraeg ac yn Saesneg.
- 2.32 Dywedodd y Cyngor fod negeseuon ar y cyfryngau cymdeithasol gan y timau Cyfathrebu Corfforaethol wrth roi cyhoeddusrwydd i system ffôn y Cyngor ar draws yr holl blatfformau cymdeithasol yn Gymraeg ac yn Saesneg ond nid oes tystiolaeth wedi ei gyflwyno i ddangos y negeseuon yma.
- 2.33 Honnodd y Cyngor fod cyfeiriad e-bost Corfforaethol y Cyngor, info@blaenau-gwent.gov.uk hefyd yn hyrwyddo gwasanaeth ffôn y Cyngor drwy roi'r dewis o Gymraeg a Saesneg. Dywedodd y Cyngor eu bod yn hyrwyddo gwasanaeth ffôn y Ganolfan Gyswllt Gorfforaethol i breswylwyr ar brosiectau penodol, gan gynnwys yr opsiwn i sgwrsio ag asiant yn eu dewis iaith. Dywedodd y Cyngor fod y system Rheoli Cysylltiadau Cwsmeriaid sy'n cael eu gweithredu o fewn y Ganolfan Gyswllt hefyd yn hyrwyddo'r dewis o Gymraeg neu Saesneg a gall gofnodi'r dewis iaith preswylwyr ar gyfer sgysiau ffôn.
- 2.34 Yng nghwestiwn 5, gofynnais i'r Cyngor am y 12 staff sydd yn gwirfoddoli i gynorthwyo'r Cyngor i ddarparu gwasanaeth Cymraeg fel rhan o'u Rhestr Siaradwyr Cymraeg Corfforaethol. Gofynnais i'r Cyngor roi gwybodaeth lawn o sut mae'r broses wirfoddoli yma yn gweithio gan ystyried dyletswyddau eraill y staff hynny a'u hargaeledd i wirfoddoli.
- 2.35 Esboniodd y Cyngor fod Rhestr Siaradwyr Cymraeg Corfforaethol o'r staff sydd yn gwirfoddoli i gefnogi'r Ganolfan Gyswllt. Dywedodd y Cyngor fod y Rhestr yn cynnwys staff sydd yn rhugl yn y Gymraeg o bob rhan o'r sefydliad ac sy'n gweithio mewn amrywiaeth o wahanol feysydd gwasanaeth. Dywedodd y Cyngor fod gan bob gwirfoddolwr rolau clerigol ac fel arfer maent yn trin galwadau fel rhan o'u dyletswyddau o ddydd i ddydd. Honnodd y Cyngor bod modd cysylltu â nhw drwy Microsoft Teams. Mae'r rhestr ar gael ar fewnwyd y Cyngor drwy'r Cyfeiriadur Ffôn.

- 2.36 Honnodd y Cyngor, wrth ffonio'r Ganolfan Gyswllt darperir neges awtomataidd sy'n rhoi gwybod yn benodol i'r cwsmer bod gwasanaeth Cymraeg ar gael neu y bydd yn parhau i fod ar gael yn Gymraeg. Os bydd cwsmer yn dewis derbyn y gwasanaeth yn Gymraeg, bydd yn cael ei drosglwyddo i asiant canolfan alwadau. Esboniodd y Cyngor fod asiant y ganolfan alwadau yn cyfarch y cwsmer yn ddwyieithog ac yn sefydlu natur yr alwad. Ar y pwynt hwnnw, mae'r cwsmer yn aros tra bod yr asiant yn gwneud pob ymdrech i drosglwyddo'r cwsmer i wirfoddolwr ar Restr Siaradwyr Cymraeg Corfforaethol o'r adran berthnasol, a all barhau i ddelio â'r alwad yn Gymraeg. Fodd bynnag, yn dibynnu ar natur yr alwad, efallai y bydd angen trosglwyddo'r alwad i aelod o staff nad yw'n siarad Cymraeg sy'n gallu darparu gwasanaeth ar bwnc penodol. Cyfeiriodd y Cyngor yn benodol at Atodiad A.
- 2.37 Dywedodd y Cyngor caiff y Rhestr Siaradwyr Cymraeg Corfforaethol ei hadolygu a'i diweddarau ddwywaith y flwyddyn, ond anogir gwirfoddolwyr i hysbysu'r Tîm Polisi a Phartneriaethau os ydynt yn newid rolau neu os ydynt yn gadael y sefydliad. Hefyd, hyrwyddir ymgyrchoedd cyfathrebu i annog staff presennol neu staff newydd i wirfoddoli. Anogir pob gwirfoddolwr hefyd i fynychu cyfleoedd hyfforddiant iaith Gymraeg uwch i ddatblygu sgiliau a hyder ymhellach a chaniatáu iddynt wneud hynny o fewn amser gwaith sydd hefyd yn anelu at gynyddu'r defnydd o'r Gymraeg yn y gweithle. Esboniodd y Cyngor, ers hynny, mae un aelod o staff yng ngwasanaeth y Ganolfan Gyswllt wedi gofyn am gael cymryd rhan mewn hyfforddiant iaith Gymraeg. Dywedodd y Cyngor fod pob un o'r 6 Swyddog Hybiau Cymunedol hefyd wedi mynegi'r un cais ac mae hyn yn cael ei gefnogi ar hyn o bryd i sefydlu hyfforddiant iaith Gymraeg ar eu cyfer. Bydd hyn yn gwella ac yn cefnogi'r gwaith o ddarparu Gwasanaethau Cwsmeriaid ar draws y Cyngor yn y lleoliad Wyneb yn Wyneb a dros y ffôn.
- 2.38 Yng nghwestiwn 6 gofynnais i'r Cyngor gan mai gwirfoddolwyr sydd yn darparu gwasanaeth ffôn Cymraeg y Cyngor, sut mae'r Cyngor yn sicrhau ansawdd y gwasanaeth ffôn hwnnw a'i gydymffurfiaeth â gofynion y Safonau. Dywedodd y Cyngor fod yr holl wirfoddolwyr yn rhugl yn y Gymraeg a bod gan bob aelod o staff ddyletswydd i ddarparu gwasanaeth o ansawdd i'w holl gwsmeriaid, yn unol â'u Fframwaith Cymhwysedd y Gweithlu (nid rheolaethol).
- 2.39 Honnodd y Cyngor ymhellach, gwneir gwiriadau dilysu mewnol yn flynyddol gan y Tîm Polisi a Phartneriaethau lle bydd galwadau cudd yn cael eu gwneud i'r Ganolfan Gyswllt yn Gymraeg i fonitro ac asesu ansawdd y gwasanaeth ffôn a ddarperir. Caiff unrhyw feysydd y nodwyd eu bod i'w datblygu neu eu gwella eu hystyried a'u trafod gan y Rheolwr Gwasanaeth Profiad Cwsmeriaid a Thrawsnewid. Dywedodd y Cyngor y sefydlwyd y trefniadau hyn ar ôl derbyn '*Goruchwylio Cydymffurfiaeth – Dogfen gyngor arfer da*' gan Swyddfa Comisiynydd y Gymraeg sy'n eu galluogi i gydymffurfio â'n gofynion statudol.
- 2.40 Yng nghwestiwn 7 gofynnais i'r Cyngor roi manylion pa drefniadaeth sydd ganddynt mewn lle i asesu sgiliau Cymraeg ei gyflogeion.
- 2.41 Dywedodd y Cyngor fod data gweithlu'r Cyngor, gan gynnwys dewis gohebiaeth Gymraeg a sgiliau a gallu yn y Gymraeg, yn cael ei storio ar system o'r enw iTrent. Anogir staff newydd i ddarparu'r wybodaeth hon wrth ymuno â'r sefydliad ac anogir y staff presennol i ddiweddarau eu gwybodaeth yn rheolaidd drwy hysbysiadau cyfathrebu. Dywedodd y Cyngor bod iTrent yn gallu dadansoddi holl ddata'r gweithlu a chynhyrchu adroddiadau a ddefnyddir i asesu sgiliau Cymraeg ei weithwyr.

- 2.42 Yng nghwestiwn 8, gofynnais sawl swydd o fewn y ganolfan gyswllt sydd wedi eu hysbysebu yn y tair blynedd diwethaf? O'r swyddi a hysbysebwyd, sawl un sydd wedi ei hysbysebu fel swyddi ble (a) bod sgiliau yn y Gymraeg yn hanfodol; (b) bod angen dysgu sgiliau yn y Gymraeg pan benodir rhywun i'r swydd; (c) bod sgiliau yn y Gymraeg yn ddymunol; (ch) nad yw sgiliau yn y Gymraeg yn angenrheidiol.
- 2.43 Dywedodd y Cyngor fod y Ganolfan Gyswllt wedi hysbysebu ar ddau achlysur dros y 3 blynedd a bod y ddwy swydd wedi ei chategoreiddio fel swyddi ble roedd sgiliau yn y Gymraeg yn ddymunol.
- 2.44 Yng nghwestiwn 9 gofynnais i'r Cyngor ddarparu copi o'u hasesiadau o anghenion ieithyddol pob swydd sydd wedi ei hysbysebu ar gyfer y ganolfan gyswllt yn y tair blynedd diwethaf. Atodwyd y Cyngor gopi o'i dogfen 'Recruitment Authorisation form and report' mewn perthynas â'r recriwtio i'r tîm.
- 2.45 Gofynnais am dystiolaeth yng nghwestiwn 10 lle'r oedd sgiliau iaith y swyddi yn Gymraeg yn hanfodol, yn ddymunol neu fod angen dysgu sgiliau yn y Gymraeg, bod y Cyngor wedi nodi hynny yn yr hysbysebion swydd. Gofynnais hefyd i'r Cyngor ddarparu tystiolaeth hefyd bod y swyddi wedi cael eu hysbysebu yn y Gymraeg. Mae'r Cyngor wedi darparu copi o ddogfen 'Job Description' am 4 swydd o fewn y Ganolfan Gyswllt cafodd ei hysbysebu yn 2022.
- 2.46 Yng nghwestiwn 11 gofynnais, pan hysbysebwyd swydd ar gyfer y ganolfan gyswllt yn y tair blynedd diwethaf fel swydd ble roedd cael sgiliau Cymraeg yn hanfodol, sawl cais a dderbyniwyd gan ymgeiswyr oedd gyda'r sgiliau Cymraeg angenrheidiol? Dywedodd y Cyngor ar y ddau achlysur lle mae swyddi Canolfannau Cyswllt wedi cael eu hysbysebu dros y tair blynedd diwethaf nid oedd gan un o'r ymgeiswyr sgiliau Cymraeg.
- 2.47 Yng nghwestiwn 12 gofynnais i'r Cyngor, pan hysbysebwyd swydd ar gyfer y ganolfan gyswllt yn y tair blynedd diwethaf fel swyddi ble nad oedd sgiliau yn y Gymraeg yn angenrheidiol, esbonio sut y gwnaethpwyd yr asesiad hynny am sgiliau iaith. Atebodd y Cyngor fod pob swydd o fewn y Ganolfan Gyswllt wedi cael ei hysbysebu gyda sgiliau iaith Gymraeg yn ddymunol.
- 2.48 Gofynnais i'r Cyngor yng nghwestiwn 13 faint o staff y Cyngor sydd wedi derbyn gwersi Cymraeg sylfaenol yn y tair blynedd diwethaf gan ofyn iddynt nodi ym mha adrannau oedd y staff yma yn gweithio. Dywedodd y Cyngor eu bod ers 2019 wedi hyrwyddo cwrs Cymraeg Llywodraeth Cymru yn y Gwaith ar-lein. Caniateir i staff o bob rhan o'r sefydliad cyfan fynychu hyfforddiant yn ystod oriau gwaith arferol. Honnodd y Cyngor fod nifer o adnoddau Cymraeg sylfaenol hefyd ar gael i aelodau staff megis ar eu mewnwyd 'Cyfarchion Dwyieithog a geiriau allweddol' ac 'Ymadroddion Defnyddiol'.
- 2.49 Dywedodd y Cyngor nad ydyn nhw yn gwybod faint o staff y Cyngor sydd wedi cael gwersi Cymraeg sylfaenol yn ystod y tair blynedd diwethaf gan nad yw hyn yn rhywbeth a gofnodir ar hyn o bryd. O fewn Gwasanaethau Cwsmeriaid, dywedodd y Cyngor fod yr holl staff (y Ganolfan Gyswllt a'r Hybiau Cymunedol) yn cael hyfforddiant sylfaenol yn y Gymraeg ar hyn o bryd. Gyda holl staff Hybiau Cymunedol ac 1 aelod o staff y Ganolfan Gyswllt yn symud ymlaen i gyrsiau Cymraeg tymor hwy manylach yn y dyfodol agos. Bydd hyn yn rhan o'u cynlluniau hyfforddi a datblygu yn y dyfodol ac yn cefnogi'r gwaith o ddarparu Gwasanaethau Cwsmeriaid i ddefnyddwyr.

- 2.50 Yng nghwestiwn 14 gofynnais i'r Cyngor faint o'u staff sydd wedi cwblhau hyfforddiant Cymraeg pellach er mwyn datblygu eu sgiliau yn yr iaith yn y tair blynedd diwethaf? Gofynnais i'r Cyngor nodi ym mha adrannau oedd y staff yma yn gweithio. Dywedodd y Cyngor nad ydyn nhw'n ymwybodol faint o staff y Cyngor sydd wedi cwblhau hyfforddiant Cymraeg pellach gan fod hyn ddim yn rhywbeth sydd yn cael ei gofnodi ganddynt. Dywedodd y Cyngor fodd bynnag, fod cyfleoedd hyfforddiant iaith Gymraeg pellach yn cael eu hyrwyddo ar hyn o bryd ar draws y sefydliad.
- 2.51 Dywedodd y Cyngor o fewn eu Gwasanaethau Cwsmeriaid fod holl staff (o fewn y Ganolfan Gyswllt a'r Hybiau Cymunedol) yn cael hyfforddiant sylfaenol yn y Gymraeg ar hyn o bryd. Honnir y Cyngor fod holl staff yr Hybiau Cymunedol ac 1 aelod o staff y Ganolfan Gyswllt yn symud ymlaen i gyrsiau Cymraeg mwy manwl, tymor hir, yn y dyfodol. Bydd hyn yn rhan o'u cynlluniau hyfforddi a datblygu yn y dyfodol ac yn cefnogi'r gwaith o ddarparu Gwasanaethau Cwsmeriaid i'n trigolion.
- 2.52 Yng nghwestiwn 15, gofynnais faint o'r staff sydd yn delio gyda derbyn galwadau ffôn i rifau cyffredinol y Cyngor sydd wedi derbyn hyfforddiant sgiliau iaith Gymraeg yn y tair blynedd diwethaf? O'r staff hynny sydd wedi derbyn hyfforddiant, gofynnais i'r Cyngor nodi lefel y cyrsiau dysgu Cymraeg.
- 2.53 Dywedodd y Cyngor fod yr holl staff sy'n delio â derbyn galwadau ffôn i rif ffôn Canolfan Gyswllt y Cyngor wedi derbyn hyfforddiant sgiliau iaith Gymraeg sylfaenol yn ystod y tair blynedd diwethaf. Dywedodd y Cyngor fod y broses hon yn parhau ar hyn o bryd ac mae wedi ei hymestyn i staff o fewn timau Gwasanaethau Budd-daliadau a Gwasanaethau Cymdeithasol IAA. Bydd hon yn broses barhaus dros y blyneddau i ddod i gefnogi hyfforddiant gloywi ac anghenion hyfforddi a datblygu aelodau staff.
- 2.54 Gofynnais i'r Cyngor yng nghwestiwn 16 i ba raddau mae datblygu sgiliau iaith wedi ei ymgorffori i ofynion y swyddi a'r swydd ddisgrifiadau o fewn y Ganolfan Gyswllt. Dywedodd y Cyngor fod sgiliau iaith Gymraeg wedi bod yn sgil ddymunol o fewn Disgrifiadau Swydd fel rhan o'r broses recriwtio. Fodd bynnag, nid ydi datblygu sgiliau iaith yn rhan o lwfans anghenion hyfforddi aelodau'r staff a datblygiad staff.
- 2.55 Gofynnais i'r Cyngor yng nghwestiwn 17 i roi manylion pob sesiwn hyfforddiant sydd wedi ei ddarparu i staff ar (a) ymwybyddiaeth o'r Gymraeg (gan gynnwys ymwybyddiaeth am hanes yr iaith a'i lle yn niwylliant Cymru); (b) dealltwriaeth o'r ddyletswydd i weithredu yn unol â safonau'r Gymraeg; (c) dealltwriaeth am y modd y gellir defnyddio'r Gymraeg yn y gweithle yn y 3 mlynedd diwethaf. Gofynnais hefyd i'r Cyngor roi manylion swyddi'r staff a maes gwaith y staff a fynychodd.
- 2.56 Dywedodd y Cyngor fod Strategaeth Datblygu'r Gweithlu'r Cyngor yn hyrwyddo ac yn annog staff i chwilio am gyfleoedd hyfforddiant a datblygu, gan gynnwys yn y Gymraeg, a chaiff hyn ei hwyluso drwy ein trefniadau presennol ar gyfer rheolwyr. Dywedodd y Cyngor, yn unol â chwestiwn 13, rydym yn cyfeirio staff at unrhyw gyfleoedd hyfforddi hysbys sydd ar gael.
- 2.57 Gofynnais wedyn am fanylion pob sesiwn hyfforddiant ymwybyddiaeth o'r iaith Gymraeg sydd wedi cael ei roi i staff y ganolfan gyswllt yn y 3 mlynedd diwethaf.
- 2.58 Dywedodd y Cyngor fod sesiynau gloywi iaith wrthi'n cael eu cynnal gyda holl aelodau staff y Gwasanaeth Cwsmeriaid, gan gynnwys Canolfannau Cymunedol, y

Ganolfan Gyswilt a'r Gwasanaethau Budd-daliadau. Honnodd y Cyngor fod hyfforddiant sylfaenol yn y Gymraeg ac ymadroddion cyffredin yn cael eu rhoi mewn Cyfarfodydd Tîm a sesiynau 1 i 1 i gefnogi'r gwaith o ddarparu Gwasanaeth Cwsmeriaid i breswylwr.

- 2.59 Yng nghwestiwn 19 gofynnais am fanylion y canllawiau a/neu hyfforddiant sydd yn cael ei roi i staff newydd ar ymwybyddiaeth o'r iaith Gymraeg ac o gydymffurfiaeth gyda Safonau'r Gymraeg. Dywedodd y Cyngor fod holl staff newydd yn derbyn sesiwn Sefydlu Corfforaethol pan fo (a) (b) ac (c) yn cael eu cynnwys gan y Rheolwr o dan ein Polisiâu Corfforaethol h.y. Deddf Llesiant Cenedlaethau'r Dyfodol; Safonau'r Gymraeg ac ati.

Safonau Cyflenwi Gwasanaethau

4 Cydymffurfiaeth â safon 8: Aseiad, canfyddiadau a dyfarniad

Geiriad y safon

- 4.1 Dyma eiriad y safon fel y mae'n ymddangos yn yr hysbysiad cydymffurfio a roddwyd i'r Cyngor:

Safon 8

Pan fydd person yn cysylltu â chi ar eich prif rif ffôn (neu ar un o'ch prif rifau ffôn), neu ar unrhyw rifau llinell gymorth neu rifau canolfan alwadau, rhaid ichi gyfarch y person yn Gymraeg.

Diwrnod gosod: 03/03/2016

Dehongliadau

- 4.2 Mae Cod Ymarfer Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015 yn nodi ym mharagraff 4.2.2 – 4.2.6:

“Safon 8

4.2.2. *Rhaid i gorff gyfarch person yn Gymraeg pan fo'r person hwnnw'n cysylltu â'r corff ar un o'i rifau ffôn perthnasol.*

4.2.3. *Gall y term 'cyfarch' gynnwys ymadroddion sy'n cydnabod ac yn croesawu'r person sy'n cysylltu, cyn i'r corff ddechrau delio gyda'r alwad. Er enghraifft, gall corff gyfarch person drwy ddweud 'Bore Da/Prynhawn Da/Noswaith Dda', gan ddilyn hynny gyda fersiwn Gymraeg o enw'r corff (os oes un yn bodoli). Nid yw'r term 'cyfarch' yn cynnwys delio â'r alwad ei hun.*

4.2.4. *Gall corff gyfarch personau yn Gymraeg drwy neges sydd wedi'i recordio o flaen llaw ar system sydd wedi'i hawtomeiddio neu drwy aelod o staff yn cyfarch y person hwnnw yn Gymraeg pan fo'r aelod hwnnw'n ateb yr alwad.*

4.2.5. *Mae gofynion y safon hon yn berthnasol i'r cyfarchiad cyntaf yn unig. Bydd gweddill iaith yr alwad yn ddibynnol ar ddymuniad y person yn unol â safon 10 neu safon 11 (yn ddibynnol ar ba safon sydd wedi ei gosod ar y corff).*

4.2.6. *Gofynion safon 20 sy'n berthnasol i gyfarchion a wneir i berson sy'n cysylltu ar rif ffôn llinell uniongyrchol adran corff neu rif ffôn llinell uniongyrchol aelod staff corff.”*

Gofynion y safon

- 4.3 Rhaid i gorff sicrhau pan fydd person yn cysylltu â hwy ar eu prif rif ffôn (neu ar un o'u prif rifau ffôn), neu ar unrhyw rifau llinell gymorth neu rifau canolfan alwadau, bod y person sydd yn cysylltu yn derbyn cyfarchiad yn y Gymraeg.

Ystyried cydymffurfiaeth â'r safon

- 4.4 Cyflwynwyd tystiolaeth o ganlyniadau ein 'gwirio uniongyrchol' o wasanaethau ffôn y Cyngor, sef cyrchu gwasanaethau fel cwsmer go iawn, er enghraifft drwy ddefnyddio gwasanaeth ffôn neu dderbynfa.
- 4.5 Gwnaed tair galwad ffôn i brif rif ffôn y Cyngor sef 01495 311556. Ar ddechrau'r tair galwad, roedd ein galwr wedi dewis yr opsiwn Gymraeg ar y system awtomatig ac felly wedi nodi ei ddewis i gael gwasanaeth Cymraeg. Nodir isod y gwasanaeth a dderbyniwyd gan ein galwr ar bob galwad.
- 4.6 Yn ystod yr alwad gyntaf ar 13/09/2021 am 10:49yb, cychwynnodd ein galwr y sgwrs yn y Gymraeg gan ofyn a oedd y Cyngor yn dosbarthu bagiau baw cŵn. Ni dderbyniwyd cyfarchiad Cymraeg, gwasanaeth Cymraeg, nac unrhyw gydnabyddiaeth bod y galwr wedi siarad Cymraeg. Nodwyd hefyd bod y galwr wedi teimlo'n annifyr i ofyn am wasanaeth Cymraeg yn enwedig wrth ystyried fod y dewis hwnnw eisoes wedi ei nodi.
- 4.7 Yn ystod yr ail alwad ar 01/10/2021 am 09:23yb, galwodd ein galwr y llinell ffôn. Doedd dim ateb ar ôl 6 munud a daethpwyd â'r alwad i ben.
- 4.8 Yn ystod y trydydd alwad ar 05/10/2021 am 09:08yb, cychwynnodd ein galwr y sgwrs yn y Gymraeg ond ni dderbyniwyd cyfarchiad dwyieithog. Gofynnodd ein galwr yn Gymraeg am e-bost y Prif Weithredwr drwy ddefnyddio 'Michelle Morris'. Ymateb y derbynnydd oedd "I will see if she is available". Doedd gan ein galwr ddim dewis ond ymyrryd yn yr alwad drwy droi i'r Saesneg i egluro mai e-bost Michelle Morris oedd yn gofyn amdano ac nid i gael siarad â hi. Nododd y derbynnydd yr e-bost yn syth heb unrhyw gydnabyddiaeth bod ein galwr eisieu gwasanaeth yn Gymraeg.
- 4.9 Wrth ymateb i gwestiwn 1 o fewn yr Hysbysiad Tystiolaeth, dywedodd y Cyngor eu bod yn derbyn y dystiolaeth a gyflwynwyd ac yn cydnabod eu methiannau i gydymffurfio â Safonau'r Gymraeg, mewn perthynas â gwasanaeth ffôn.
- 4.10 Mae tystiolaeth ein galwr dirgel yn glir na dderbyniodd y galwr neges gyfarch Gymraeg gan yr un atebodd y ffôn ar ddau o'r tair galwad i'r prif rif ffôn. Ni chafodd yr alwad arall ei hateb.
- 4.11 Serch hyn, mae cofnod y galwr dirgel yn nodi fod y neges awtomataidd derbyniwyd ar gychwyn yr alwad yn cydymffurfio â'r safonau. Er nad oes rhaid i neges awtomataidd roi 'cyfarchiad' er mwyn cydymffurfio gyda'r Safonau, mae'n bosib bod cyfarchiad Cymraeg wedi ei roi yn y neges honno.
- 4.12 Fodd bynnag, ceisiodd fy swyddogion yr un prif rif ffôn y Cyngor 01495 311556 eto ar fwy nag un achlysur ym mis Mai 2022 wrth baratoi'r adroddiad yma. Derbyniodd fy swyddogion neges hir uniaith Saesneg ynglŷn â delio gyda lefel uchel o alwadau yn ymwneud â'r 'Cost of Living payment' o £150. Nid oedd y neges yma yn Gymraeg. Roedd y neges hir yma yn ymddangos fel neges oedd wedi ei rhoi mewn lle dros dro i roi gwybodaeth ychwanegol (uniaith Saesneg) i rai oedd yn galw dros gyfnod prysur.

- 4.13 Ymhellach, roedd y neges oedd yn dilyn y neges 'dros dro' yn gofyn i alwr ddewis yr opsiwn Gymraeg neu Saesneg hefyd yn cael ei rhoi yn Saesneg yn unig. Ar gychwyn y neges awtomataidd honno rhoddwyd enw'r Cyngor yn Gymraeg cyn cyfarch yn Saesneg yn unig ac roedd gweddill y neges yn rhoi cyfarwyddiadau o ran dewis iaith yn Saesneg yn unig. Ni roddwyd cyfarchiad yn y Gymraeg felly. O ystyried fod dyddiad y galwadau hynny yn dilyn agor yr ymchwiliad hwn ac yn dilyn tystiolaeth y Cyngor ble awgrymodd y Cyngor fod gwelliannau wedi eu gwneud i'r gwasanaeth ffôn Cymraeg, roedd hyn yn siomedig iawn.
- 4.14 Wrth ystyried y dystiolaeth yn ei chyfanrwydd felly, yn benodol wrth ystyried nad oes cyfarchiad Cymraeg yn y neges ym Mai 2022 chwaith, nid oedd y Cyngor yn cydymffurfio gyda Safon 8 ar amser y galwadau oedd yn destun agor yr ymchwiliad yma.

Canfyddiadau

- 4.15 Rhaid i gorff sicrhau pan fydd person yn cysylltu â hwy ar eu prif rif ffôn (neu ar un o'u prif rifau ffôn), neu ar unrhyw rifau llinell gymorth neu rifau canolfan alwadau, bod y person sydd yn cysylltu yn derbyn cyfarchiad yn y Gymraeg.
- 4.16 Ni dderbyniodd ein galwr dirgel gyfarchiad yn y Gymraeg ar fwy na un achlysur wrth geisio un o brif rifau ffôn y Cyngor fel rhan o'n gwirio uniongyrchol. Wrth bwysu a mesur ein tystiolaeth, mae'n ymddangos na fuasai'n galwr dirgel wedi derbyn cyfarchiad Cymraeg ar y neges awtomataidd chwaith.
- 4.17 Mae hynny yn fethiant i gydymffurfio gyda Safon 8.

Dyfarniad a fu methiant i gydymffurfio â safon 8 ai peidio

- 4.18 Dyfarnaf fod y Cyngor wedi methu a chydymffurfio gyda Safon 8 ar y sail na dderbyniodd ein galwr dirgel gyfarchiad yn y Gymraeg ar ddwy alwad ffôn.

Gweithredu pellach

- 4.19 Mae adran 77 Mesur y Gymraeg yn caniatáu i mi weithredu ymhellach lle bu methiant.
- 4.20 Yn achos fy nyfarniad fod y Cyngor wedi methu â chydymffurfio â safon 8, byddaf yn gweithredu ymhellach at y diben o atal y methiant i gydymffurfio rhag parhau.
- 4.21 Mae manylion y gweithredu pellach isod.

Safon 8: Gofyniad i gymryd camau yn unol ag adran 77 Mesur y Gymraeg

1. Rhaid i'r Cyngor ddatblygu cyfarchiad ffôn safonol Cymraeg.
2. Rhaid i'r Cyngor hyfforddi holl staff y Cyngor sydd yn delio gyda galwadau ffôn gan y gyhoedd ar sut i roi'r cyfarchiad ffôn safonol Cymraeg yn gywir ac ar gydymffurfiaeth gyda Safon 8.
3. Rhaid i'r Cyngor godi ymwybyddiaeth o fewn staff o bwysigrwydd rhoi cyfarchiad Cymraeg ac o gynnwys cyfarchiad Cymraeg ar gychwyn galwadau.

4. Rhaid i'r Cyngor werthuso unrhyw negeseuon cyfarch awtomataidd i wirio bod cyfarch yn y Gymraeg yn cael ei roi ar y neges awtomataidd os oes cyfarch yn cael ei roi yn y Saesneg.
5. Rhaid i'r Cyngor ddarparu tystiolaeth ysgrifenedig sy'n bodloni Comisiynydd y Gymraeg ei fod wedi cwblhau camau gorfodi 1 - 4.

Amserlen: O fewn 6 mis o ddyddiad cyhoeddi'r dyfarniad terfynol.

5 Cydymffurfiaeth â safon 11: Aseiad, canfyddiadau a dyfarniad

Geiriad y safon

- 5.1 Dyma eiriad y safon fel y mae'n ymddangos yn yr hysbysiad cydymffurfio a roddwyd i'r Cyngor:

Safon 11

Pan fo person yn cysylltu â chi ar eich prif rif ffôn (neu ar un o'ch prif rifau ffôn), neu ar unrhyw rifau llinell gymorth neu rifau canolfan alwadau, rhaid ichi ddelio â'r alwad yn Gymraeg os yw'r person yn dymuno hynny -

- (a) hyd nes ei bod yn angenrheidiol trosglwyddo'r alwad i aelod o staff nad yw'n siarad Cymraeg sy'n gallu darparu gwasanaeth ar bwnc penodol; a
- (b) hyd nes nad oes aelod o staff sy'n siarad Cymraeg ar gael i ddarparu gwasanaeth ar y pwnc penodol hwnnw.

Diwrnod gosod: 03/03/2016

Dehongliadau

- 5.2 Mae Cod Ymarfer Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015 yn nodi ym mharagraff 4.2.2 – 4.2.6:

5.3 “**Safon 11**

- 4.2.17. *Os yw person yn cysylltu â'r corff ar un o'u rhifau ffôn perthnasol, rhaid i'r corff ddelio â'r alwad yn Gymraeg unwaith y mae'n gwybod bod y person yn dymuno cael gwasanaeth Cymraeg dros y ffôn, gan drosglwyddo'r alwad i aelod o staff sy'n gallu delio â'r pwnc penodol yn Gymraeg os yw hynny'n angenrheidiol.*
- 4.2.18. *Byddai person yn debygol o ddymuno cael gwasanaeth Cymraeg dros y ffôn os yw'n dechrau sgwrs gyda'r corff yn Gymraeg yn gyntaf. Os yw person yn dechrau sgwrsio'n gyntaf yn Saesneg, rhaid i gorff beidio â chymryd hynny i olygu nad yw'r person hwnnw'n dymuno cael gwasanaeth ffôn yn Gymraeg.*
- 4.2.19. *Os nad yw dymuniad y person i gael gwasanaeth Cymraeg eisoes yn glir (e.e. os nad yw'n dechrau'r sgwrs yn Gymraeg neu os nad yw'n gofyn am wasanaeth Cymraeg cyn i'r corff wneud hynny), disgwylir i gorff sefydlu'r dymuniad hwnnw'n fwy rhagweithiol, drwy ofyn yn benodol ynghylch dymuniad y person. Disgwylir i gorff sefydlu dymuniad y person i dderbyn gwasanaeth Cymraeg dros y ffôn ar y*

cyfle cyntaf posibl. Fodd bynnag, dylid nodi bod rhaid i gorff gyfarch personau yn Gymraeg dros y ffôn yn unol â safon 8 cyn sefydlu a yw'r person yn dymuno delio â'r alwad yn Gymraeg.

- 4.2.20. *Yn wahanol i safon 10, os nad oes aelod o staff ar gael sy'n gallu delio â'r alwad yn Gymraeg ar y pwnc penodol dan sylw, gall corff drosglwyddo'r alwad i aelod o staff nad yw'n gallu delio â'r alwad yn Gymraeg, ond sy'n gallu darparu gwasanaeth ar y pwnc penodol hwnnw.*
- 4.2.21. *Dylid pwysleisio bod rhaid i gorff sicrhau nad oes aelod o staff sy'n siarad Cymraeg ar gael i ddarparu'r gwasanaeth ar y pwnc penodol yn Gymraeg, cyn trosglwyddo'r alwad i aelod o staff nad yw'n gallu delio â'r alwad yn Gymraeg. Er mwyn hwyluso hyn, gall corff ddewis cael cofnod o aelodau staff sy'n gallu delio â galwadau yn Gymraeg (e.e. cyfeiriadur staff fesul adran, gwasanaeth neu bwnc penodol).*
- 4.2.22. *Nid yw'r ymadrodd 'pwnc penodol' yn cynnwys cyswllt neu ymholiad cyffredinol. Disgwylir bod corff yn darparu gwasanaeth Cymraeg wrth ymdrin ag ymholiadau cyffredinol, hyd at bwynt lle mae angen i gorff drosglwyddo galwad i aelod di-Gymraeg sy'n gallu delio â phwnc sydd angen lefel o arbenigedd neu wybodaeth benodol er mwyn gallu delio ag ef. Gall enghraifft o'r fath gynnwys cais cynllunio penodol neu achos gwasanaethau cymdeithasol penodol lle mai'r aelod o staff di-Gymraeg hwnnw'n unig sydd â'r wybodaeth berthnasol sydd ei hangen i ddelio â'r alwad."*

Gofynion y safon

- 5.4 Rhaid i gorff sicrhau pan fo person yn cysylltu â hwy ar eu prif rif ffôn (neu ar un o'u prif rifau ffôn), neu ar unrhyw rifau llinell gymorth neu rifau canolfan alwadau, rhaid i'r corff ddelio â'r alwad yn Gymraeg os yw'r person yn dymuno hynny - (a) hyd nes ei bod yn angenrheidiol trosglwyddo'r alwad i aelod o staff nad yw'n siarad Cymraeg sy'n gallu darparu gwasanaeth ar bwnc penodol; a (b) hyd nes nad oes aelod o staff sy'n siarad Cymraeg ar gael i ddarparu gwasanaeth ar y pwnc penodol hwnnw.

Ystyried cydymffurfiaeth â'r safon

- 5.5 Mae'r wybodaeth sydd yn cael ei gyflwyno yn 3.4 - 3.9 uchod yn berthnasol hefyd yng nghyd-destun y Safon yma.
- 5.6 Nid oes unrhyw dystiolaeth berthnasol wedi ei gyflwyno gan y Cyngor sy'n gwrth brofi unrhyw dystiolaeth a gyflwynwyd am brofiad y galwr dirgel wrth ddefnyddio prif rif ffon y Cyngor. Mae'n glir i mi fod y Cyngor wedi methu â chydymffurfio gyda'r Safon yma yng nghyd-destun y galwadau ffôn gan na dderbyniwyd gwasanaeth ffôn o gwbl yn y Gymraeg.
- 5.7 Rhaid cyfeirio yma hefyd at un o'r achosion y dyfarnodd Tribiwnlys y Gymraeg arno (rhif yr achos TyG/WLT/18/5) sydd yn rhoi eglurder pellach ar ddehongliad cywir Safon 11. Mae'n rhaid i sefydliad sicrhau fod modd i berson sydd wedi ffonio ei brif rif ffôn (neu un o'r prif rifau ffôn) fedru cynnal y sgwrs gychwynnol yn Gymraeg. Rhaid i'r alwad gael ei hateb yn Gymraeg yn y lle cyntaf gan aelod o staff sy'n ddigon rhugl i sefydlu, yn Gymraeg, pwy sy'n galw a beth yw natur yr alwad h.y. y pwnc y mae'r

galwr yn dymuno ei drafod. Nid yw'n ddigonol cael proses ble mae aelod o staff yn egluro yn Gymraeg, o fod wedi dysgu rhai ymadroddion a baratowyd ymlaen llaw, ei fod yn trosglwyddo'r alwad i berson arall sy'n medru'r Gymraeg er mwyn delio â'r alwad, am nad yw'r aelod o staff ei hun yn ddigon rhugl i wneud hynny. Pwrpas y safon yw sicrhau y gall aelodau'r cyhoedd gynnal sgwrs gychwynol ac egluro yn Gymraeg beth yw natur ei alwad heb orfod cael ei drosglwyddo at aelod arall o staff.

- 5.8 Er nad oedd gwasanaeth Cymraeg wedi ei roi o gwbl gan y Cyngor yma, gofynnais i'r Cyngor yn yr Hysbysiad Tystiolaeth gyntaf am ba gyfarwyddiadau neu ganllawiau sydd wedi eu rhoi i staff y Cyngor ar sut i sicrhau cydymffurfiaeth â Safonau'r Gymraeg wrth ateb galwadau ffôn.
- 5.9 Wrth ymateb i'r Hysbysiad Tystiolaeth gyntaf gyrrodd y Cyngor gopi o'r Siart Llif Ateb y Ffôn i mi gan esbonio y darperir y ddogfen hon i holl Asiantau'r ganolfan gyswllt. Gweler y ddogfen fel Atodiad 1 isod. Yn y Siart Llif, ar ôl rhoi cyfarchiad dwyieithog, mae'r Siart Llif yn nodi os ydi'r galwr yn ateb yn Gymraeg dylai'r asiant ofyn "*Would you like to continue the call in Welsh?*". Os mai'r ateb ydi 'ie', mae'r siart llif yn cynghori'r asiant: "*Advise the caller that they will be transferred to a Welsh speaker, if available. "I'm sorry I don't speak Welsh. I'll try and put you through to a colleague who does"*".
- 5.10 Mae'n glir nad oedd y ddogfen yma yn rhoi canllawiau oedd yn sicrhau fod y rhai oedd yn ateb y ffôn yn cydymffurfio gyda Safon 11. Hyd yn oed petai'r galwr dirgel wedi cael cyfarchiad yn y Gymraeg ac wedi cael unrhyw wasanaeth Cymraeg ar yr alwad, petai'r asiant yn dilyn y canllaw, ni fuasai'r alwad dal wedi cydymffurfio gyda Safonau'r Gymraeg. Nid oedd y canllaw oedd wedi ei roi i staff yn cydymffurfio gyda Safon 11 er i arweiniad ar ddehongliad y Safon yma gael ei yrru i bob corff oedd yn ddarostyngedig i'r Safonau yn 2019.
- 5.11 Yn yr Ail Hysbysiad Tystiolaeth i'r Cyngor gofynnais i'r Cyngor os oeddent o'r farn fod y broses oedd wedi ei fanylu yn y siart llif Proses Ateb Galwadau Ffôn a gyflwynwyd gan y Cyngor yn cydymffurfio gyda Safon 11. Atebodd y Cyngor nad oeddent o'r farn fod y ddogfen yn cydymffurfio. Esboniodd y Cyngor fod y weithdrefn ffôn a gyflwynwyd ym mis Rhagfyr 2021 ar waith cyn i'r llythyr yn rhoi arweiniad ar ddehongliad y Safon gael ei yrru gan Swyddfa Comisiynydd y Gymraeg ym mis Awst 2019.
- 5.12 Esboniodd y Cyngor ers hynny, fod Siart Llif Gweithdrefn Ateb Ffôn diwygiedig wedi ei datblygu sy'n cydymffurfio â Safon 11 ac sydd wedi'i rannu â'r holl staff. Dywedodd y Cyngor y caiff y weithdrefn hon ei hyrwyddo a chyfeirir ati yng nghyfarfodydd y tîm Gwasanaethau Cwsmeriaid o Wyneb yn Wyneb (Hybiau Cymunedol) a'r Ganolfan Gyswllt Gorfforaethol. Atodwyd copi o'r weithdrefn ddiwygiedig hon (Atodiad 2 isod).
- 5.13 Gan fod arweiniad wedi ei roi i bob corff yn 2019, mae yn destun pryder i mi nad oedd y Cyngor wedi edrych ar eu canllawiau ateb ffôn hyd nes i hyn gael ei godi gyda nhw fel rhan o'r ymchwiliad yma, dros ddwy flynedd yn ddiweddarach. Mae'n destun pryder nad oes systemau digonol mewn lle i ymateb i unrhyw ohebiaeth neu gyngor gan swyddfa Comisiynydd y Gymraeg. Mae hefyd yn awgrymu nad oes gofal, ystyriaeth neu barch digonol yn cael ei roi i gydymffurfiaeth gyda'r Safonau, nac i'r canllawiau a'r arweiniad sydd yn eu rhoi iddynt er mwyn eu cynorthwyo i gydymffurfio gyda safonau'r Gymraeg.

Canfyddiadau

- 5.14 Rhaid i gorff sicrhau pan fo person yn cysylltu â hwy ar eu prif rif ffôn (neu ar un o'u prif rifau ffôn), neu ar unrhyw rifau llinell gymorth neu rifau canolfan alwadau, fod y corff yn delio â'r alwad yn Gymraeg os yw'r person yn dymuno hynny - (a) hyd nes ei bod yn angenrheidiol trosglwyddo'r alwad i aelod o staff nad yw'n siarad Cymraeg sy'n gallu darparu gwasanaeth ar bwnc penodol; a (b) hyd nes nad oes aelod o staff sy'n siarad Cymraeg ar gael i ddarparu gwasanaeth ar y pwnc penodol hwnnw.
- 5.15 Ni dderbyniodd ein galwr dirgel unrhyw wasanaeth Cymraeg ar ei alwadau ffôn i'r Cyngor. Mae'n glir hefyd nad oedd y canllaw siart llif ateb galwadau ffon oedd ar gael i staff oedd yn ateb y ffon yn ystod cyfnod y galwadau dirgel yn cydymffurfio gyda Safon 11.
- 5.16 Mae hynny yn fethiant i gydymffurfio gyda Safon 11.

Dyfarniad a fu methiant i gydymffurfio â safon 11 ai peidio

- 5.17 Dyfarnaf fod y Cyngor wedi methu a chydymffurfio gyda Safon 11 ar y sail na wnaeth y corff ddelio â galwadau ein galwr dirgel yn Gymraeg hyd nes ei bod yn angenrheidiol trosglwyddo'r alwad i aelod o staff nad yw'n siarad Cymraeg sy'n gallu darparu gwasanaeth ar bwnc penodol; a (b) hyd nes nad oes aelod o staff sy'n siarad Cymraeg ar gael i ddarparu gwasanaeth ar y pwnc penodol hwnnw.

Gweithredu pellach

- 5.18 Mae adran 77 Mesur y Gymraeg yn caniatáu i mi weithredu ymhellach lle bu methiant.
- 5.19 Yn achos fy nyfarniad fod y Cyngor wedi methu â chydymffurfio â safon 11, byddaf yn gweithredu ymhellach at y diben o atal y methiant i gydymffurfio rhag parhau.
- 5.20 Mae manylion y gweithredu pellach isod.

Safon 11: Gofyniad i gymryd camau yn unol ag adran 77 Mesur y Gymraeg

1. Rhaid i'r Cyngor roi canllawiau mewn lle i holl staff ar sut i ddelio gyda galwadau ffôn yn unol â Safon 11.
2. Rhaid i'r Cyngor sicrhau bod ganddynt adnoddau i ddelio gyda pob galwad dderbynnir yn unol â Safon 11. Rhaid i'r Cyngor sicrhau fod digon o siaradwyr Cymraeg yn y ganolfan alwadau i ddelio gyda galwadau ffôn gan bersonau sy'n dymuno cynnal yr alwad yn Gymraeg, yn unol â safon 11.
3. Rhaid i'r Cyngor roi hyfforddiant i holl staff sydd yn delio gyda galwadau ffôn ar sut i roi gwasanaeth Cymraeg yn unol â Safon 11.
4. Rhaid i'r Cyngor ddarparu tystiolaeth ysgrifenedig sy'n bodloni Comisiynydd y Gymraeg ei fod wedi cwblhau camau gorfodi 1 - 3.

Amserlen: O fewn 6 mis o ddyddiad cyhoeddi'r dyfarniad terfynol.

6 Cydymffurfiaeth â safon 17: Aseiad, canfyddiadau a dyfarniad arfaethedig

Geiriad y safon

- 6.1 Dyma'r safon fel y mae'n ymddangos yn yr hysbysiad cydymffurfio a roddwyd i'r Cyngor:

Safon 17

Pan na fo gwasanaeth Cymraeg ar gael ar eich prif rif ffôn (neu ar un o'ch prif rifau ffôn), ar unrhyw rifau llinell gymorth neu rifau canolfan alwadau, rhaid ichi roi gwybod i'r personau sy'n galw (pa un ai drwy gyfrwng neges wedi ei hawtomeiddio neu fel arall) pryd y bydd gwasanaeth Cymraeg ar gael.

Diwrnod gosod: 03/03/2016

Dehongliadau

- 6.2 Mae Cod Ymarfer Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015 yn nodi ym mharagraff 4.2.39 – 4.2.44:

“Safon 17

- 4.2.39. *Pan nad oes gwasanaeth Cymraeg ar gael ar un o rifau ffôn perthnasol y corff, rhaid iddo roi gwybod i'r person sy'n galw pryd y bydd gwasanaeth Cymraeg ar gael. Gall sefyllfa lle nad yw gwasanaeth Cymraeg ar gael gynnwys: o pan fo'r swyddfa ar gau ac felly nad oes gwasanaeth ffôn ar gael o gwbl, neu o pan nad oes aelod staff Cymraeg ar gael i ddelio â'r alwad (yn ôl gofynion safon 11).*
- 4.2.40. *Mewn sefyllfaedd fel hyn, rhaid i gorff roi gwybod pryd y bydd y gwasanaeth Cymraeg ar gael. Er enghraifft, gall corff wneud hynny drwy egluro beth yw amseroedd agor craidd y swyddfa neu egluro ar ba amseroedd neu ddiwrnodau y bydd y gwasanaeth Cymraeg ar gael nesaf.*
- 4.2.41. *Gall 'rhoi gwybod' gynnwys gwneud hynny drwy: o gyfrwng neges wedi ei hawtomeiddio, neu o aelod o staff yn rhoi gwybod i'r galwr ar lafar dros y ffôn.*

- 4.2.42. *Mae pa mor berthnasol yw'r safon hon yn amrywio o achos i achos yn ddibynnol ar argaeledd gwasanaeth ffôn Cymraeg (e.e. yn unol â safonau 10 neu 11) a natur y gwasanaethau ffôn sy'n cael eu cynnig gan gorff.*
- 4.2.43. *Mewn sefyllfa pan nad oes rhaid i gorff ddarparu gwasanaeth ffôn yn Gymraeg yn unol â gofynion safon 11 (h.y. pan nad oes aelod o staff sy'n gallu siarad Cymraeg ar gael i ddarparu gwasanaeth ar bwnc penodol yn Gymraeg), rhaid i gorff roi gwybod pryd y bydd gwasanaeth Cymraeg ar gael.*
- 4.2.44. *Os oes aelod o staff Cymraeg ar gael i ddarparu gwasanaeth ar bwnc penodol yn Gymraeg ond nad ydynt yn digwydd bod ar gael ar adeg yr alwad (e.e. ddim yn gweithio ar y diwrnod hwnnw neu bod yr aelod yn delio â galwad arall), rhaid iddo roi gwybod pryd bydd yr aelod hwnnw (neu aelod arall a all ddelio â'r alwad yn Gymraeg) ar gael nesaf. Disgwylir iddo wneud hynny cyn trosglwyddo galwad i aelod o staff nad yw'n gallu siarad Cymraeg. Drwy wneud hynny, gall corff roi'r dewis i'r galwr a yw'n dymuno cael ei drosglwyddo i aelod o staff nad yw'n siarad Cymraeg neu ddisgwyl am yr aelod nesaf o staff sy'n medru'r Gymraeg sydd ar gael."*

- 6.3 Mae Rheoliadau yn dweud fod un neu ragor o'r canlynol: Safon 10, Safon 11 a hefyd Safon 16 a Safon 17 yn ddibynnol ar Safon 14.

Gofynion y safon

- 6.4 Rhaid i gorff sicrhau pan na fo gwasanaeth Cymraeg ar gael ar eu prif rif ffôn (neu ar un o'u prif rifau ffôn), ar unrhyw rifau llinell gymorth neu rifau canolfan alwadau, eu bod yn rhoi gwybod i'r personau sy'n galw (pa un ai drwy gyfrwng neges wedi ei hawtomeiddio neu fel arall) pryd y bydd gwasanaeth Cymraeg ar gael.

Ystyried cydymffurfiaeth â'r safon

- 6.5 Mae'r wybodaeth sydd yn cael ei gyflwyno yn 3.4 - 3.9 uchod yn berthnasol hefyd yma.
- 6.6 Yng nghyd-destun Safon 17 fodd bynnag, dywedodd y Cyngor wrth ymateb i'r Hysbysiad Tystiolaeth gyntaf, credant fod yr alwad wedi dod yn ystod cyfnod pan dderbyniodd y ganolfan gyswllt nifer fawr o alwadau. Dywedodd y Cyngor fod hyn wedi arwain at amseroedd aros hwy i bob cwsmer oedd angen siarad ag asiant canolfan gyswllt. Honnodd ymhellach fod hyn wedi arwain at anghysondeb yn y gwasanaeth gan y byddai'r galwr wedi cael ei drin cyn gynted ag yr oedd yr asiant nesaf ar gael ac felly nid oedd angen iddo fod wedi rhoi'r gorau i'r alwad. Esboniodd y Cyngor nad oes triniaeth ffafriol i alwadau Cymraeg na Saesneg a dderbynnir. Dywedodd y Cyngor nad yw hi'n glir (yng nghyd-destun ail alwad ffôn ein galwr dirgel ble na chafodd yr alwad ei hateb) a fyddai gwasanaeth Cymraeg wedi cael ei gynnig gan nad oedd y galwr dirgel wedi aros ar y llinell ddigon hir i hyn gael ei asesu. Fodd bynnag, os oes mwy o'r rhai sy'n ateb galwadau ffôn yn siarad Saesneg nag yn siarad Cymraeg a bod dim system ble mae galwadau ble Cymraeg yn cael ei blaenoriaethu, mae'n debygol iawn y byddai galwadau ble mae'r defnyddiwr yn dewis gwasanaeth Saesneg yn cael eu hateb ynghynt na galwad ble mae'r defnyddiwr yn dewis gwasanaeth Cymraeg.

- 6.7 Rwyf yn derbyn tystiolaeth y Cyngor ei fod, efallai, yn gyfnod prysur ac na fyddai galwad ble roedd galwyr wedi dewis y botwm Saesneg wedi cael ateb yn yr un amser o ran y trydydd alwad. Fodd bynnag, roedd dwy alwad arall ble na dderbyniodd y galwr dirgel wasanaeth Gymraeg ond ni roddwyd gwybod i'r galwr dirgel pryd y buasai'r gwasanaeth Gymraeg ar gael.

Canfyddiadau

- 6.8 Rhaid i gorff sicrhau pan na fo gwasanaeth Gymraeg ar gael ar eu prif rif ffôn (neu ar un o'u prif rifau ffôn), ar unrhyw rifau llinell gymorth neu rifau canolfan alwadau, eu bod yn rhoi gwybod i'r personau sy'n galw (pa un ai drwy gyfrwng neges wedi ei hawtomeiddio neu fel arall) pryd y bydd gwasanaeth Gymraeg ar gael.
- 6.9 Ar ddwy o'r tair galwad gwnaethpwyd gan y galwr dirgel, ni dderbyniwyd unrhyw wasanaeth Gymraeg ond ni roddwyd chwaith wybod pryd y bydd gwasanaeth Gymraeg ar gael.
- 6.10 Mae hyn yn fethiant i gydymffurfio â Safon 17.

Dyfarniad arfaethedig a fu methiant i gydymffurfio â safon 17

- 6.11 Dyfarnaf fod y Cyngor wedi methu a chydymffurfio gyda Safon 17 ar y sail na rhoddwyd gwybod i'r person oedd yn galw (pa un ai drwy gyfrwng neges wedi ei hawtomeiddio neu fel arall) pryd y bydd gwasanaeth Gymraeg ar gael er nad oedd gwasanaeth Gymraeg ar gael ar brif rif ffôn y Cyngor.

Gweithredu pellach

- 6.12 Mae adran 77 Mesur y Gymraeg yn caniatáu i mi weithredu ymhellach lle bu methiant.
- 6.13 Yn achos fy nyfarniad arfaethedig fod y Cyngor wedi methu â chydymffurfio â safon 17, byddaf yn gweithredu ymhellach at y diben o atal y methiant i gydymffurfio rhag parhau.

Mae manylion y gweithredu pellach isod.

Safon 17: Gofyniad i gymryd camau yn unol ag adran 77 Mesur y Gymraeg

1. Pan na fo gwasanaeth ffôn Gymraeg ar gael, rhaid i'r Cyngor fabwysiadu gweithdrefn sydd yn rhoi gwybod i bobol sy'n galw pryd bydd gwasanaeth Gymraeg ar gael yn unol â Safon 17.
2. Rhaid i'r Cyngor ddarparu canllaw i'r holl staff sydd yn delio gyda galwadau ffôn perthnasol ar y weithdrefn newydd.
3. Rhaid i'r Cyngor roi hyfforddiant i staff ar y weithdrefn newydd.
4. Rhaid i'r Cyngor ddarparu tystiolaeth ysgrifenedig sy'n bodloni Comisiynydd y Gymraeg ei fod wedi cwblhau camau gorfodi 1 - 3.

Amserlen: O fewn 6 mis o ddyddiad cyhoeddi'r dyfarniad terfynol.

7 Cydymffurfiaeth â safon 81: Asesiad, canfyddiadau a dyfarniad arfaethedig

Geiriad y safon

- 7.1 Dyma'r safon fel y mae'n ymddangos yn yr hysbysiad cydymffurfio a roddwyd 'r Cyngor:

Safon 81

Rhaid ichi hybu unrhyw wasanaeth Cymraeg a ddarperir gennych, a hysbysebu'r gwasanaeth hwnnw yn Gymraeg.

Diwrnod gosod: 30/03/2016

Dehongliadau

- 7.2 Mae Cod Ymarfer Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015 yn nodi ym mharagraff 4.18.2:

"Safon 81

4.18.2. *Rhaid i gorff hybu a hysbysebu pob gwasanaeth Cymraeg a ddarperir ganddo, a gwneud hynny yn Gymraeg*

- 7.3 Mae ystyr y termau 'hybu a hysbysebu' yn cael eu diffinio yng Nghod Ymarfer Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015 ym mharagraff 4.18.7:

4.18.7. *[...] Mae 'hybu' a 'hysbysebu' yn cynnwys corff yn hyrwyddo ac yn codi ymwybyddiaeth ynghylch y gwasanaeth Cymraeg yn rhagweithiol drwy roi sylw i'r ffaith bod gwasanaeth Cymraeg ar gael ac yn annog defnydd o'r gwasanaeth hwnnw."*

- 7.4 Mae enghreifftiau o gydymffurfio yn cael ei roi ym mharagraff 4.18.8 o'r Cod. Mae'r enghreifftiau'n cynnwys cyhoeddi a rhannu gwybodaeth am rai neu'r holl wasanaethau y mae'r corff yn eu cynnig yn Gymraeg drwy gyfrwng taflen, tudalen ar wefan, trwy ddefnyddio'r cyfryngau cymdeithasol, arwyddion, hysbysiadau ac yn y blaen. Mae'r enghreifftiau hefyd yn cynnwys sicrhau bod gwasanaethau Cymraeg yn amlwg, yn hawdd i'w cyrchu, yn cael eu hyrwyddo'n rhagweithiol a'u bod ar gael yn gyson.

Gofynion y safon

- 7.5 Rhaid i gorff sicrhau eu bod yn hybu unrhyw wasanaeth Cymraeg a ddarperir ganddynt, ac yn hysbysebu'r gwasanaeth hwnnw yn Gymraeg.

Ystyried cydymffurfiaeth â'r safon

- 7.6 Mae'r Cod Ymarfer yn nodi fod hybu a hysbysebu "*yn cynnwys corff yn hyrwyddo ac yn codi ymwybyddiaeth ynghylch y gwasanaeth Cymraeg yn rhagweithiol drwy roi sylw i'r ffaith bod gwasanaeth Cymraeg ar gael ac yn annog defnydd o'r gwasanaeth hwnnw.*"
- 7.7 Mae 'hybu a hyrwyddo' felly yn fwy felly na dim ond bod gwasanaeth Cymraeg ar gael ar y wefan neu fod negeseuon dwyieithog ar gyfryngau cymdeithasol. Mae yna ddisgwyliad ar sefydliad o dan y mesur i godi *ymwybyddiaeth* o'r gwasanaeth Cymraeg ac i *annog* mwy i ddefnyddio'r gwasanaeth hwnnw.
- 7.8 Mae "hybu neu hwyluso defnyddio'r Gymraeg" yn un o amcanion safonau'r Gymraeg. Mae cynyddu'r defnydd o wasanaethau Cymraeg yn un o nodau strategaeth Llywodraeth Cymru, Cymraeg 2050, sy'n nodi bod angen "marchnata deallus", "dull gweithredu sy'n canolbwyntio ar y cwsmer", a deall beth fyddai'n gwneud i fwy o bobl ddefnyddio gwasanaethau Cymraeg.
- 7.9 Mae'r Cod Ymarfer yn rhoi enghreifftiau o sut gellid cydymffurfio gyda'r Safon yma. Er nad oes gofyniad i sefydliad fod yn gwneud pob un o'r enghreifftiau yma er mwyn cydymffurfio gyda'r Safon, mae'n rhesymol i ddisgwyl bod y sefydliad yn cymryd rhai o'r camau sydd yn cael eu hargymell yn y Cod Ymarfer i hybu eu gwasanaethau.
- 7.10 Yn eu tystiolaeth wrth ymateb i'r Ail Hysbysiad Tystiolaeth, dywedodd y Cyngor eu bod yn cyhoeddi ac yn rhannu gwybodaeth am eu gwasanaethau Cymraeg drwy'r cyfryngau cymdeithasol, eu tudalen gwe, taflenni a drwy hysbysebion. Dywedodd y Cyngor fod staff Hybiau Cymunedol yn hyrwyddo gwasanaethau Cymraeg yn y lleoliad gwasanaeth cwsmeriaid wyneb yn wyneb ar ffurf hysbysebion. Dywedodd y Cyngor bod eu gwefan sgrin groeso yn cynnig dewis iaith glir i ymwelwyr ac yn rhoi'r cynnig i ddefnyddwyr ddefnyddio'r Gymraeg wrth gyrchu gwasanaethau'r wefan.
- 7.11 O ran gwasanaethau ffôn Cymraeg, honnodd y Cyngor fod neges awtomataidd wrth ffonio prif rif ffôn y Cyngor yn rhoi cyfarchiad Cymraeg ar unwaith gydag opsiwn i bwyso 1 am y Gymraeg a phwyso 2 i gael gwasanaeth Saesneg. Honnodd y Cyngor hefyd fod Asiantau'r Ganolfan Gyswllt yn ateb y ffôn yn ddwyieithog - gan ddilyn Siart Llif y Weithdrefn Ateb Dros y Ffôn. Dywedodd y Cyngor fod asiantau'r Ganolfan Gyswllt yn rhoi gwybod wrth gyfarch y galwr bod gwasanaeth Cymraeg ar gael os hoffent barhau â'r sgwrs yn Gymraeg. Fel y nodir uchod fodd bynnag, mae'r dystiolaeth a gasglwyd gan fy swyddogion fel galwr dirgel ac ym mis Mai 2022 yn awgrymu nad yw'r gwasanaeth Cymraeg yma yn gweithredu bob tro fel mae'r Cyngor yn ei honni. Rhaid felly gofyn a oes systemau mewn lle i wirio a gwerthuso os ydi'r camau yma, yn ymarferol, yn digwydd fel mae'r Cyngor yn ei honni.
- 7.12 Mae tystiolaeth y Cyngor yn honni eu bod yn cymryd rhai o'r camau sy'n cael ei restru yn y cod ymarfer fel enghreifftiau o sut i gydymffurfio gyda Safon 81 megis:
- cyhoeddi a rhannu gwybodaeth am rai neu'r holl wasanaethau y mae'r corff yn eu cynnig yn Gymraeg drwy gyfrwng taflen, tudalen ar wefan, trwy ddefnyddio'r cyfryngau cymdeithasol, arwyddion, hysbysadau ac yn y blaen
 - defnyddio rhagdudalen sblash, sef tudalen flaen sydd wedi ei chyhoeddi'n bwrpasol i gynnig dewis iaith yn eglur, er mwyn sicrhau bod y corff yn gwneud

y cynnig rhagweithiol i ddefnyddwyr ddefnyddio'r Gymraeg cyn iddynt gael mynediad at wasanaethau'r wefan neu beiriant hunanwasanaeth

- 7.13 Mae rhai esiamplau nodedig fodd bynnag ble nad oes tystiolaeth wedi ei gyflwyno gan y Cyngor eu bod yn cael eu gwneud i hybu'r gwasanaethau. Nodir nad oes tystiolaeth wedi ei gyflwyno fod y Cyngor yn gwneud defnydd o ddeunyddiau laith Gwaith. Nid oes tystiolaeth chwaith fod y Cyngor yn defnyddio'r Gymraeg fel yr iaith ddiofyn wrth ddarparu gwasanaethau ffôn er mwyn hybu a rhoi amlygrwydd i'r gwasanaeth Cymraeg, lle nad oes gofyniad iddo wneud hynny o dan safon arall, a lle nad yw'r person wedi gofyn am y gwasanaeth yn Gymraeg (e.e. dechrau pob sgwrs ar lafar yn Gymraeg dros y ffôn). Nid oes tystiolaeth fod y Cyngor yn sicrhau bod taith y defnyddwyr i ddefnyddio gwasanaethau ffôn Cymraeg o'r un safon ac ansawdd â'r gwasanaeth Saesneg. Na chwaith o sicrhau bod gwasanaethau ffôn Cymraeg yn amlwg, yn hawdd i'w cyrchu, yn cael eu hyrwyddo'n rhagweithiol a'u bod ar gael yn gyson.
- 7.14 Fel sydd yn cael ei esbonio eisoes, nid oes rhaid i'r Cyngor fod yn gwneud bob un o'r enghreifftiau sydd yn cael ei roi yn y Cod Ymarfer er mwyn cydymffurfio gyda'r Safon. Ond, mae'n rhesymol i ddisgwyl bod y sefydliad yn cymryd rhai o'r camau sydd yn cael eu hargymell yn y Cod Ymarfer i hybu eu gwasanaethau.
- 7.15 Mae rhai o ganfyddiadau'r ymchwiliad yma hefyd yn awgrymu mai cymysg fuasai profiadau siaradwyr Cymraeg yn wrth geisio cyrchu rhai gwasanaethau ffôn Cymraeg y Cyngor, megis y gwasanaeth ar brif rif ffôn y Cyngor. Mae hyn yn arwain at ddiffyg hyder neu ymddiriedaeth mewn gwasanaethau Cymraeg sy'n dod yn rhwystr i'w defnyddio. Mae darpariaeth Gymraeg nad yw'n gyson yn gallu bod yn rhwystr sylweddol i hyrwyddo'r defnydd o ddarpariaeth Gymraeg.
- 7.16 Yn yr adroddiad '*Hefyd ar gael yn Gymraeg: deall y defnydd a'r diffyg defnydd o wasanaethau Cymraeg*' gan Gyngor ar Bopeth dyddiedig 2015, nodir fod: "*cynnig anghyson yn gallu effeithio ar ddefnydd. Pan fo pobl yn dod ar draws diffyg cysondeb yn ansawdd neu ddilyniant gwasanaethau Cymraeg maent yn colli hyder ac ymddiriedaeth yn y gwasanaethau hynny ac mae hyn yn eu rhwystro rhag eu defnyddio eto.*"
- 7.17 Mae hybu'r gwasanaeth ffôn ble gall defnyddwyr fod wedi cael profiad blaenorol negyddol yng ngwasanaethau Cymraeg y Cyngor felly yn hollbwysig. Mae'n bwysig annog defnyddwyr i droi eto at y gwasanaeth Cymraeg ac i'w argyhoeddi y cawn nhw wasanaeth Cymraeg o safon.
- 7.18 Mae dogfen Gyngor Arferion Da Comisiynydd y Gymraeg '*Hybu defnydd o wasanaethau Cymraeg*' dyddiedig Medi 2020 yn nodi ein bod am weld sefydliadau'n ystyried pa wasanaethau y gellir eu cynnig yn Gymraeg yn y lle cyntaf, heb i ddefnyddwyr orfod gwneud dewis i ddefnyddio'r Gymraeg. Mae'n ddogfen gyngor hefyd yn nodi fod defnyddwyr wedi dweud eu bod yn awyddus i weld gwasanaethau Cymraeg yn cael eu dathlu a'u hyrwyddo'n fwy amlwg.
- 7.19 Mae'r ddogfen gyngor hefyd yn nodi gall sefydliadau fynd ati i hyrwyddo'u holl wasanaethau Cymraeg drwy ymgyrch benodol. Awgrymaf, mewn corff fel y Cyngor ble nad yw'r sefydliad yn un o gadarnleoedd y Gymraeg a ble mae cwestiynau wedi eu codi am safon neu gysondeb y gwasanaeth ffôn Cymraeg a'r dulliau o hybu, y buasai ymgyrch hyrwyddo penodol am y gwasanaethau ffôn Cymraeg yn fanteisiol

pan fydd y corff yn hyderus fod eu gwasanaeth Cymraeg yn cydymffurfio gyda'r Safonau cyflenwi gwasanaeth.

Canfyddiadau

- 7.20 Rhaid i gorff sicrhau eu bod yn hybu unrhyw wasanaeth Cymraeg a ddarperir ganddynt, ac yn hysbysebu'r gwasanaeth hwnnw yn Gymraeg.
- 7.21 Yma mae'r Cyngor wedi nodi eu bod nhw yn cymryd rhai camau i hybu eu gwasanaethau ffôn Cymraeg ond mae rhai esiamplau amlwg ble nad ydi'r Cyngor wedi cymryd camau i hybu a hysbysebu'r gwasanaeth hwnnw. Mae hefyd cwestiynau am y modd mae'r Cyngor yn gwerthuso enghreifftiau sydd wedi ei gyflwyno gan y Cyngor.
- 7.22 Er nad yw'r uchod yn gyfystyr a methiant i gydymffurfio â Safon 81 gan fod rhai camau yn cael eu cymryd gan y Cyngor i hybu a hwyluso'r gwasanaethau Cymraeg, mae gwaith pellach gall y Cyngor fod yn ei wneud o dan Safon 81 yn enwedig o ystyried darganfyddiadau ein ymchwiliad fod gwasanaeth Cymraeg mae'r Cyngor yn ei gynnig yn anghyson.

Dyfarniad arfaethedig a fu methiant i gydymffurfio â safon 81

- 7.23 Dyfarnaf nad ydi'r Cyngor wedi methu a chydymffurfio gyda Safon 81 ar y sail bod rhai camau yn cael eu cymryd i hybu unrhyw wasanaeth Cymraeg ffôn a ddarperir ganddynt, ac yn hysbysebu'r gwasanaeth hwnnw yn Gymraeg.

Gweithredu pellach

- 7.24 Mae adran 76 Mesur y Gymraeg yn caniatáu i mi weithredu ymhellach lle na fu methiant.
- 7.25 Yn achos fy nyfarniad arfaethedig nad yw y Cyngor wedi methu â chydymffurfio â safon 81, byddaf yn gweithredu ymhellach at y diben o wella prosesau hybu'r Cyngor.
- 7.26 Mae manylion y gweithredu pellach isod.

Safon 81: Argymhellion yn unol ag adran 77 Mesur y Gymraeg

1. Rwyf yn argymhell y buasai ymgyrch hyrwyddo penodol am y gwasanaethau ffôn Cymraeg yn fanteisiol. Dylai ymgyrch o'i fath gael ei wneud pan fydd y corff yn hyderus fod eu gwasanaethau ffôn Cymraeg yn cydymffurfio gyda'r Safonau cyflenwi gwasanaeth.

8 Cydymffurfiaeth â safon 82: Aseiad, canfyddiadau a dyfarniad arfaethedig

Geiriad y safon

8.1 Dyma'r safon fel y mae'n ymddangos yn yr hysbysiad cydymffurfio a roddwyd i D:

Safon 82

Os byddwch yn darparu gwasanaeth yn Gymraeg sy'n cyfateb i wasanaeth yr ydych yn ei ddarparu yn Saesneg, rhaid i unrhyw gyhoeddusrwydd neu ddogfen yr ydych yn ei llunio, neu wefan yr ydych yn ei chyhoeddi, sy'n cyfeirio at y gwasanaeth Saesneg nodi bod gwasanaeth cyfatebol ar gael yn Gymraeg.

Diwrnod gosod: 30/03/2016

Dehongliadau

8.2 Mae Cod Ymarfer Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015 yn nodi ym mharagraff 4.18.3:

"Safon 82

4.18.3. *Rhaid i gorff sicrhau bod unrhyw gyfeiriad a wnaiff y corff at wasanaeth Saesneg hefyd yn cyfeirio at y gwasanaeth cyfatebol Cymraeg, os caiff gwasanaeth o'r fath ei ddarparu ganddo."*

Gofynion y safon

8.3 Rhaid i gorff sicrhau os byddent yn darparu gwasanaeth yn Gymraeg sy'n cyfateb i wasanaeth yr ydych yn ei ddarparu yn Saesneg, rhaid i unrhyw gyhoeddusrwydd neu ddogfen mae'r corff yn ei lunio, neu wefan maent yn ei chyhoeddi, sy'n cyfeirio at y gwasanaeth Saesneg nodi bod gwasanaeth cyfatebol ar gael yn Gymraeg.

Ystyried cydymffurfiaeth â'r safon

8.4 Yn eu tystiolaeth, dywedodd y Cyngor fod eu gwefan a holl ddeunydd cyhoeddusrwydd y Cyngor ar gael yn y Gymraeg ac yn Saesneg. Honnodd y Cyngor fod negeseuon ar y cyfryngau cymdeithasol wrth roi cyhoeddusrwydd i system ffôn y Cyngor ar draws yr holl blatfformau cymdeithasol yn Gymraeg ac yn Saesneg.

8.5 Honnir y Cyngor fod cyfeiriad e-bost Corfforaethol y Cyngor, a info@blaenau-gwent.gov.uk hefyd yn hyrwyddo gwasanaeth ffôn Cyngor drwy roi'r dewis o Gymraeg a Saesneg.

8.6 Gan fod yr ymchwiliad yma heb edrych yn benodol ar gyhoeddusrwydd, ddogfennau sydd wedi ei llunio, neu wefan sydd wedi ei chyhoeddi, a bod y Cyngor wedi rhoi tystiolaeth sydd yn awgrymu eu bod yn cydymffurfio gyda Safon 82, nid oes gen i reswm i ganfod methiant i gydymffurfio â'r Safon yma.

Canfyddiadau

- 8.7 Rhaid i gorff sicrhau os byddent yn darparu gwasanaeth yn Gymraeg sy'n cyfateb i wasanaeth yr ydych yn ei ddarparu yn Saesneg, rhaid i unrhyw gyhoedduswydd neu ddogfen mae'r corff yn ei lunio, neu wefan maent yn ei chyhoeddi, sy'n cyfeirio at y gwasanaeth Saesneg nodi bod gwasanaeth cyfatebol ar gael yn Gymraeg.
- 8.8 Gan fod yr ymchwiliad yma heb edrych yn benodol ar gyhoedduswydd, ddogfennau sydd wedi ei llunio, neu wefan sydd wedi ei chyhoeddi, a bod y Cyngor wedi rhoi tystiolaeth sydd yn awgrymu eu bod yn cydymffurfio gyda Safon 82, nid oes gen i reswm i ganfod methiant i gydymffurfio â'r Safon yma.

Dyfarniad arfaethedig a fu methiant i gydymffurfio â safon 82

- 8.9 Gan fod yr ymchwiliad yma heb edrych yn benodol ar gyhoedduswydd, ddogfennau sydd wedi ei llunio, neu wefan sydd wedi ei chyhoeddi, a bod y Cyngor wedi rhoi tystiolaeth sydd yn awgrymu eu bod yn cydymffurfio gyda Safon 82, nid oes gen i reswm i ganfod methiant i gydymffurfio â'r Safon yma.
- 8.10 Ni fyddaf yn gweithredu ymhellach o ran y Safon yma.

Safonau Cyflenwi Gwasanaethau: Gofyniad i baratoi cynllun gweithredu yn unol ag adran 77 Mesur y Gymraeg

Oherwydd methiannau ar draws nifer o'r Safonau Cyflenwi Gwasanaethau, mae'r gofyniad i baratoi cynllun gweithredu isod yn ymdrin â'r methiannau welwyd ar draws y Safonau hynny sydd wedi bod yn destun yr ymchwiliad yma;

Disgwylir i unrhyw Gynllun Gweithredu gael ei baratoi a'i gwblhau yn unol â'r canllawiau sydd wedi eu gosod allan yn yr Adroddiad Ymchwiliad, ac yn unol â'r canllawiau cyffredinol sydd yn y Ddogfen Gyngor atodol hefyd.

1. Rhaid i Gyngor Bwrdeistref Sirol Blaenau Gwent baratoi cynllun gweithredu drafft at y diben o sicrhau bod y Cyngor yn cydymffurfio â'r holl Safonau Cyflenwi Gwasanaethau fuodd yn destun yr ymchwiliad yma.
2. Rhaid i'r cynllun gweithredu amlinellu'r camau mae'r Cyngor am eu cymryd sydd am eu galluogi i gydymffurfio gyda'r Safonau Cyflenwi Gwasanaethau sydd wedi bod yn destun yr ymchwiliad yma.
3. Rhaid i'r camau o fewn y Cynllun Gweithredu gynnwys ymrwymiad gan y Cyngor i:
 - gynnal adolygiad bôn i'r brig o'i drefniadau ar gyfer cydymffurfio gyda'r Safonau Cyflenwi Gwasanaethau sydd wedi bod yn destun yr ymchwiliad yma;

- paratoi cynllun am sut mae'r sefydliad am sicrhau cydymffurfiaeth gyda'r Safonau Cyflenwi Gwasanaethau ble mae'r ymchwiliad yma wedi canfod methiant i gydymffurfio â hwy ar draws y sefydliad;
- paratoi cynllun adnoddau dynol ar sut mae'r Cyngor yn mynd i sicrhau adnoddau digonol er mwyn cydymffurfio â'r safonau ffôn.
- cynyddu ei ddealltwriaeth o ofynion y safonau sydd yn berthnasol i'r ymchwiliad yma.

4. Rhaid i'r cynllun gweithredu gynnwys y wybodaeth ganlynol:

- pwy fydd yn gyfrifol ac yn atebol am gymryd pob un o'r camau yn y cynllun
- sicrhau bod gan aelodau o'r Uwch Dim Rheoli rôl wrth graffu ar gynnydd y Cyngor yn erbyn y cynllun hynny.
- amserlen ar gyfer cyflawni pob un o'r camau o fewn y cynllun gyda pob un o'r camau i'w gyflawni mewn dim mwy na **6 mis** o ddyddiad cymeradwyo'r cynllun.

Amserlen: Rhaid i'r Cyngor gyflwyno cynllun gweithredu drafft yn unol â gofynion Adran 80 Mesur y Gymraeg o fewn **3 mis** o dderbyn yr hysbysiad penderfynu terfynol.

Safonau Gweithredu

9 Cydymffurfiaeth â safon 127: Aseiad, canfyddiadau a dyfarniad arfaethedig

Geiriad y safon

9.1 Dyma'r safon fel y mae'n ymddangos yn yr hysbysiad cydymffurfio a roddwyd i [D]:

Safon 127

Rhaid ichi asesu sgiliau Cymraeg eich cyflogeion.

Diwrnod gosod: 30/03/2016

Dehongliadau

9.2 Mae Cod Ymarfer Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015 yn nodi ym mharagraff 6.8.2:

"Safon 127

6.8.2. *Rhaid i gorff asesu sgiliau Cymraeg ei gyflogeion.*

6.8.3. *Gall canlyniadau'r aseiad alluogi corff i gynllunio ei weithlu fel bod lefelau digonol o sgiliau iaith Gymraeg ar gyfer ymateb i unrhyw anghenion drwy:*

- *adnabod beth yw sgiliau iaith Gymraeg presennol y gweithlu, a thrwy hynny, adnabod pwy all ddarparu gwasanaethau yn Gymraeg*
- *adnabod beth yw anghenion y corff o ran sgiliau Cymraeg, gan gynnwys asesu'r angen am sgiliau yn y Gymraeg ar gyfer swydd newydd neu swydd wag yn unol â safon 136, a*
- *cynllunio i gynnal a chynyddu sgiliau Cymraeg y gweithlu i ateb yr anghenion hynny."*

9.3 Mae Cod Ymarfer Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015 yn nodi ym mharagraff 6.8.4:

"6.8.4. Gall corff asesu'r sgiliau Cymraeg canlynol:

- *siarad*
- *gwrando*
- *darllen*
- *ysgrifennu*
- *deall.*

- 6.8.5. *Disgwylir i gorff asesu beth yw lefel y sgiliau Cymraeg sydd gan ei gyflogeion yn ôl pob math o sgil a gaiff ei asesu. Gall hyn sicrhau bod gan gorff ddarlun cyflawn o alluoedd cyflogeion.*
- 9.4 Mae Cod Ymarfer Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015 yn nodi ym mharagraff 6.8.9:
- “6.8.9. Rhaid i gorff sicrhau bod yr asesiad yn galluogi iddo gofnodi'r nifer o gyflogeion sy'n meddu ar sgiliau yn Gymraeg yn unol â safon 151.”*
- 9.5 Mae Cod Ymarfer Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015 yn nodi ym mharagraff 6.8.12 – 6.8.14:
- “6.8.12. Er mwyn cydymffurfio â gofynion safon 151 (safon cadw cofnodion), rhaid i gorff gadw cofnod o nifer y cyflogeion sy'n meddu ar sgiliau yn y Gymraeg ar ddiwedd pob blwyddyn ariannol.*
- 6.8.13. Felly, er mwyn cydymffurfio â gofynion safon 151 ynghyd â chynnal cofnodion cyfredol, rhaid i gorff gynnal asesiad o'r fath o leiaf yn flynyddol. Fodd bynnag, gall y Comisiynydd ofyn i gorff ddarparu'r wybodaeth uchod ar unrhyw adeg o'r diwrnod gosod ymlaen, yn unol â gofynion safon 172.*
- 6.8.14. Disgwylir bod yr wybodaeth yn cael ei chadw'n gyfredol, gan sicrhau bod unrhyw newidiadau i fanylion sgiliau Cymraeg yn cael eu diweddarau yn ôl yr angen. Gall newidiadau o'r fath gynnwys sefyllfa pan fo: o lefel sgiliau iaith cyflogai yn newid (e.e. yn dilyn mynychu gwersi Cymraeg yn unol â safonau 130 neu 131) o cyflogai yn gadael y corff o cyflogai newydd yn ymuno o cyflogai yn symud i leoliad, cyfarwyddiaeth, adran, neu dîm arall (a bod y newidiadau hynny'n effeithio ar y cofnod sydd gan y corff).”*

Gofynion y safon

- 9.6 Rhaid i gorff sicrhau eu bod yn asesu sgiliau Cymraeg eu cyflogeion.

Ystyried cydymffurfiaeth â'r safon

- 9.7 Wrth ymateb i'r cwestiwn yn yr Hysbysiad Tystiolaeth am sut eu bod yn asesu sgiliau Cymraeg eu cyflogeion, dywedodd y Cyngor fod data gweithlu'r Cyngor, gan gynnwys dewis gohebiaeth Gymraeg a sgiliau a gallu yn y Gymraeg, yn cael ei storio ar system o'r enw iTrent. Dywedodd y Cyngor yr 'anogir' staff newydd i ddarparu'r wybodaeth hon wrth ymuno â'r sefydliad ac 'anogir' y staff presennol i ddiweddarau eu gwybodaeth yn rheolaidd drwy hysbysiadau cyfathrebu. Dywedodd y Cyngor bod iTrent yn gallu dadansoddi holl ddata'r gweithlu a chynhyrchu adroddiadau a ddefnyddir i asesu sgiliau Cymraeg ei weithwyr.
- 9.8 Fodd bynnag, gofyniad Safon127 yw bod y corff yn 'asesu' beth yw lefel y sgiliau Cymraeg sydd gan ei gyflogeion yn ôl pob math o sgil a gaiff ei asesu. Gall hyn sicrhau bod gan gorff ddarlun cyflawn o alluoedd cyflogeion. Ymhellach, er mwyn cydymffurfio â gofynion safon 151 (safon cadw cofnodion), rhaid i gorff gadw cofnod o nifer y cyflogeion sy'n meddu ar sgiliau yn y Gymraeg ar ddiwedd pob blwyddyn ariannol.

- 9.9 Felly, er mwyn cydymffurfio â gofynion y safon hon, safon 151 ynghyd â chynnal cofnodion cyfredol, rhaid i gorff gynnal asesiad o'r fath o leiaf yn flynyddol. Mae'r safon felly yn gofyn am fwy na dim ond 'annog' staff i gwblhau y gwybodaeth yna ar system fel, sydd yn ymddangos o ddarllen tystiolaeth y Cyngor, sydd yn digwydd yma. Mae gofyniad dan y Safonau i asesu y sgiliau yma, i gofnodi'r sgiliau ac i ail asesu yn flynyddol er mwyn sicrhau fod y cofnod yma yn gyfredol.
- 9.10 Mae cymal 6.8.11 o'r Cod Ymarfer yn nodi mai mater i'r corff ei hun yw penderfynu pwy sy'n cynnal yr asesiad. Gall hyn gynnwys cyflogeion yn hunanasesu eu sgiliau Cymraeg yn debyg i fel sydd yn digwydd yma.
- 9.11 Mae asesu sgiliau Cymraeg staff o dan y safonau yn hanfodol er mwyn manteisio ar y sgiliau sydd ganddynt yn barod, magu hyder y staff ac ychwanegu at gapasiti'r Gymraeg drwy recriwtio a hyfforddi. Heb asesu sgiliau Cymraeg yn gywir, mae'n anodd i sefydliad ystyried pa staff sydd angen hyfforddiant pellach a pha lefel o hyfforddiant iaith sydd eu hangen ar y staff hynny. Mae hefyd yn anodd i sefydliad asesu yn gywir pa sgiliau ieithyddol ychwanegol sydd ei angen o fewn y gweithlu wrth edrych ar faterion recriwtio heb asesiad cyson a chywir.

Canfyddiadau

- 9.12 Rhaid i gorff sicrhau eu bod yn asesu sgiliau Cymraeg eu cyflogeion.
- 9.13 Er fod y Cyngor wedi cyflwyno tystiolaeth eu bod yn 'annog' staff i lenwi manylion am eu sgiliau iaith ar eu system iTrent, nid ydi'r Cyngor wedi cyflwyno unrhyw dystiolaeth bod asesiad o sgiliau Cymraeg eu cyflogeion yn digwydd yn flynyddol.
- 9.14 Mae yma ddiffyg cynllunio a diffyg ymwybyddiaeth o sut mae adnabod y berthynas rhwng sgiliau iaith staff a'r gwasanaeth Cymraeg sydd angen ei ddarparu. Y prif ddylanwad ar allu sefydliadau i gael darpariaeth Gymraeg addas yw'r nifer o'u staff sydd â sgiliau Cymraeg. Yng nghyd-destun gwasanaethau, mae diffyg strwythurau o ran asesu sgiliau iaith staff yn cael effaith uniongyrchol ar y gwasanaethau Cymraeg gall y Cyngor ei gynnig. Dylai strategaethau darparwyr sy'n cynnig gwasanaethau Cymraeg ganolbwyntio ar asesu sgiliau Cymraeg eu staff er mwyn manteisio ar y sgiliau sydd ganddynt yn barod, magu hyder y staff ac yna ychwanegu at gapasiti'r Gymraeg drwy recriwtio a hyfforddi.
- 9.15 Er mwyn cydymffurfio â'r Safon a mynd ymlaen i ddarparu gwasanaethau Cymraeg, nid yw'n ddigon i ond 'annog' neu hyd yn oed 'nodi' sgiliau iaith staff. Mae'r Safonau yn gofyn i'r Cyngor asesu y sgiliau yma, i gofnodi'r sgiliau ac i ail asesu yn flynyddol er mwyn sicrhau fod y cofnod yma yn gyfredol. Mae asesu yn fwy na chasglu gwybodaeth. Rhaid dadansoddi'r wybodaeth a dod i gasgliadau am arwyddocâd y data a'r sgiliau iaith sydd gan staff o fewn y sefydliad.
- 9.16 Nid oes unrhyw dystiolaeth wedi ei gyflwyno sy'n dangos 'sut' mae asesiad yn cael ei gynnal. Does dim wedi ei gyflwyno yn dangos sut mae'r sefydliad yn defnyddio'r wybodaeth yna i benderfynu pa sgiliau iaith sydd eu hangen arnynt. Does dim tystiolaeth wedi ei gyflwyno yn dangos sut a pryd mae'r Cyngor yn edrych ac yn ystyried y data a dim tystiolaeth yn dangos yr adroddir ar hynny i uwch swyddogion ac aelodau etholedig.
- 9.17 Os nad yw'r Cyngor yn gallu cydymffurfio â'r safon hon, mae yn annhebygol iawn y gall fyth gydymffurfio â'r safonau eraill gan os nad oes data digonol am sgiliau staff,

does dim modd i'r Cyngor gynllunio yn ddigonol o ran staff sydd eu hangen yn y sefydliad er mwyn cydymffurfio â'r Safonau.

9.18 Mae yn siomedig ag yn bryderus iawn nad ydi'r Cyngor wedi sylweddoli neu parchu pwysigrwydd gofyniad y Safon yma. Does yma chwaith dim tystiolaeth eu bod yn deall canlyniadau hir dymor peidio cydymffurfio yn llawn gyda'r Safon yma yng nghyd-destun y Safonau eraill. Mae yn amlwg nad oes strategaeth gan y Cyngor i lenwi'r bylchau sgiliau iaith sydd ganddo.

9.19 Mae hyn yn fethiant i gydymffurfio gyda Safon 127.

Dyfarniad arfaethedig a fu methiant i gydymffurfio â safon 127

9.20 Dyfarnaf fod y Cyngor wedi methu a chydymffurfio gyda Safon 127 ar y sail nad ydi'r Cyngor yn sicrhau eu bod yn asesu sgiliau Cymraeg eu cyflogeion.

Gweithredu pellach

9.21 Mae adran 77 Mesur y Gymraeg yn caniatáu i mi weithredu ymhellach lle bu methiant.

9.22 Yn achos fy nyfarniad arfaethedig fod y Cyngor wedi methu â chydymffurfio â safon 127, byddaf yn gweithredu ymhellach at y diben o atal y methiant i gydymffurfio rhag parhau.

9.23 Mae manylion y gweithredu pellach isod.

Safon 127: Gofyniad i gymryd camau yn unol ag adran 77 Mesur y Gymraeg

1. Rhaid i'r Cyngor sicrhau bod ganddynt weithdrefn er mwyn asesu sgiliau Cymraeg sgiliau Cymraeg eu cyflogeion.
2. Rhaid i'r Cyngor sicrhau bod y sgiliau hynny yn cael eu hasesu yn flynyddol.
3. Rhaid i'r Cyngor gofnodi canlyniadau yr asesiadau blynyddol hynny.
4. Rhaid i'r Cyngor ddarparu tystiolaeth ysgrifenedig sy'n bodloni Comisiynydd y Gymraeg ei fod wedi cwblhau camau gorfodi 1 - 3.

Amserlen: O fewn 6 mis o ddyddiad cyhoeddi'r dyfarniad terfynol.

10 Cydymffurfiaeth â safon 130: Aseiad, canfyddiadau a dyfarniad arfaethedig

Geiriad y safon

10.1 Dyma'r safon fel y mae'n ymddangos yn yr hysbysiad cydymffurfio a roddwyd i'r Cyngor:

Safon 130

Rhaid ichi ddarparu cyfleoedd yn ystod oriau gwaith -

(a) i'ch cyflogeion gael gwersi Cymraeg sylfaenol, a

(b) i gyflogeion sy'n rheoli pobl eraill gael hyfforddiant ar ddefnyddio'r Gymraeg yn eu rôl fel rheolwyr.

Diwrnod gosod: 30/03/2016

Dehongliadau

10.2 Mae Cod Ymarfer Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015 yn nodi ym mharagraff 6.8.30:

"Safon 130

6.8.30. Rhaid i gorff ddarparu cyfleoedd yn ystod oriau gwaith: o i'w gyflogeion gael gwersi Cymraeg sylfaenol, ac o i gyflogeion sy'n rheoli pobl eraill gael hyfforddiant ar ddefnyddio'r Gymraeg yn eu rôl fel rheolwyr."

10.3 Mae'r term 'gwersi Cymraeg sylfaenol' yn cael ei ddiffinio yn y Cod Ymarfer fel gwersi ar gyfer dysgu sgiliau sylfaenol yn Gymraeg, fel sgiliau gwrando, deall, darllen, siarad ac ysgrifennu. Bwriad y gwersi hyn fyddai galluogi cyflogai i gyflawni swyddogaethau sylfaenol trwy gyfrwng y Gymraeg.

Gofynion y safon

10.4 Mae'n rhaid i gorff ddarparu cyfleoedd yn ystod oriau gwaith i'w gyflogeion gael gwersi Cymraeg sylfaenol, ac o i gyflogeion sy'n rheoli pobl eraill gael hyfforddiant ar ddefnyddio'r Gymraeg yn eu rôl fel rheolwyr.

Ystyried cydymffurfiaeth â'r safon

10.5 Mae dwy ran i ofynion y safon yma. Yn gyntaf, mae'n rhaid i'r Cyngor ddarparu cyfleoedd yn ystod oriau gwaith i'w gyflogeion gael gwersi Cymraeg sylfaenol. Yn ail, mae'n rhaid i rai sy'n rheoli pobl eraill gael hyfforddiant ar ddefnyddio'r Gymraeg yn eu rôl fel rheolwyr.

10.6 Yn eu tystiolaeth, honnodd y Cyngor eu bod wedi bod yn hyrwyddo cwrs Cymraeg Llywodraeth Cymru yn y Gwaith ar-lein ers 2019. Dywedodd y Cyngor y caniateir i staff o bob rhan o'r sefydliad cyfan fynychu hyfforddiant yn ystod oriau gwaith arferol. Honnodd y Cyngor fod nifer o adnoddau Cymraeg sylfaenol hefyd ar gael i aelodau staff megis ar eu mewnwyd 'Cyfarchion Dwyieithog a geiriau allweddol' ac 'Ymadroddion Defnyddiol'.

10.7 Dywedodd y Cyngor nad ydyn nhw yn gwybod faint o staff y Cyngor sydd wedi cael gwersi Cymraeg sylfaenol yn ystod y tair blynedd diwethaf gan nad yw hyn yn rhywbeth a gofnodir ar hyn o bryd. Aeth y Cyngor fodd bynnag ymlaen i honni fod yr holl staff sy'n delio â derbyn galwadau ffôn i rif ffôn Canolfan Gyswllt y Cyngor wedi derbyn hyfforddiant sgiliau iaith Gymraeg sylfaenol yn ystod y tair blynedd diwethaf. Dywedodd y Cyngor fod y broses hon yn parhau ar hyn o bryd a bod y broses wedi ei hystyngi i staff o fewn timau Gwasanaethau Budd-daliadau a Gwasanaethau Cymdeithasol IAA. Dywedodd y Cyngor bydd hwn yn broses barhaus dros y blynyddoedd i ddod i gefnogi hyfforddiant gloywi ac anghenion hyfforddi a datblygu aelodau staff.

10.8 Mae'n syndod ac yn codi pryder nad oes gan y Cyngor unrhyw gofnod o faint o staff y Cyngor sydd wedi cael gwersi Cymraeg sylfaenol yn ystod y tair blynedd diwethaf. Awgrymaf ei fod yn anarferol i gyrsiau hyfforddi staff beidio cael eu cofnodi yn ganolog gan sefydliad fel y Cyngor a gofynnaf ai dim ond hyfforddiant Cymraeg sydd ddim yn cael ei gofnodi gan y Cyngor ac os felly, pam?

- 10.9 Nid oes diffiniad yn y Mesur na'r Cod Ymarfer o beth sy'n ei ofynnol yng nghyd-destun 'darparu cyfleoedd' o dan y Safon yma. Yng nghyd-destun gweddill y dystiolaeth sydd wedi ei gyflwyno gan y Cyngor fodd bynnag, mae yn ymddangos fod yna brinder staff o fewn y rhai sydd yn darparu gwasanaeth ffôn, sydd yn meddu ar sgiliau sylfaenol yn y Gymraeg. Buaswn felly wedi disgwyl bod y Cyngor yn rhoi mwy o bwys ac yn blaenoriaethu rhoi cyfleoedd i staff dderbyn hyfforddiant Cymraeg ac yn cynnig hwnnw yn rhagweithiol gan annog staff i gymryd y cyfleoedd yna. Mae cofnodi'r sgiliau iaith yn gywir ar ôl asesu'r sgiliau hynny yn caniatáu'r sefydliad i weld ymhle mae angen mwy o staff sydd yn meddu ar sgiliau sylfaenol Cymraeg. Mae'n galluogi'r Cyngor yna i fynd ati i roi cyfleoedd yn ystod oriau gwaith i'r staff yna fynychu gwersi sylfaenol Cymraeg.
- 10.10 Rwyf yn derbyn tystiolaeth y Cyngor fod canran o'r wybodaeth sydd wedi ei gyflwyno yn ymdrin â chyfnod delio gyda pandemig ac efallai na fod patrymau hyfforddiant arferol mewn lle. Serch hynny, os oes gweithdrefnau cadarn mewn lle, mae sefydliad yn fwy tebygol o lwyddo. Gan nad ydi'r Cyngor hyd yn oed yn cofnodi pwy sydd wedi derbyn hyfforddiant Cymraeg sylfaenol ar hyn o bryd, awgrymaf nad oes unrhyw weithdrefn gadarn o fewn y sefydliad yma i sicrhau cydymffurfiaeth gyda'r Safon.
- 10.11 Mae ail ran y Safon yn gofyn bod rhai sy'n rheoli pobl eraill gael hyfforddiant ar ddefnyddio'r Gymraeg yn eu rôl fel rheolwyr. Nid ydi'r Cyngor wedi cyflwyno unrhyw dystiolaeth ei fod yn rhoi cyfleoedd i reolwr ddefnyddio'r Gymraeg wrth reoli. Mae'n rhaid i mi gasglu felly nad oes hyfforddiant perthnasol ar reoli yn y Gymraeg yn cael ei gynnig i reolwyr.

Canfyddiadau

- 10.12 Mae'n rhaid i gorff ddarparu cyfleoedd yn ystod oriau gwaith i'w gyflogeion gael gwersi Cymraeg sylfaenol, ac o i gyflogeion sy'n rheoli pobl eraill gael hyfforddiant ar ddefnyddio'r Gymraeg yn eu rôl fel rheolwyr.
- 10.13 Gan nad oes gan y Cyngor gofnod o faint o staff sydd wedi derbyn hyfforddiant Gymraeg sylfaenol dros y tair blynedd diwethaf, mae yn codi amheuaeth nad oes yna weithdrefn gadarn mewn lle o ran cydymffurfiaeth â Safon 130 ac o ran cynnig cyfleon i staff dderbyn hyfforddiant Cymraeg sylfaenol.
- 10.14 Nid oes unrhyw dystiolaeth wedi ei gyflwyno fod staff sy'n rheoli pobl eraill yn cael cyfle i dderbyn hyfforddiant ar ddefnyddio'r Gymraeg yn eu rôl fel rheolwyr.
- 10.15 Mae hyn yn fethiant i gydymffurfio gyda Safon 130.

Dyfarniad arfaethedig a fu methiant i gydymffurfio â safon 130

- 10.16 Dyfarnaf fod y Cyngor wedi methu i gydymffurfio â Safon 130.

Gweithredu pellach

- 10.17 Mae adran 77 Mesur y Gymraeg yn caniatáu i mi weithredu ymhellach lle bu methiant .
- 10.18 Yn achos fy nyfarniad arfaethedig fod y Cyngor wedi methu â chydymffurfio â safon 130, byddaf yn gweithredu ymhellach at y diben o atal y methiant i gydymffurfio rhag parhau.

10.19 Mae manylion y gweithredu pellach isod.

Safon 130: Gofyniad i gymryd camau yn unol ag adran 77 Mesur y Gymraeg

1. Rhaid i'r Cyngor greu gweithdrefn i darparu cyfleoedd yn ystod oriau gwaith i'w gyflogeion gael gwersi Cymraeg sylfaenol, ac o i gyflogeion sy'n rheoli pobl eraill gael hyfforddiant ar ddefnyddio'r Gymraeg yn eu rôl fel rheolwyr.
2. Rhaid i'r Cyngor gofnodi faint o staff sydd yn cael cynnig yr hyfforddiant yma a faint o staff sydd yn derbyn hyfforddiant yma yn flynyddol.
3. Rhaid i'r Cyngor ddarparu tystiolaeth ysgrifenedig sy'n bodloni Comisiynydd y Gymraeg ei fod wedi cwblhau camau gorfodi 1 - 2.

Amserlen: O fewn 6 mis o ddyddiad cyhoeddi'r dyfarniad terfynol.

11 Cydymffurfiaeth â safon 131: Aseiad, canfyddiadau a dyfarniad arfaethedig

Geiriad y safon

11.1 Dyma'r safon fel y mae'n ymddangos yn yr hysbysiad cydymffurfio a roddwyd i'r Cyngor:

Safon 131

Rhaid ichi ddarparu cyfleoedd i'ch cyflogeion sydd wedi cwblhau hyfforddiant Cymraeg sylfaenol gael hyfforddiant pellach yn rhad ac am ddim er mwyn datblygu eu sgiliau yn yr iaith.

Diwrnod gosod: 30/03/2016

Dehongliadau

11.2 Mae Cod Ymarfer Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015 yn nodi ym mharagraff 6.8.37 – 6.8.40:

“Safon 131

6.8.37. *Rhaid i gorff ddarparu cyfleoedd i gyflogeion, sydd wedi cwblhau hyfforddiant Cymraeg sylfaenol, gael hyfforddiant pellach am ddim er mwyn datblygu eu sgiliau iaith ymhellach.*

6.8.38. *Gall hyn gynnwys hyfforddiant ar lefel:*

- *Mynediad (A1)*
- *Sylfaen (A2)*
- *Canolradd (B1)*
- *Uwch (B2)*
- *Hyfedredd (C1)*
- *neu unrhyw lefel arall sy'n datblygu sgiliau iaith Gymraeg y cyflogai ymhellach y tu hwnt i'r lefel a gyrhaeddir yn dilyn y 'gwersi Cymraeg sylfaenol' a ddarperir yn unol â safon 130.*

6.8.39. *Gall y math o hyfforddiant hefyd gynnwys hyfforddiant i ddatblygu sgiliau iaith cyflogeion sydd eisoes yn rhugl yn y Gymraeg ond sydd am:*

- *loywi eu sgiliau iaith Gymraeg, neu*
- *ddatblygu hyder i ddefnyddio'u sgiliau iaith i ddrafftio dogfennau a gohebiaeth yn ddwyieithog.*

6.8.40. *Gall y corff sicrhau bod yr hyfforddiant yn cael ei gynnal yn ystod oriau gwaith arferol y cyflogai, ond nid oes rhaid gwneud hynny er mwyn cydymffurfio â'r safon. Fodd bynnag, disgwylir i'r corff sicrhau na fyddai'r oriau y mae'r corff yn eu cynnig i gyflogai yn golygu bod y cyflogai o dan unrhyw anfantais.”*

Gofynion y safon

11.3 Rhaid i gorff ddarparu cyfleoedd i'w cyflogeion sydd wedi cwblhau hyfforddiant Cymraeg sylfaenol gael hyfforddiant pellach yn rhad ac am ddim er mwyn datblygu eu sgiliau yn yr iaith.

Ystyried cydymffurfiaeth â'r safon

11.4 Yn eu tystiolaeth, dywedodd y Cyngor nad ydyn nhw'n ymwybodol faint o staff y Cyngor sydd wedi cwblhau hyfforddiant Cymraeg pellach gan fod hyn ddim yn rhywbeth sydd yn cael ei gofnodi ganddynt. Dywedodd y Cyngor fodd bynnagbod cyfleoedd hyfforddiant iaith Gymraeg pellach yn cael eu hyrwyddo ar hyn o bryd ar draws y sefydliad.

11.5 Dywedodd y Cyngor o fewn eu Gwasanaethau Cwsmeriaid fod holl staff (o fewn y Ganolfan Gyswllt a'r Hybiau Cymunedol) yn cael hyfforddiant sylfaenol yn y Gymraeg ar hyn o bryd. Honnir y Cyngor fod holl staff yr Hybiau Cymunedol ac 1 aelod o staff y Ganolfan Gyswllt yn symud ymlaen i gyrsiau Cymraeg mwy manwl, tymor hir, yn y dyfodol. Dywedodd y Cyngor y bydd hyn yn rhan o'u cynlluniau hyfforddi a datblygu yn y dyfodol ac yn cefnogi'r gwaith o ddarparu gwasanaethau cwsmeriaid.

11.6 Nid yw'r Cyngor wedi darparu tystiolaeth fod cyfleoedd hyfforddi yn cael eu darparu. Buaswn wedi disgwyl gweld copi o negeseuon yn hyrwyddo'r cyfleoedd, sgrinluniau o negeseuon ar fewnwyd, taflenni, neu bosteri yn dangos sut mae'r Cyngor yn darparu cyfleoedd i dderbyn hyfforddiant Gymraeg. Mae'n ymddangos os nad ydi'r Cyngor yn asesu sgiliau iaith yn unol â'r Safon nac yn cofnodi pa staff sydd yn derbyn hyfforddiant Cymraeg sylfaenol bod dim posibilwedd yn i'r Cyngor, yn ymarferol dargedu hyfforddiant bellach a darparu cyfleoedd digonol i staff perthnasol gael hyfforddiant pellach er mwyn datblygu eu sgiliau iaith yn unol â'r Safon.

Canfyddiadau

11.7 Rhaid i gorff ddarparu cyfleoedd i'w cyflogeion sydd wedi cwblhau hyfforddiant Cymraeg sylfaenol gael hyfforddiant pellach yn rhad ac am ddim er mwyn datblygu eu sgiliau yn yr iaith.

11.8 Gan nad oes gan y Cyngor gofnod o faint o staff sydd wedi derbyn hyfforddiant pellach dros y tair blynedd diwethaf ac nad oes tystiolaeth yn dangos bod cyfleoedd wedi eu darparu, mae yn codi amheuaeth nad ydi'r Cyngor yn cydymffurfio â Safon 131 o ran cynnig cyfleon i staff dderbyn hyfforddiant Cymraeg sylfaenol.

11.9 Mae hyn yn fethiant i gydymffurfio gyda Safon 131.

Dyfarniad arfaethedig a fu methiant i gydymffurfio â safon 131

11.10 Dyfarnaf fod y Cyngor wedi methu i gydymffurfio â Safon 131.

Gweithredu pellach

11.11 Mae adran 77 Mesur y Gymraeg yn caniatáu i mi weithredu ymhellach lle bu methiant .

11.12 Yn achos fy nyfarniad arfaethedig fod y Cyngor wedi methu â chydymffurfio â safon 131, byddaf yn gweithredu ymhellach at y diben o atal y methiant i gydymffurfio rhag parhau.

11.13 Mae manylion y gweithredu pellach isod.

Safon 131: Gofyniad i gymryd camau yn unol ag adran 77 Mesur y Gymraeg

1. Rhaid i'r Cyngor greu gweithdrefn i ddarparu cyfleoedd i'w cyflogeion sydd wedi cwblhau hyfforddiant Cymraeg sylfaenol gael hyfforddiant pellach yn rhad ac am ddim er mwyn datblygu eu sgiliau yn yr iaith.
2. Rhaid i'r Cyngor gofnodi faint o staff sydd yn cael cynnig yr hyfforddiant yma a faint o staff sydd yn derbyn hyfforddiant yma yn flynyddol.
3. Rhaid i'r Cyngor ddarparu tystiolaeth ysgrifenedig sy'n bodloni Comisiynydd y Gymraeg ei fod wedi cwblhau camau gorfodi 1 - 2.

Amserlen: O fewn 6 mis o ddyddiad cyhoeddi'r dyfarniad terfynol.

12 Cydymffurfiaeth â safon 132: Aseiad, canfyddiadau a dyfarniad arfaethedig

Geiriad y safon

12.1 Dyma'r safon fel y mae'n ymddangos yn yr hysbysiad cydymffurfio a roddwyd i'r Cyngor:

Safon 132

Rhaid ichi ddarparu cyrsiau hyfforddi er mwyn i'ch cyflogeion ddatblygu -
(a) ymwybyddiaeth o'r Gymraeg (gan gynnwys ymwybyddiaeth am hanes yr iaith a'i lle yn niwylliant Cymru);
(b) dealltwriaeth o'r ddyletswydd i weithredu yn unol â safonau'r Gymraeg;
30/09/2016
(c) dealltwriaeth am y modd y gellir defnyddio'r Gymraeg yn y gweithle.

Diwrnod gosod: 30/09/2016

Dehongliadau

12.2 Mae Cod Ymarfer Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015 yn nodi ym mharagraff 6.8.41 – 6.8.43:

“Safon 132

6.8.41. Rhaid i gorff ddarparu'r hyfforddiant yn y meysydd canlynol i'w cyflogeion:

- o ymwybyddiaeth o'r Gymraeg
- o dealltwriaeth o'r ddyletswydd i weithredu yn unol â safonau'r Gymraeg, a
- o dealltwriaeth am y modd y gellir defnyddio'r Gymraeg yn y gweithle.

6.8.42. Nid oes rhaid i'r hyfforddiant gael ei gynnal yn Gymraeg yn unol â'r safon hon, ond disgwylir i gorff ystyried gofynion sydd ar y corff yn unol â safon 128 i ddarparu'r hyfforddiant yn Gymraeg os yw'n darparu hynny yn y meysydd hyfforddiant perthnasol.

6.8.43. Gall enghreifftiau o'r hyn y gellir ei gynnwys yn yr hyfforddiant gynnwys:

- o **ymwybyddiaeth o'r Gymraeg**—gall hyn gynnwys gwybodaeth am hanes yr iaith, tarddiad yr iaith Gymraeg, ffeithiau am yr iaith Gymraeg (megis gwybodaeth o'r Cyfrifiad), manteision defnyddio'r Gymraeg neu wybodaeth am Gomisiynydd y Gymraeg
- o **dealltwriaeth o'r ddyletswydd i weithredu yn unol â safonau'r Gymraeg**—gall hyn gynnwys gwybodaeth am yr union safonau y mae'n rhaid i'r corff gydymffurfio â hwy a hefyd wybodaeth am y Mesur a'i amcanion
- o **dealltwriaeth am y modd y gellir defnyddio'r Gymraeg yn y gweithle**—gall hyn gynnwys gwybodaeth am sut mae'r corff yn hybu a hwyluso defnyddio'r Gymraeg yn y gweithle neu wybodaeth am y safonau gweithredu yn y rheoliadau a'r hawliau sy'n deillio o'r rheiny.”

Gofynion y safon

12.3 Rhaid i gorff ddarparu'r hyfforddiant i'w cyflogeion ar ymwybyddiaeth o'r Gymraeg, dealltwriaeth o'r ddyletswydd i weithredu yn unol â safonau'r Gymraeg, a dealltwriaeth am y modd y gellir defnyddio'r Gymraeg yn y gweithle.

Ystyried cydymffurfiaeth â'r safon

12.4 Mae cynnwys Hyfforddiant Ymwybyddiaeth o'r Gymraeg o dan y Safon yma fel rhan o hyfforddiant staff yn sicrhau bod staff (Cymraeg a di-gymraeg) yn gallu trin defnyddwyr gwasanaethau sy'n siarad Cymraeg mewn ffordd sensitif a gwybodus. Gall diffyg ymwybyddiaeth o'r Gymraeg gan staff gael effaith negyddol ar brofiad defnyddwyr a'u hatal rhag defnyddio'r Gymraeg yn y dyfodol.

12.5 Roedd profiad ein galwr dirgel wrth ddefnyddio gwasanaeth ffôn y Cyngor yn awgrymu nad oedd gan y sawl atebodd y ffôn ymwybyddiaeth ddigonol o'r Gymraeg. Nid yn unig ni dderbyniwyd gwasanaeth Cymraeg ond ni chwaith dderbyniwyd cydnabyddiaeth fod ein galwr dirgel wedi siarad Cymraeg.

12.6 Gofynnais i'r Cyngor yng nghwestiwn 17 yr hysbysiad tystiolaeth i roi manylion pob sesiwn hyfforddiant sydd wedi ei ddarparu i staff ar (a) ymwybyddiaeth o'r Gymraeg (gan gynnwys ymwybyddiaeth am hanes yr iaith a'i lle yn niwylliant Cymru); (b) dealltwriaeth o'r ddyletswydd i weithredu yn unol â safonau'r Gymraeg; (c) dealltwriaeth am y modd y gellir defnyddio'r Gymraeg yn y gweithle yn y 3 mlynedd diwethaf. Gofynnais hefyd i'r Cyngor roi manylion swyddi'r staff a maes gwaith y staff a fynychodd.

12.7 Ni atebodd y Cyngor y cwestiwn yma mewn unrhyw fanylder. Dywedodd y Cyngor fod Strategaeth Datblygu'r Gweithlu'r Cyngor yn hyrwyddo ac yn annog staff i chwilio am gyfleoedd hyfforddiant a datblygu, gan gynnwys yn y Gymraeg, a chaiff hyn ei hwyluso drwy eu trefniadau presennol ar gyfer rheolwyr. Dywedodd y Cyngor eu bod yn cyfeirio staff at unrhyw gyfleoedd hyfforddi hysbys sydd ar gael.

12.8 Gofynnais wedyn am fanylion pob sesiwn hyfforddiant ymwybyddiaeth o'r iaith Gymraeg sydd wedi cael ei roi i staff y ganolfan gyswllt yn y 3 mlynedd diwethaf.

12.9 Dywedodd y Cyngor fod sesiynau gloywi iaith 'wrthi'n' cael eu cynnal gyda holl aelodau staff y Gwasanaeth Cwsmeriaid, gan gynnwys Canolfannau Cymunedol, y Ganolfan Gyswllt a'r Gwasanaethau Budd-daliadau. Honnodd y Cyngor fod hyfforddiant sylfaenol yn y Gymraeg ac ymadroddion cyffredin mewn Cyfarfodydd Tîm a sesiynau 1 i 1 i gefnogi'r gwaith o ddarparu Gwasanaeth Cwsmeriaid i breswylwr.

12.10 Mae'r ymddangos i mi fod yr atebion gan y Cyngor i'r cwestiynau am hyfforddiant ymwybyddiaeth o'r Gymraeg yn fwiadol amwys. Roedd y cwestiynau yn gofyn am atebion pendant ac am fanylion yr hyfforddiant sydd wedi ei roi i staff yn y maes yma. Nid ydwyf wedi derbyn unrhyw dystiolaeth gan y Cyngor fod y sesiynau yma wedi eu rhoi i staff yn unol â Safon 132.

Canfyddiadau

12.11 Rhaid i gorff ddarparu'r hyfforddiant i'w cyflogeion ar ymwybyddiaeth o'r Gymraeg, dealltwriaeth o'r ddyletswydd i weithredu yn unol â safonau'r Gymraeg, a dealltwriaeth am y modd y gellir defnyddio'r Gymraeg yn y gweithle.

12.12 Yn yr adroddiad 'Hefyd ar gael yn Gymraeg: deall y defnydd a'r diffyg defnydd o wasanaethau Cymraeg' gan Gyngor ar Bopeth dyddiedig 2015, nodir:

"Gall diffyg ymwybyddiaeth neu sensitifrwydd ieithyddol gan aelodau staff gael effaith negyddol ar brofiad defnyddwyr a'u hatal rhag defnyddio'r Gymraeg yn y dyfodol."

12.13 Dylai'r corff ddarparu'r hyfforddiant i'w cyflogeion ar ymwybyddiaeth o'r Gymraeg er mwyn sicrhau bod staff (Cymraeg a di-gymraeg) yn gallu trin defnyddwyr gwasanaethau sy'n siarad Cymraeg mewn ffordd sensitif a gwybodus.

12.14 Mae ymwybyddiaeth iaith, sef fod ymwybyddiaeth staff o'r gofynion yn hanfodol os yw'r sefydliad am (i) gydymffurfio â'r safonau (ii) roi profiad da i siaradwyr Cymraeg. Does dim posibil i'r Cyngor gydymffurfio gyda'r Safonau os nad yw staff yn gwybod beth yw'r gofynion a sut mae cydymffurfio gyda'r Safonau hynny.

12.15 Mae hyn fethiant sylfaenol gan y Cyngor ac yn enghraifft pellach o agwedd ddi-hid y Cyngor tuag at gydymffurfiaeth â'r safonau.

12.16 Er fod y Cyngor yn honni eu bod yn darparu hyfforddiant yn ymwneud â gloywi iaith yn cael ei ddarparu gan y Cyngor, nid ydwyf wedi derbyn unrhyw dystiolaeth gan y Cyngor fod y sesiynau am ymwybyddiaeth am y Gymraeg wedi eu rhoi i staff yn unol â Safon 132.

12.17 Mae hyn yn fethiant i gydymffurfio gyda Safon 132.

Dyfarniad arfaethedig a fu methiant i gydymffurfio â safon 132

12.18 Dyfarnaf nad ydi'r Cyngor wedi cydymffurfio gyda Safon 132 ar y sail nad oed unrhyw dystiolaeth wedi ei gyflwyno fod hyfforddiant ar ymwybyddiaeth o'r Gymraeg a dealltwriaeth o'r ddyletswydd i weithredu yn unol â safonau'r Gymraeg, a dealltwriaeth am y modd y gellir defnyddio'r Gymraeg yn y gweithle.

Gweithredu pellach

12.19 Mae adran 77 Mesur y Gymraeg yn caniatáu i mi weithredu ymhellach lle bu methiant.

12.20 Yn achos fy nyfarniad arfaethedig fod y Cyngor wedi methu â chydymffurfio â safon 132, byddaf yn gweithredu ymhellach at y diben o atal y methiant i gydymffurfio rhag parhau.

12.21 Mae manylion y gweithredu pellach isod.

Safon 132: Gofyniad i gymryd camau yn unol ag adran 77 Mesur y Gymraeg

1. Rhaid i'r Cyngor ddarparu hyfforddiant i'w cyflogeion ar ymwybyddiaeth o'r Gymraeg, dealltwriaeth o'r ddyletswydd i weithredu yn unol â safonau'r Gymraeg, a dealltwriaeth am y modd y gellir defnyddio'r Gymraeg yn y gweithle.

2. Rhaid i'r Cyngor gael gweithdrefn mewn lle sydd yn sicrhau bod yr hyfforddiant yma'n cael ei ail gyflwyno'r hyfforddiant yma yn gyfnodol.
3. Rhaid i'r Cyngor ddarparu tystiolaeth ysgrifenedig sy'n bodloni Comisiynydd y Gymraeg ei fod wedi cwblhau camau gorfodi 1 - 2.

Amserlen: O fewn 6 mis o ddyddiad cyhoeddi'r dyfarniad terfynol.

13 Cydymffurfiaeth â safon 133: Aseiad, canfyddiadau a dyfarniad arfaethedig

Geiriad y safon

13.1 Dyma'r safon fel y mae'n ymddangos yn yr hysbysiad cydymffurfio a roddwyd i'r Cyngor:

Safon 133

Pan fyddwch yn darparu gwybodaeth i gyflogeion newydd (er enghraifft, fel rhan o broses ymsefydlu), rhaid ichi ddarparu gwybodaeth er mwyn codi eu hymwybyddiaeth o'r Gymraeg.

Diwrnod gosod: 30/09/2016

Dehongliadau

13.2 Mae Cod Ymarfer Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015 yn nodi ym mharagraff 6.8.44 – 6.8.46:

“Safon 133

- 6.8.44. *Os yw corff yn darparu gwybodaeth i gyflogeion newydd (e.e. fel rhan o'r broses ymsefydlu), rhaid iddo ddarparu gwybodaeth i'r cyflogeion hynny er mwyn codi eu hymwybyddiaeth o'r Gymraeg.*
- 6.8.45. *Gellid darparu'r wybodaeth fel rhan o hyfforddiant neu ar ffurf dogfen. Nid oes rhaid darparu'r wybodaeth hon yn Gymraeg yn unol â'r safon hon, ond disgwylir i'r corff ystyried gofynion sydd arno yn unol â safon 128 i ddarparu'r wybodaeth yn Gymraeg os yw'n darparu hynny yn y meysydd hyfforddiant perthnasol.*
- 6.8.46. *Gall corff ddarparu gwybodaeth sy'n cynnwys:*
- *gwybodaeth am hanes yr iaith*
 - *gwybodaeth am darddiad yr iaith Gymraeg*
 - *ffeithiau am yr iaith Gymraeg (megis gwybodaeth o'r Cyfrifiad)*
 - *gwybodaeth am yr iaith Gymraeg yn yr ardal y mae'r corff yn ei gwasanaethu*
 - *manteision a phwysigrwydd defnyddio'r Gymraeg*
 - *gwybodaeth am Gomisiynydd y Gymraeg, y safonau a dyletswyddau iaith.”*

Gofynion y safon

13.3 Mae'r Safon yn ei wneud yn ofynnol ar gorff, os ydynt yn darparu gwybodaeth i gyflogeion newydd (e.e. fel rhan o'r broses ymsefydlu), i ddarparu gwybodaeth i'r cyflogeion hynny er mwyn codi eu hymwybyddiaeth o'r Gymraeg.

Ystyried cydymffurfiaeth â'r safon

- 13.4 Yn yr Ail Hysbysiad Tystiolaeth, gofynnais i'r Cyngor am fanylion y canllawiau a/neu hyfforddiant sydd yn cael ei roi i staff newydd ar ymwybyddiaeth o'r iaith Gymraeg ac o gydymffurfiaeth gyda Safonau'r Gymraeg. Dywedodd y Cyngor fod holl staff newydd yn derbyn sesiwn Sefydlu Corfforaethol pan fo (a) (b) a (c) yn cael eu cynnwys gan y Rheolwr o dan Bolisiau Corfforaethol y Cyngor h.y. Deddf Llesiant Cenedlaethau'r Dyfodol, Safonau'r Gymraeg ac ati.
- 13.5 Mae'r Cod Ymarfer yn esbonio gall darparu gwybodaeth er mwyn codi ymwybyddiaeth o'r Gymraeg gynnwys rhoi gwybodaeth am hanes yr iaith, tarddiad yr iaith Gymraeg, ffeithiau am yr iaith Gymraeg (megis gwybodaeth o'r Cyfrifiad), gwybodaeth am yr iaith Gymraeg yn yr ardal y mae'r corff yn ei gwasanaethu, manteision a phwysigrwydd defnyddio'r Gymraeg a gwybodaeth am Gomisiynydd y Gymraeg, y safonau a dyletswyddau iaith. Er nad oes angen i sefydliad wneud pob un o'r camau awgrymir yn y Cod Ymarfer er mwyn cydymffurfio gyda'r Safon, mae'n rhesymol i ystyried y dylai sefydliad fod yn gwneud rhai o'r camau yma. Gellir dadlau fodd bynnag, y dylai sefydliad fod yn gwneud mwy nag un o'r camau yr awgrymir yn y Cod Ymarfer er mwyn cydymffurfio.
- 13.6 Er nad oes gwybodaeth drylwyr wedi ei gyflwyno am yr hyfforddiant sydd yn cael ei ddarparu, mae'n ymddangos o ymateb y Cyngor eu bod yn rhoi gwybodaeth ar safonau'r Gymraeg i gyflogeion newydd fel rhan o'r broses ymsefydlu. Mae'n ymddangos yn debygol felly, os ydi'r Cyngor yn darparu gwybodaeth gyflawn am safonau'r Gymraeg y buasai'r Cyngor yn rhoi gwybodaeth am Gomisiynydd y Gymraeg, y safonau a dyletswyddau iaith y Cyngor.
- 13.7 Fodd bynnag, nid ydi'r Cyngor wedi cyflwyno tystiolaeth sydd yn awgrymu eu bod yn rhoi unrhyw hyfforddiant bellach am ymwybyddiaeth o'r Gymraeg i gyflogeion newydd. Awgrymaf fod hwn yn gyfle sydd yn cael ei golli gan y sefydliad gan ei fod yn gyfle amhrisiadwy i drochi staff yn syth wrth iddynt ymuno â'r sefydliad ym mhwsigrwydd, hanes a tharddiad yr iaith.
- 13.8 Nid ydwyf o'r farn fod rhoi gwybodaeth am y Safonau yn unig, fel yr awgrymir sydd yn cael ei roi gan y Cyngor, yn gyfystyr â chydymffurfio gyda'r gofyniad i ddarparu gwybodaeth er mwyn codi ymwybyddiaeth o'r Gymraeg i gyflogeion newydd. Mae rhoi gwybodaeth a hyfforddiant am y Safonau yn wybodaeth sylfaenol bydd angen i lawer o staff y Cyngor eu derbyn beth bynnag yn rhinwedd eu swyddi yn enwedig os ydynt yn ymwneud â'r cyhoedd. Mae'r Safonau yn ymwneud â chodi ymwybyddiaeth yn mynd yn bellach na hynny ac yn gofyn i sefydliad godi ymwybyddiaeth ehangach o'r Gymraeg a'i hanes.

Canfyddiadau

13.9 Mae'r Safon yn ei wneud yn ofynnol ar gorff, os ydynt yn darparu gwybodaeth i gyflogeion newydd (e.e. fel rhan o'r broses ymsefydlu), i ddarparu gwybodaeth i'r cyflogeion hynny er mwyn codi eu hymwybyddiaeth o'r Gymraeg.

- 13.10 Dylai'r corff gynnwys Hyfforddiant Ymwybyddiaeth o'r Gymraeg fel rhan o hyfforddiant cynefino staff er mwyn sicrhau bod staff (Cymraeg a di-gymraeg) yn gallu trin defnyddwyr gwasanaethau sy'n siarad Cymraeg mewn ffordd sensitif a gwybodus.
- 13.11 Gall y Cyngor fod yn cydymffurfio'n rhwydd gyda'r safonau hyn drwy greu pecyn y byddai modd ei ail ddefnyddio drosodd a throsodd ac mae'r faith nad ydynt wedi gwneud hynny ar ôl 6 mlynedd yn dystiolaeth pellach o ddifaterwch y Cyngor tuag at y gyfundrefn Safonau.
- 13.12 Er fod y Cyngor yn honni eu bod yn darparu hyfforddiant yn ymwneud â Safonau'r Gymraeg i gyflogeion newydd, nid ydwyf wedi derbyn unrhyw dystiolaeth gan y Cyngor bod gwybodaeth er mwyn codi eu hymwybyddiaeth o'r Gymraeg wedi eu darparu yn unol â Safon 133.
- 13.13 Mae hyn yn fethiant i gydymffurfio gyda Safon 133.

Dyfarniad arfaethedig a fu methiant i gydymffurfio â safon 133

- 13.14 Dyfarnaf nad ydi'r Cyngor wedi cydymffurfio gyda Safon 133 ar y sail nad oed unrhyw dystiolaeth wedi ei gyflwyno bod gwybodaeth er mwyn codi ymwybyddiaeth cyflogeion newydd o'r Gymraeg wedi eu darparu yn unol â Safon 133.

Gweithredu pellach

- 13.15 Mae adran 77 Mesur y Gymraeg yn caniatáu i mi weithredu ymhellach lle bu methiant.
- 13.16 Yn achos fy nyfarniad arfaethedig fod y Cyngor wedi methu â chydymffurfio â safon 133, byddaf yn gweithredu ymhellach at y diben o atal y methiant i gydymffurfio rhag parhau.
- 13.17 Mae manylion y gweithredu pellach isod.

Safon 133: Gofyniad i gymryd camau yn unol ag adran 77 Mesur y Gymraeg

1. Rhaid i'r Cyngor addasu eu gweithdrefnau a sesiynau ymsefydlu i gynnwys ddarparu gwybodaeth i gyflogeion newydd er mwyn codi eu hymwybyddiaeth o'r Gymraeg.
2. Rhaid i'r Cyngor baratoi pecyn gwybodaeth am y Gymraeg a rhannu'r pecyn hwn gyda phob aelod newydd o staff.
3. Rhaid i'r Cyngor ddarparu tystiolaeth ysgrifenedig sy'n bodloni Comisiynydd y Gymraeg ei fod wedi cwblhau camau gorfodi 1 a 2.

Amserlen: O fewn 6 mis o ddyddiad cyhoeddi'r dyfarniad terfynol.

14 Cydymffurfiaeth â safon 136: Asesiad, canfyddiadau a dyfarniad arfaethedig

Geiriad y safon

14.1 Dyma'r safon fel y mae'n ymddangos yn yr hysbysiad cydymffurfio a roddwyd i'r Cyngor:

Safon 136

Pan fyddwch yn asesu'r anghenion ar gyfer swydd newydd neu swydd wag, rhaid ichi asesu'r angen am sgiliau yn y Gymraeg, a'i chategoreiddio fel swydd pan fo un neu ragor o'r canlynol yn gymwys

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- (a) bod sgiliau yn y Gymraeg yn hanfodol;
- (b) bod angen dysgu sgiliau yn y Gymraeg pan benodir rhywun i'r swydd;
- (c) bod sgiliau yn y Gymraeg yn ddymunol; neu
- (ch) nad yw sgiliau yn y Gymraeg yn angenrheidiol.

Diwrnod gosod: 30/03/2016

Dehongliadau

14.2 Mae Cod Ymarfer Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015 yn nodi ym mharagraff 6.9.2 – 6.9.8:

14.3 "**Safon 136**

6.9.2. *Os yw corff yn asesu'r anghenion ar gyfer unrhyw swydd newydd neu swydd wag, rhaid iddo asesu'r angen am sgiliau yn y Gymraeg, a chategoreiddio'r swydd fel swydd sy'n gymwys i unrhyw un neu ragor o'r categorïau canlynol:*

- o bod sgiliau yn y Gymraeg yn hanfodol*
- o bod angen dysgu sgiliau yn y Gymraeg pan benodir rhywun i'r swydd*
- o bod sgiliau yn y Gymraeg yn ddymunol*
- o nad yw sgiliau yn y Gymraeg yn angenrheidiol.*

- 6.9.3. *Er mwyn asesu gofynion ieithyddol swydd, disgwylir i gorff ystyried anghenion ieithyddol fel mater o drefn pan gaiff swydd ei chreu o'r newydd neu pan ddaw swydd yn wag, gan edrych ar allu'r corff i gwrdd a gofynion y safonau law yn llaw â hynny.*
- 6.9.4. *Dylid nodi bod rhaid i gorff gadw cofnod o bob asesiad a gynhelir mewn perthynas â safon 136 yn unol â safonau 153 a 154.*
- 6.9.5. *Gellir ystyried y canlynol fel rhan o'r meini prawf wrth ystyried sut i bennu'r angen am sgiliau yn y Gymraeg ar gyfer swydd:*
- *swyddogaeth y swydd—a oes cyswllt allanol lle disgwylir i'r aelod staff allu cyfathrebu yn Gymraeg neu Saesneg fel ei gilydd; a fydd yn gweithio mewn ardal ddaearyddol benodol lle ceir nifer neu ganran uchel o siaradwyr Cymraeg*
 - *ystyriaethau lleol polisi iaith sefydliad e.e. yr angen i weinyddu yn fewnol neu'n fwyfwy drwy'r Gymraeg, neu fod isafswm sgiliau iaith Gymraeg wedi'i osod ar gyfer swyddi penodol mewn polisi*
 - *nifer presennol y staff sydd ar gael i ddarparu gwasanaeth yn Gymraeg— disgwylir i gorff gyfeirio yn y fan hon at asesiad sgiliau y corff a wneir yn unol â safon 127 gan gyfeirio at unrhyw fylchau mewn sgiliau iaith i ddarparu gwasanaethau*
 - *yr angen i ddelio â sefydliadau eraill sy'n gweinyddu'n fewnol trwy gyfrwng y Gymraeg neu'n ddwyieithog.*
- 6.9.6. *Fel arfer, mae sgiliau Cymraeg yn 'hanfodol' mewn sefyllfa lle nad oes unrhyw un ar gael i ddarparu gwasanaeth drwy gyfrwng y Gymraeg neu os oes angen mwy o staff sy'n siarad Cymraeg er mwyn darparu gwasanaeth yn Gymraeg.*
- 6.9.7. *Os nad yw sgiliau yn y Gymraeg yn hanfodol, mae'n bosibl y bydd corff yn dod i'r casgliad bod sgiliau yn y Gymraeg yn 'ddymunol'. Gall hyn gynnwys sefyllfa lle mae eisoes capasiti o fewn y sefydliad i allu darparu gwasanaeth penodol yn Gymraeg, ond y byddai'n ddymunol i gryfhau'r ddarpariaeth Gymraeg honno drwy recriwtio rhagor o staff sydd â sgiliau yn y Gymraeg i ddarparu'r gwasanaeth. Yn gyffredinol, os yw sgiliau Cymraeg yn 'ddymunol' i swydd, yna gall corff gymryd bod gan ymgeisydd sy'n meddu ar sgiliau Cymraeg fantais dros ymgeisydd arall wrth gael ei ystyried am swydd ond ni fyddai'n angenrheidiol i'r ymgeisydd llwyddiannus feddu ar y sgiliau hynny.*
- 6.9.8. *Gall corff bennu swydd gyda'r angen i ddysgu sgiliau yn y Gymraeg pan benodir rhywun i'r swydd. Fel arfer, byddai rhaid i'r sawl sy'n cael eu penodi i'r swydd gyrraedd lefel angenrheidiol o ruglder fel amod penodi. Mae'r amod hwnnw yn cael ei nodi wrth hysbysebu'r swydd fel arfer. Gall enghraifft o sefyllfa lle mae swyddi yn cael eu categoreiddio fel hyn gynnwys: o os oedd corff wedi'i adnabod fel swydd lle mae sgiliau yn y Gymraeg yn hanfodol, ond bu anhawster recriwtio ymgeisydd sydd â sgiliau Cymraeg i'r swydd dan sylw ac yn penderfynu ail-hysbysebu'r swydd honno, ac*

- o os yw corff yn gwybod â sicrwydd bod prinder sylweddol o bersonau sydd â sgiliau Cymraeg all gyflawni'r swydd dan sylw, ac y byddai'n debygol y bydd rhaid penodi ymgeisydd di-Gymraeg i swydd (e.e. swydd arbenigol iawn)."

14.4 At ddibenion safonau 136 1 136A yn unig, nodir yn Atodlen 3, Rhan 3, Paragraff 15 y rheoliadau: "(a) mae "swydd" yn cynnwys penodiad cyhoeddus (b) ystyr "penodiad cyhoeddus" yw unrhyw benodiad i gorff cyhoeddus neu swydd gyhoeddus."

14.5 Caiff ei nodi yn 6.9.13 o'r Cod Ymarfer fod hyn yn cynnwys unrhyw swydd newydd o fewn y corff neu unrhyw swydd a ddaw yn wag ar ôl y diwrnod gosod, boed hynny yn swydd barhaol neu dros dro, neu'n swydd a gaiff ei hysbysebu'n fewnol yn unig neu'n allanol.

Gofynion y safon

14.6 Mae'r Safon yn ei wneud yn ofynnol ar gorff pan yn asesu'r anghenion ar gyfer swydd newydd neu swydd wag, i asesu'r angen am sgiliau yn y Gymraeg, a'i chategoreiddio fel swydd sy'n gymwys i unrhyw un neu ragor o'r categorïau canlynol:

(a) bod sgiliau yn y Gymraeg yn hanfodol

(b) bod angen dysgu sgiliau yn y Gymraeg pan benodir rhywun i'r swydd

(c) bod sgiliau yn y Gymraeg yn ddymunol

(d) nad yw sgiliau yn y Gymraeg yn angenrheidiol.

Ystyried cydymffurfiaeth â'r safon

14.7 Yn eu tystiolaeth wrth ymateb i'r ail Hysbysiad Tystiolaeth, dywedodd y Cyngor yn y tair blynedd diwethaf fod 2 swydd wedi eu hysbysebu o fewn y Ganolfan Gyswilt a bod y ddwy swydd wedi eu hysbysebu fel swyddi ble roedd sgiliau yn y Gymraeg yn ddymunol.

14.8 Ble roedd sgiliau iaith y swyddi yma yn Gymraeg yn hanfodol, yn ddymunol neu fod angen dysgu sgiliau yn y Gymraeg, gofynnais i'r Cyngor ddarparu tystiolaeth eu bod wedi nodi hynny yn yr hysbysebion swydd. Darparodd y Cyngor gopi o ddogfen 'Recruitment Authorisation' mewn perthynas â'r recriwtio i'r tîm. Nodir yn y ddogfen honno (sydd wedi ei ddyddio 08.03.22) fodd bynnag, fod 4 swydd yn cael ei hysbysebu, dwy swydd lawn amser a dwy swydd cyfnod penodol. Mae'n peri i mi feddwl felly nad oedd ateb y Cyngor mai ond dwy swydd sydd wedi eu hysbysebu yn y tair blynedd diwethaf yn gywir gan ei fod yn ymddangos fod o leiaf 4 swydd wedi eu hysbysebu o fewn y 6 mis diwethaf.

14.9 Gofynnais i'r Cyngor esbonio sut gwnaethpwyd yr asesiad honno am y sgil iaith oedd ei angen i'r rolau yma. Atebodd y Cyngor fod pob swydd o fewn y Ganolfan Gyswilt wedi cael ei hysbysebu fel swyddi ble roedd cael sgiliau iaith Gymraeg yn ddymunol ond ni rhoddwyd esboniad pellach o sut a pham y penderfynwyd ar yr asesiad hwnnw.

14.10 Er mwyn asesu gofynion ieithyddol swydd, disgwylir i gorff ystyried anghenion ieithyddol fel mater o drefn pan gaiff swydd ei chreu o'r newydd neu pan ddaw swydd yn wag, gan edrych ar allu'r corff i gwrdd â gofynion y safonau law yn llaw â hynny. O fewn y Cod Ymarfer, nodir fel arfer bod sgiliau Cymraeg yn 'hanfodol' mewn sefyllfa

Ile nad oes unrhyw un ar gael i ddarparu gwasanaeth drwy gyfrwng y Gymraeg neu os oes angen mwy o staff sy'n siarad Cymraeg er mwyn darparu gwasanaeth yn Gymraeg.

- 14.11 Nodir yn y Cod Ymarfer, os nad yw sgiliau yn y Gymraeg yn hanfodol, mae'n bosibl y bydd corff yn dod i'r casgliad bod sgiliau yn y Gymraeg yn 'ddymunol'. Gall hyn gynnwys sefyllfa lle mae eisoes capasiti o fewn y sefydliad i allu darparu gwasanaeth penodol yn Gymraeg, ond y byddai'n ddymunol i gryfhau'r ddarpariaeth Gymraeg honno drwy recriwtio rhagor o staff sydd â sgiliau yn y Gymraeg i ddarparu'r gwasanaeth.
- 14.12 Rhoddir esiamplau yn y Cod Ymarfer o rai ystyriaethau gellir eu gwneud fel rhan o'r meini prawf wrth ystyried sut i bennu'r angen am sgiliau yn y Gymraeg ar gyfer swydd. Nodir, er enghraifft y gall sefydliad ystyried a oes cyswllt allanol lle disgwylir i'r aelod staff allu cyfathrebu yn Gymraeg neu Saesneg fel ei gilydd a hefyd i ystyried nifer presennol y staff sydd ar gael i ddarparu gwasanaeth yn y Gymraeg.
- 14.13 Mae'n rhaid i gorff gadw cofnod o bob asesiad a gynhelir mewn perthynas â safon 136 yn unol â safonau 153 a 154. Mae'r Cyngor wedi darparu copi o'r ddogfen 'Recruitment Authorisation' sy'n rhoi rhai ystyriaethau neu gwestiynau i ystyried wrth asesu'r sgiliau sydd ei angen. Mae'r ddogfen hefyd yn nodi fod y tîm rheoli wedi penderfynu fod pob rôl o fewn y Cyngor yn mynd i gael eu pennu fel swyddi ble mae'r Gymraeg yn oleaif yn ddymunol.
- 14.14 Yn yr atebion mae'r Cyngor wedi cadarnhau fod y rôl yn delio gyda'r cyhoedd, bod y rôl yn delio hefo'r cyhoedd yn 'gyson' (hynny ydi, yn ddyddiol). Ond, yn y trydydd cwestiwn sydd yn gofyn pa mor debygol yw bod y rôl angen delio gyda'r cyhoedd trwy'r Gymraeg, mae'r person sydd wedi cwblhau'r asesiad wedi nodi annhebygol iawn 'very unlikely'.
- 14.15 Mae dau gwestiwn pellach o fewn yr asesiad am sgiliau Cymraeg sydd ei angen ar y Gymraeg heb eu hateb o gwbl:

"Please provide any relevant evidence that supports this roles frequency and likelihood of involvement with the public through the medium of the Welsh Language Standards? Examples being current service user levels, requirements under the Welsh Language Standards, levels of Welsh language usage and fluency in the area and for members of the public."

"Are there any other factors relating to this role that should be considered as part of the Welsh language job assessment? e.g. working with staff that require Welsh language engagement, meeting other relevant standard requirements e.g. dealing with correspondence, holding events, meetings regarding individuals well-being, etc."

- 14.16 Er fod y ddogfen yn dangos ystyriaethau wrth ddod i'r penderfyniad am categori'r swydd, mae'n ymddangos o ymateb y Cyngor, fodd bynnag ei fod yn fater o drefn fod swyddi'r ganolfan gyswllt yn cael eu hysbysebu fel swyddi ble mae sgiliau yn y Gymraeg yn 'ddymunol'. Disgwylir, yn hytrach, bod yna ystyriaeth gydwbybodol ar bob achlysur o ba sgiliau sydd eu hangen yn y rôl sydd yn cael ei hysbysebu ac o fewn yr adran honno. Nid oes unrhyw dystiolaeth wedi ei roi o broses neu ystyriaethau rhesymegol am pam fod y swyddi hyn yn cael eu hasesu fel rhai ble mae'r Gymraeg yn ddymunol. Nid oes tystiolaeth yn yr achos yma wedi ei gyflwyno

am pam ei fod yn 'annhebygol iawn' fod yr un oedd yn derbyn y rôl angen delio gyda'r cyhoedd trwy'r Gymraeg.

- 14.17 Mae'n amlwg o ganlyniadau gweddill yr ymchwiliad yma fod prinder staff sydd yn meddu ar y sgiliau i gynnig gwasanaeth Cymraeg o fewn yr adran derbyn galwadau ffôn. Mae'n amlwg hefyd bod y swyddi yma yn rhai â chyswllt allanol uchel lle disgwylir, yn unol â'r Safonau, i rai aelodau staff allu cyfathrebu yn y Gymraeg. Felly er ei fod i fyny i'r sefydliad asesu'r swyddi, mae'n peri syndod i mi nad oes mwy o ystyriaeth i gapasiti yr adran i ddarparu gwasanaeth Cymraeg yn unol â'r Safonau yn cael ei wneud wrth asesu'r angen am sgiliau Cymraeg wrth recriwtio rolau. Mae hynny yn enwedig felly o fewn adran sydd yn delio mor agos gyda'r cyhoedd.
- 14.18 Mae'r Cyngor yma wedi nodi'r angen am sgiliau yn y Gymraeg, a'i chategoreiddio o ran lefel sgiliau sydd ei angen. Fodd bynnag, nid ydwyf wedi derbyn tystiolaeth fod 'asesiad' wedi ei wneud yn benodol ar gyfer y rôl sydd yn cael ei hysbysebu yma. Mae'n ymddangos mai ymarferiad ticio bocs, di-feddwl sydd yma. Nid oes unrhyw resymeg wedi ei roi yn yr asesiad (mae dau gwestiwn sydd yn gofyn am dystiolaeth neu resymeg heb eu hateb) am pam ei fod yn annhebygol iawn y byddai'r aelod yma o staff angen delio gyda staff yn y Gymraeg. Nodir o fewn Dogfen Gyngor Arferion Da Comisiynydd y Gymraeg dyddiedig Medi 2020 ei fod yn *'allweddol fod yr asesiadau'n seiliedig ar ddealltwriaeth o'r angen am sgiliau Cymraeg. Mae hefyd yn bwysig fod trefniadau cadarn mewn lle i wneud yn siŵr fod yr asesiadau'n digwydd'*. Nid ydwyf wedi derbyn tystiolaeth fod hyn mewn lle o fewn y Cyngor wrth recriwtio ac mae hyn yn fethiant i gydymffurfio â'r Safon.

Canfyddiadau

- 14.19 Mae'r Safon yn ei wneud yn ofynnol ar gorff wrth asesu'r anghenion ar gyfer swydd newydd neu swydd wag, i asesu'r angen am sgiliau yn y Gymraeg, a'i chategoreiddio fel swydd sy'n gymwys i unrhyw un neu ragor o'r categorïau canlynol:
- (a) bod sgiliau yn y Gymraeg yn hanfodol
 - (b) bod angen dysgu sgiliau yn y Gymraeg pan benodir rhywun i'r swydd
 - (c) bod sgiliau yn y Gymraeg yn ddymunol
 - (d) nad yw sgiliau yn y Gymraeg yn angenrheidiol.
- 14.20 Er bod y Cyngor wedi categoreiddio'r swydd rhoddwyd fel esiampl i mi yn eu tystiolaeth fel un ble roedd sgiliau Cymraeg yn ddymunol, nid oes tystiolaeth fod ystyriaethau o anghenion Cymraeg yr adran a'r rôl wedi cymryd lle.
- 14.21 Mae hyn yn fethiant i gydymffurfio gyda Safon 136.

Dyfarniad arfaethedig a fu methiant i gydymffurfio â safon 136

- 14.22 Dyfarnaf fod y Cyngor wedi methu cydymffurfio â safon 136 ar y sail nad oes tystiolaeth fod ystyriaethau gydwobodol yn ymwneud â'r Gymraeg wedi eu gwneud wrth asesu a categoreiddio sgiliau iaith swyddi.

Gweithredu pellach

14.23 Mae adran 77 Mesur y Gymraeg yn caniatáu i mi weithredu ymhellach lle bu methiant.

14.24 Yn achos fy nyfarniad arfaethedig fod y Cyngor wedi methu â chydymffurfio â safon 136, byddaf yn gweithredu ymhellach at y diben o atal y methiant i gydymffurfio rhag parhau.

14.25 Mae manylion y gweithredu pellach isod.

Safon 136: Gofyniad i gymryd camau yn unol ag adran 77 Mesur y Gymraeg

1. Rhaid i'r Cyngor roi hyfforddiant i staff sydd yn asesu anghenion sgiliau iaith ar gyfer swydd newydd neu swydd wag ar sut i wneud asesiadau sydd yn cydymffurfio gyda gofynion Safon 136.
2. Rhaid i'r Cyngor baratoi canllaw i staff ar sut mae cynnal asesiad o anghenion sgiliau iaith swydd.
3. Wrth wneud asesiadau o dan Safon 136, rhaid i'r Cyngor, ar bob achlysur, ystyried capasiti o fewn maes gwaith y swydd i roi gwasanaeth Cymraeg yn unol â'r Safonau ac ystyried a dylai'r swydd gael eu hysbysebu fel swydd ble mae sgiliau Cymraeg yn hanfodol.
4. Rhaid i'r Cyngor ddarparu tystiolaeth ysgrifenedig sy'n bodloni Comisiynydd y Gymraeg ei fod wedi cwblhau camau gorfodi 1 - 3.

Amserlen: O fewn 6 mis o ddyddiad cyhoeddi'r dyfarniad terfynol.

15 Cydymffurfiaeth â safon 136A: Aseiad, canfyddiadau a dyfarniad arfaethedig

Geiriad y safon

15.1 Dyma'r safon fel y mae'n ymddangos yn yr hysbysiad cydymffurfio a roddwyd i'r Cyngor:

Safon 136A

Os byddwch wedi categorio swydd fel un sy'n gofyn bod sgiliau yn y Gymraeg yn hanfodol, yn ddymunol neu fod angen eu dysgu, rhaid ichi -

- (a) pennu hynny wrth hysbysebu'r swydd, a
- (b) hysbysebu'r swydd yn Gymraeg.

Diwrnod gosod: 30/03/2016

Dehongliadau

15.2 Mae Cod Ymarfer Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015 yn nodi ym mharagraff 6.9.2 – 6.9.8:

15.3 “**Safon 136A**”

6.9.9. *Os yw corff yn categorio swydd (yn unol â safon 136) yn un y mae sgiliau yn y Gymraeg yn hanfodol, yn ddymunol neu fod angen eu dysgu, rhaid iddo: o bennu hynny wrth hysbysebu'r swydd, a o hysbysebu'r swydd yn Gymraeg.*

6.9.10. *Gall hyn gynnwys pennu categori y swydd yn y disgrifiad swydd, y fanyleb person a'r hysbyseb ei hun (yn y wasg, mewn hysbysebion neu ar wefan y corff).*

6.9.11. *Gall corff benderfynu hysbysebu swyddi lle mae'r Gymraeg yn hanfodol yn uniaith Gymraeg os yw'n dymuno. Er enghraifft, gall corff benderfynu hysbysebu'n uniaith Gymraeg mewn hysbysebion a gyhoeddir mewn cyhoeddiadau Cymraeg neu wneud hynny gyda nodyn esboniadol byr yn Saesneg mewn hysbysebion a gyhoeddir mewn cyhoeddiadau Saesneg.”*

Gofynion y safon

15.4 Os bydd corff wedi categorio swydd fel un sy'n gofyn bod sgiliau yn y Gymraeg yn hanfodol, yn ddymunol neu fod angen eu dysgu, rhaid i'r corff bennu hynny wrth hysbysebu'r swydd, a hysbysebu'r swydd yn Gymraeg.

Ystyried cydymffurfiaeth â'r safon

- 15.5 Yn eu tystiolaeth wrth ymateb i'r ail Hysbysiad Tystiolaeth, dywedodd y Cyngor yn y dair blynedd diwethaf fod 2 swydd wedi eu hysbysebu o fewn y Ganolfan Gyswllt a fod y ddwy swydd wedi eu hysbysebu fel swyddi ble roedd sgiliau yn y Gymraeg yn ddymunol. O dan Safon 136A felly roedd angen i'r Cyngor bennu hynny wrth hysbysebu'r swydd, a hysbysebu'r swydd yn Gymraeg.
- 15.6 Gofynnais i'r Cyngor ddarparu tystiolaeth eu bod wedi nodi hynny yn yr hysbysebion swydd. Gofynnais hefyd i'r Cyngor ddarparu tystiolaeth bod y swyddi wedi cael eu hysbysebu yn y Gymraeg.
- 15.7 Darparodd y Cyngor gopi o swydd ddisgrifiad am swydd o fewn y Ganolfan Gyswllt. Yn y swydd ddisgrifiad, mae'r ffaith fod sgiliau Cymraeg yn ddymunol i'r swydd wedi ei nodi o fewn y swydd ddisgrifiad, yn unol â'r Safon. Awgrymaf fodd bynnag fod yna ddiffyg gofal wrth gwblhau'r swydd ddisgrifiad yma yng nghyd-destun y Gymraeg fodd bynnag a bod y wybodaeth yn aneglur i ymgeiswyr. Mae gwybodaeth groes am y sgiliau Cymraeg yn y ddogfen. Mewn un lle mae 'Essential' wedi ei nodi wrth ymyl 'Welsh language skills are essential (levels 4 and 5)' ond yna mae croes wedi ei roi wrth ymyl bod angen lefel '0' o ran sgiliau Siarad / Gwranddo, Darllen a Deall ac Ysgrifennu. Mae'r ddogfen yn mynd yn ei blaen i nodi bod y gallu i gyfathrebu yn y Gymraeg yn ddymunol. Nid ydyw'n ymddangos fod y ddogfen wedi ei chwblhau yn gywir neu yn y man lleiaf, mae'r wybodaeth yn aneglur i ymgeiswyr.
- 15.8 Mae Dogfen Gyngor Comisiynydd y Gymraeg 'Recriwtio' dyddiedig Medi 2020 yn rhoi arferion da wrth recriwtio gan nodi ei fod yn fanteisiol i hysbysebion a swydd-ddisgrifiadau fod yn eglur wrth ddisgrifio'r sgil neu gymhwyster angenrheidiol i weithio trwy gyfrwng y Gymraeg. Un dull o wneud hyn yw drwy ddefnyddio geiriad perthnasol, hawdd ei ddeall wrth hysbysebu.
- 15.9 Ymhellach, nid oes tystiolaeth wedi ei ddarparu fod y swydd honno wedi ei hysbysebu yn y Gymraeg. Mae'n bosib fod y swydd yma wedi cael ei hysbysebu ar wefan y Cyngor yn ddwyieithog ond nid ydwyf wedi derbyn unrhyw dystiolaeth o hynny gan mai disgrifiad swydd uniaith Saesneg sydd wedi ei ddarparu gan y Cyngor.
- 15.10 Dywedodd y Cyngor ar y ddau achlysur lle mae swyddi Canolfannau Cyswllt wedi eu hysbysebu dros y tair blynedd diwethaf a ble hysbysebwyd y swyddi fel sgiliau iaith Gymraeg yn ddymunol, honnodd y Cyngor nad oedd unrhyw un o ymgeiswyr y swyddi hynny yn gallu dangos sgiliau iaith Gymraeg.
- 15.11 Mae Dogfen Gyngor Comisiynydd y Gymraeg 'Recriwtio' yn nodi fel mae rhai sefydliadau wedi mynd ati'n rhagweithiol i sicrhau eu bod yn cyrraedd ymgeiswyr posibl. Er enghraifft, drwy sefydlu perthynas â choleg addysg bellach lleol, neu chweched dosbarth mewn ysgol leol er mwyn hyrwyddo cyfleoedd i bobl ifanc sy'n gadael, ymgysylltu â sefydliadau a mudiadau lleol, a chodi posteri yn yr ardal, yn hytrach na hysbysebu ar wefan gorfforaethol y sefydliad yn unig. Roedd rhai sefydliadau wedi chynhyrchu fideo ar gyfer y cyfryngau a'r we er mwyn hyrwyddo ymgyrch i recriwtio mwy o siaradwyr Cymraeg.

Canfyddiadau

- 15.12 Os bydd corff wedi categoreiddio swydd fel un sy'n gofyn bod sgiliau yn y Gymraeg yn hanfodol, yn ddymunol neu fod angen eu dysgu, rhaid i'r corff bennu hynny wrth hysbysebu'r swydd, a hysbysebu'r swydd yn Gymraeg.

15.13 Yn yr enghraifft o swydd ddisgrifiad sydd wedi ei gyflwyno, mae'r Cyngor wedi pennu fod sgiliau yn y Gymraeg yn ddymunol (er bod peth dryswch am hynny yn y swydd ddisgrifiad) ond nid oes tystiolaeth wedi ei dderbyn fod y swydd wedi ei hysbysebu yn y Gymraeg.

15.14 Mae hynny yn fethiant i gydymffurfio gyda safon 136A.

Dyfarniad arfaethedig a fu methiant i gydymffurfio â safon 136A

15.15 Dyfarnaf fod y Cyngor wedi methu i gydymffurfio â Safon 136A gan nad oes tystiolaeth wedi ei gyflwyno fod y swydd sydd yn cael ei gyfeirio ati yn y dystiolaeth wedi cael ei hysbysebu yn y Gymraeg.

Gweithredu pellach

15.16 Mae adran 77 Mesur y Gymraeg yn caniatáu i mi weithredu ymhellach lle bu methiant.

15.17 Yn achos fy nyfarniad arfaethedig fod y Cyngor wedi methu â chydymffurfio â safon 136A, byddaf yn gweithredu ymhellach at y diben o atal y methiant i gydymffurfio rhag parhau.

15.18 Mae manylion y gweithredu pellach isod.

Safon 136A: Gofyniad i gymryd camau yn unol ag adran 77 Mesur y Gymraeg

1. Rhaid i'r Cyngor newid ei weithdrefnau fel pan bydd y Cyngor yn categoreiddio swydd fel un sy'n gofyn bod sgiliau yn y Gymraeg yn hanfodol, yn ddymunol neu fod angen eu dysgu, rhaid i'r corff bennu hynny wrth hysbysebu'r swydd, a hysbysebu'r swydd yn Gymraeg yn unol â Safon 136A.
2. Rhaid i'r Cyngor ddarparu tystiolaeth ysgrifenedig sy'n bodloni Comisiynydd y Gymraeg ei fod wedi cwblhau camau gorfodi 1.

Amserlen: O fewn tri mis o ddyddiad cyhoeddi'r dyfarniad terfynol.

Safonau Gweithredu: Gofyniad i baratoi cynllun gweithredu yn unol ag adran 77 Mesur y Gymraeg

Oherwydd methiannau ar draws nifer o'r Safonau Gweithredu, mae'r gofyniad i baratoi cynllun gweithredu isod yn ymdrin â'r methiannau gwelwyd ar draws y Safonau hynny.

Disgwylir i unrhyw Gynllun Gweithredu gael ei baratoi a'i gwblhau yn unol â'r canllawiau sydd wedi eu gosod allan yn yr Adroddiad Ymchwiliad, ac yn unol â'r canllawiau cyffredinol sydd yn y Ddogfen Gyngor atodol hefyd.

1. Rhaid i Gyngor Bwrdeistref Sirol Blaenau Gwent baratoi cynllun gweithredu drafft at y diben o sicrhau bod y Cyngor yn cydymffurfio â'r holl Safonau Gweithredu fuodd yn destun yr ymchwiliad yma.
2. Rhaid i'r cynllun gweithredu amlinellu'r camau mae'r Cyngor am eu cymryd sydd am eu galluogi i gydymffurfio gyda'r Safonau Gweithredu sydd wedi bod yn destun yr ymchwiliad yma.
3. Rhaid i'r camau o fewn y Cynllun Gweithredu gynnwys ymrwymiad gan y Cyngor i:
 - gynnal adolygiad bân i'r brig o'i drefniadau ar gyfer cydymffurfio gyda'r Safonau Gweithredu sydd wedi bod yn destun yr ymchwiliad yma;
 - paratoi cynllun am sut mae'r sefydliad am sicrhau cydymffurfiaeth gyda'r Safonau Gweithredu ble mae'r ymchwiliad yma wedi canfod methiant i gydymffurfio â hwy ar draws y sefydliad;
 - cynyddu ei ddealltwriaeth o ofynion y safonau sydd yn berthnasol i'r ymchwiliad yma ac yn benodol eu prosesau asesu sgiliau iaith, hyfforddiant Gymraeg ac asesu anghenion iaith swyddi.
4. Rhaid i'r cynllun gweithredu gynnwys y wybodaeth ganlynol:
 - pwy fydd yn gyfrifol ac yn atebol am gymryd pob un o'r camau yn y cynllun
 - sicrhau bod gan aelodau o'r Uwch Dim Rheoli rôl wrth graffu ar gynnydd y Cyngor yn erbyn y cynllun hynny.
 - amserlen ar gyfer cyflawni pob un o'r camau o fewn y cynllun gyda pob un o'r camau i'w gyflawni mewn dim mwy na **6 mis** o ddyddiad cymeradwyo'r cynllun.

Amserlen: Rhaid i'r Cyngor gyflwyno cynllun gweithredu drafft yn unol â gofynion Adran 80 Mesur y Gymraeg o fewn **3 mis** o dderbyn yr hysbysiad penderfynu terfynol.

Comisiynydd y Gymraeg i roi cyhoeddusrwydd i'r methiant i gydymffurfio:

Oherwydd fy anfodlonrwydd gyda sawl elfen o safon cydymffurfiaeth y Cyngor gyda Safonau'r Gymraeg o fewn yr ymchwiliad, bydd swyddfa Comisiynydd y Gymraeg yn rhoi cyhoeddusrwydd i ganlyniadau'r ymchwiliad yma.

Bydd swyddfa Comisiynydd y Gymraeg yn rhoi cyhoeddusrwydd i fethiant y Cyngor i gydymffurfio â'r safonau uchod drwy roi datganiad am y methiant i'r wasg dim llai na 28 diwrnod wedi dyddiad cyhoeddi dyfarniad terfynol y Comisiynydd. Bydd swyddfa Comisiynydd y Gymraeg yn rhoi rhybudd o 5 diwrnod gwaith i'r Cyngor o'r dyddiad y bwriedir ryddhau y datganiad.

Hysbysiad penderfynu

At: Cyngor Bwrdeistref Sirol Blaenau Gwent

Rhif achos: CS092

Dyddiad: 28/07/2022

Dyfarniad

Yn sgil derbyn cwyn gan aelod o'r cyhoedd, cynhaliais ymchwiliad dan adran 71 Mesur y Gymraeg (Cymru) 2011 er mwyn dyfarnu a fu methiant gan Gyngor Bwrdeistref Sirol Blaenau Gwent i gydymffurfio ag un neu fwy o safonau'r Gymraeg y mae dan ddyletswydd i gydymffurfio â hwy.

Mae'r safonau oedd yn berthnasol i'r ymchwiliad fel a ganlyn:

Safon 8

Pan fydd person yn cysylltu â chi ar eich prif rif ffôn (neu ar un o'ch prif rifau ffôn), neu ar unrhyw rifau llinell gymorth neu rifau canolfan alwadau, rhaid ichi gyfarch y person yn Gymraeg.

Diwrnod gosod: 03/03/2016

Dyfarnaf bod Cyngor Bwrdeistref Sirol Blaenau Gwent wedi methu â chydymffurfio â safon 8.

Sail fy nyfarniad yw fod y Cyngor wedi methu a chydymffurfio gyda Safon 8 ar y sail na dderbyniodd ein galwr dirgel gyfarchiad yn y Gymraeg ar ddwy alwad ffôn.

Safon 11

Pan fo person yn cysylltu â chi ar eich prif rif ffôn (neu ar un o'ch prif rifau ffôn), neu ar unrhyw rifau llinell gymorth neu rifau canolfan alwadau, rhaid ichi ddelio â'r alwad yn Gymraeg os yw'r person yn dymuno hynny -

(a) hyd nes ei bod yn angenrheidiol trosglwyddo'r alwad i aelod o staff nad yw'n siarad Cymraeg sy'n gallu darparu gwasanaeth ar bwnc penodol; a

(b) hyd nes nad oes aelod o staff sy'n siarad Cymraeg ar gael i ddarparu gwasanaeth ar y pwnc penodol hwnnw.

Diwrnod gosod: 03/03/2016

Dyfarnaf bod Cyngor Bwrdeistref Sirol Blaenau Gwent wedi methu â chydymffurfio â safon 11.

Sail fy nyfarniad yw na wnaeth y corff ddelio â galwadau ein galwr dirgel yn Gymraeg hyd nes ei bod yn angenrheidiol trosglwyddo'r alwad i aelod o staff nad yw'n siarad Cymraeg sy'n gallu darparu gwasanaeth ar bwnc penodol; a (b) hyd nes nad oes aelod o staff sy'n siarad Cymraeg ar gael i ddarparu gwasanaeth ar y pwnc penodol hwnnw.

Safon 17

Pan na fo gwasanaeth Cymraeg ar gael ar eich prif rif ffôn (neu ar un o'ch prif rifau ffôn), ar unrhyw rifau llinell gymorth neu rifau canolfan alwadau, rhaid ichi roi gwybod i'r personau sy'n galw (pa un ai drwy gyfrwng neges wedi ei hawtomeiddio neu fel arall) pryd y bydd gwasanaeth Cymraeg ar gael.

Diwrnod gosod: 03/03/2016

Dyfarnaf bod Cyngor Bwrdeistref Sirol Blaenau Gwent wedi methu â chydymffurfio â safon 17.

Sail fy nyfarniad yw na rhoddwyd gwybod i'r person oedd yn galw (pa un ai drwy gyfrwng neges wedi ei hawtomeiddio neu fel arall) pryd y bydd gwasanaeth Cymraeg ar gael er nad oedd gwasanaeth Cymraeg ar gael ar brif rif ffôn y Cyngor.

Safon 81

Rhaid ichi hybu unrhyw wasanaeth Cymraeg a ddarperir gennych, a hysbysebu'r gwasanaeth hwnnw yn Gymraeg.

Diwrnod gosod: 30/03/2016

Dyfarnaf bod Cyngor Bwrdeistref Sirol Blaenau Gwent wedi methu â chydymffurfio â safon 81.

Sail fy nyfarniad yw bod rhai camau yn cael eu cymryd i hybu unrhyw wasanaeth Cymraeg ffôn a ddarperir ganddynt, ac yn hysbysebu'r gwasanaeth hwnnw yn Gymraeg.

Safon 82

Os byddwch yn darparu gwasanaeth yn Gymraeg sy'n cyfateb i wasanaeth yr ydych yn ei ddarparu yn Saesneg, rhaid i unrhyw gyhoeddusrwydd neu ddogfen yr ydych yn ei llunio, neu wefan yr ydych yn ei chyhoeddi, sy'n cyfeirio at y gwasanaeth Saesneg nodi bod gwasanaeth cyfatebol ar gael yn Gymraeg.

Diwrnod gosod: 30/03/2016

Dyfarnaf nad yw Cyngor Bwrdeistref Sirol Blaenau Gwent wedi methu â chydymffurfio â safon 82.

Sail fy nyfarniad yw gan fod yr ymchwiliad yma heb edrych yn benodol ar gyhoeddusrwydd, ddogfennau sydd wedi ei llunio, neu wefan sydd wedi ei chyhoeddi, a bod y Cyngor wedi rhoi tystiolaeth sydd yn awgrymu eu bod yn cydymffurfio gyda Safon 82, nid oes gen i reswm i ganfod methiant i gydymffurfio â'r Safon yma.

Safon 127

Rhaid ichi asesu sgiliau Cymraeg eich cyflogeion.

Diwrnod gosod: 30/03/2016

Dyfarnaf bod Cyngor Bwrdeistref Sirol Blaenau Gwent wedi methu â chydymffurfio â safon 127.

Sail fy nyfarniad yw nad ydi'r Cyngor yn sicrhau eu bod yn asesu sgiliau Cymraeg eu cyflogeion.

Safon 130

Rhaid ichi ddarparu cyfleoedd yn ystod oriau gwaith -
(a) i'ch cyflogeion gael gwersi Cymraeg sylfaenol, a
(b) i gyflogeion sy'n rheoli pobl eraill gael hyfforddiant ar ddefnyddio'r Gymraeg yn eu rôl fel rheolwyr.

Diwrnod gosod: 30/03/2016

Dyfarnaf bod Cyngor Bwrdeistref Sirol Blaenau Gwent wedi methu â chydymffurfio â safon 130.

Sail fy nyfarniad yw gan nad oes gan y Cyngor gofnod o faint o staff sydd wedi derbyn hyfforddiant Gymraeg sylfaenol dros y tair blynedd diwethaf, mae yn codi amheuaeth nad oes yna weithdrefn gadarn mewn lle o ran cydymffurfiaeth â Safon 130 ac o ran cynnig cyfleon i staff dderbyn hyfforddiant Cymraeg sylfaenol. Nid oes unrhyw dystiolaeth wedi ei gyflwyno fod staff sy'n rheoli pobl eraill yn cael cyfle i dderbyn hyfforddiant ar ddefnyddio'r Gymraeg yn eu rôl fel rheolwyr.

Safon 131

Rhaid ichi ddarparu cyfleoedd i'ch cyflogeion sydd wedi cwblhau hyfforddiant Cymraeg sylfaenol gael hyfforddiant pellach yn rhad ac am ddim er mwyn datblygu eu sgiliau yn yr iaith.

Diwrnod gosod: 30/03/2016

Dyfarnaf bod Cyngor Bwrdeistref Sirol Blaenau Gwent wedi methu â chydymffurfio â safon 131.

Sail fy nyfarniad yw gan nad oes gan y Cyngor gofnod o faint o staff sydd wedi derbyn hyfforddiant pellach dros y tair blynedd diwethaf ac nad oes tystiolaeth yn dangos bod cyfleoedd wedi eu darparu, mae yn codi amheuaeth nad ydi'r Cyngor yn cydymffurfio â Safon 131 o ran cynnig cyfleon i staff dderbyn hyfforddiant Cymraeg sylfaenol.

Safon 132

Rhaid ichi ddarparu cyrsiau hyfforddi er mwyn i'ch cyflogeion ddatblygu -

(a) ymwybyddiaeth o'r Gymraeg (gan gynnwys ymwybyddiaeth am hanes yr iaith a'i lle yn niwylliant Cymru);

(b) dealltwriaeth o'r ddyletswydd i weithredu yn unol â safonau'r Gymraeg;
30/09/2016

(c) dealltwriaeth am y modd y gellir defnyddio'r Gymraeg yn y gweithle.

Diwrnod gosod: 30/09/2016

Dyfarnaf bod Cyngor Bwrdeistref Sirol Blaenau Gwent wedi methu â chydymffurfio â safon 132.

Sail fy nyfarniad yw nad oed unrhyw dystiolaeth wedi ei gyflwyno fod hyfforddiant ar ymwybyddiaeth o'r Gymraeg a dealltwriaeth o'r ddyletswydd i weithredu yn unol â safonau'r Gymraeg, a dealltwriaeth am y modd y gellir defnyddio'r Gymraeg yn y gweithle.

Safon 133

Pan fyddwch yn darparu gwybodaeth i gyflogeion newydd (er enghraifft, fel rhan o broses ymsefydlu), rhaid ichi ddarparu gwybodaeth er mwyn codi eu hymwybyddiaeth o'r Gymraeg.

Diwrnod gosod: 30/09/2016

Dyfarnaf bod Cyngor Bwrdeistref Sirol Blaenau Gwent wedi methu â chydymffurfio â safon 133.

Sail fy nyfarniad yw nad oed unrhyw dystiolaeth wedi ei gyflwyno bod gwybodaeth er mwyn codi ymwybyddiaeth cyflogeion newydd o'r Gymraeg wedi eu darparu yn unol â Safon 133.

Safon 136

Pan fyddwch yn asesu'r anghenion ar gyfer swydd newydd neu swydd wag, rhaid ichi asesu'r angen am sgiliau yn y Gymraeg, a'i chategoreiddio fel swydd pan fo un neu ragor o'r canlynol yn gymwys

-

- (a) bod sgiliau yn y Gymraeg yn hanfodol;
- (b) bod angen dysgu sgiliau yn y Gymraeg pan benodir rhywun i'r swydd;
- (c) bod sgiliau yn y Gymraeg yn ddymunol; neu
- (ch) nad yw sgiliau yn y Gymraeg yn angenrheidiol.

Diwrnod gosod: 30/03/2016

Dyfarnaf bod Cyngor Bwrdeistref Sirol Blaenau Gwent wedi methu â chydymffurfio â safon 136.

Sail fy nyfarniad yw nad oes tystiolaeth fod ystyriaethau gydwybodol yn ymwneud â'r Gymraeg wedi eu gwneud wrth asesu a categoreiddio sgiliau iaith swyddi.

Safon 136A

Os byddwch wedi categoreiddio swydd fel un sy'n gofyn bod sgiliau yn y Gymraeg yn hanfodol, yn ddymunol neu fod angen eu dysgu, rhaid ichi -

- (a) pennu hynny wrth hysbysebu'r swydd, a
- (b) hysbysebu'r swydd yn Gymraeg.

Diwrnod gosod: 30/03/2016

Dyfarnaf bod Cyngor Bwrdeistref Sirol Blaenau Gwent wedi methu â chydymffurfio â safon 136A.

Sail fy nyfarniad yw nad oes tystiolaeth wedi ei gyflwyno fod y swydd sydd yn cael ei gyfeirio ati yn y dystiolaeth wedi cael ei hysbysebu yn y Gymraeg.

Gweithredu pellach

Yn unol ag adran 77 Mesur y Gymraeg rwyf wedi penderfynu gweithredu ymhellach at y diben o atal y methiant rhag parhau neu gael ei ailadrodd.

Mae manylion y gweithredu pellach isod.

Safon 8: Gofyniad i gymryd camau yn unol ag adran 77 Mesur y Gymraeg

1. Rhaid i'r Cyngor ddatblygu cyfarchiad ffôn safonol Cymraeg.

2. Rhaid i'r Cyngor hyfforddi holl staff y Cyngor sydd yn delio gyda galwadau ffôn gan y gyhoedd ar sut i roi'r cyfarchiad ffôn safonol Cymraeg yn gywir ac ar gydymffurfiaeth gyda Safon 8.
3. Rhaid i'r Cyngor godi ymwybyddiaeth o fewn staff o bwysigrwydd rhoi cyfarchiad Cymraeg ac o gynnwys cyfarchiad Cymraeg ar gychwyn galwadau.
4. Rhaid i'r Cyngor werthuso unrhyw negeseuon cyfarch awtomataidd i wirio bod cyfarch yn y Gymraeg yn cael ei roi ar y neges awtomataidd os oes cyfarch yn cael ei roi yn y Saesneg.
5. Rhaid i'r Cyngor ddarparu tystiolaeth ysgrifenedig sy'n bodloni Comisiynydd y Gymraeg ei fod wedi cwblhau camau gorfodi 1 - 4.

Amserlen: O fewn 6 mis o ddyddiad cyhoeddi'r dyfarniad terfynol.

Safon 11: Gofyniad i gymryd camau yn unol ag adran 77 Mesur y Gymraeg

1. Rhaid i'r Cyngor roi canllawiau mewn lle i holl staff ar sut i ddelio gyda galwadau ffôn yn unol â Safon 11.
2. Rhaid i'r Cyngor sicrhau bod ganddynt adnoddau i ddelio gyda pob galwad dderbynnir yn unol â Safon 11. Rhaid i'r Cyngor sicrhau fod digon o siaradwyr Cymraeg yn y ganolfan alwadau i ddelio gyda galwadau ffôn gan bersonau sy'n dymuno cynnal yr alwad yn Gymraeg, yn unol â safon 11.
3. Rhaid i'r Cyngor roi hyfforddiant i holl staff sydd yn delio gyda galwadau ffôn ar sut i roi gwasanaeth Cymraeg yn unol â Safon 11.
4. Rhaid i'r Cyngor ddarparu tystiolaeth ysgrifenedig sy'n bodloni Comisiynydd y Gymraeg ei fod wedi cwblhau camau gorfodi 1 - 3.

Amserlen: O fewn 6 mis o ddyddiad cyhoeddi'r dyfarniad terfynol.

Safon 17: Gofyniad i gymryd camau yn unol ag adran 77 Mesur y Gymraeg

1. Pan na fo gwasanaeth ffôn Cymraeg ar gael, rhaid i'r Cyngor fabwysiadu gweithdrefn sydd yn rhoi gwybod i bobol sy'n galw pryd bydd gwasanaeth Cymraeg ar gael yn unol â Safon 17.
2. Rhaid i'r Cyngor ddarparu canllaw i'r holl staff sydd yn delio gyda galwadau ffôn perthnasol ar y weithdrefn newydd.
3. Rhaid i'r Cyngor roi hyfforddiant i staff ar y weithdrefn newydd.
4. Rhaid i'r Cyngor ddarparu tystiolaeth ysgrifenedig sy'n bodloni Comisiynydd y Gymraeg ei fod wedi cwblhau camau gorfodi 1 - 3.

Amserlen: O fewn 6 mis o ddyddiad cyhoeddi'r dyfarniad terfynol.

Safonau Cyflenwi Gwasanaethau: Gofyniad i baratoi cynllun gweithredu yn unol ag adran 77 Mesur y Gymraeg

Oherwydd methiannau ar draws nifer o'r Safonau Cyflenwi Gwasanaethau, mae'r gofyniad i baratoi cynllun gweithredu isod yn ymdrin â'r methiannau welwyd ar draws y Safonau hynny sydd wedi bod yn destun yr ymchwiliad yma;

Disgwylir i unrhyw Gynllun Gweithredu gael ei baratoi a'i gwblhau yn unol â'r canllawiau sydd wedi eu gosod allan yn yr Adroddiad Ymchwiliad, ac yn unol â'r canllawiau cyffredinol sydd yn y Ddogfen Gyngor atodol hefyd.

1. Rhaid i Gyngor Bwrdeistref Sirol Blaenau Gwent baratoi cynllun gweithredu drafft at y diben o sicrhau bod y Cyngor yn cydymffurfio â'r holl Safonau Cyflenwi Gwasanaethau fuodd yn destun yr ymchwiliad yma.
2. Rhaid i'r cynllun gweithredu amlinellu'r camau mae'r Cyngor am eu cymryd sydd am eu galluogi i gydymffurfio gyda'r Safonau Cyflenwi Gwasanaethau sydd wedi bod yn destun yr ymchwiliad yma.
3. Rhaid i'r camau o fewn y Cynllun Gweithredu gynnwys ymrwymiad gan y Cyngor i:
 - gynnal adolygiad bôn i'r brig o'i drefniadau ar gyfer cydymffurfio gyda'r Safonau Cyflenwi Gwasanaethau sydd wedi bod yn destun yr ymchwiliad yma;
 - paratoi cynllun am sut mae'r sefydliad am sicrhau cydymffurfiaeth gyda'r Safonau Cyflenwi Gwasanaethau ble mae'r ymchwiliad yma wedi canfod methiant i gydymffurfio â hwy ar draws y sefydliad;
 - paratoi cynllun adnoddau dynol ar sut mae'r Cyngor yn mynd i sicrhau adnoddau digonol er mwyn cydymffurfio â'r safonau ffôn.
 - cynyddu ei ddealltwriaeth o ofynion y safonau sydd yn berthnasol i'r ymchwiliad yma.
4. Rhaid i'r cynllun gweithredu gynnwys y wybodaeth ganlynol:
 - pwy fydd yn gyfrifol ac yn atebol am gymryd pob un o'r camau yn y cynllun
 - sicrhau bod gan aelodau o'r Uwch Dim Rheoli rôl wrth graffu ar gynnydd y Cyngor yn erbyn y cynllun hynny.
 - amserlen ar gyfer cyflawni pob un o'r camau o fewn y cynllun gyda pob un o'r camau i'w gyflawni mewn dim mwy na **6 mis** o ddyddiad cymeradwyo'r cynllun.

Amserlen: Rhaid i'r Cyngor gyflwyno cynllun gweithredu drafft yn unol â gofynion Adran 80 Mesur y Gymraeg o fewn **3 mis** o dderbyn yr hysbysiad penderfynu terfynol.

Safon 127: Gofyniad i gymryd camau yn unol ag adran 77 Mesur y Gymraeg

1. Rhaid i'r Cyngor sicrhau bod ganddynt weithdrefn er mwyn asesu sgiliau Cymraeg sgiliau Cymraeg eu cyflogeion.
2. Rhaid i'r Cyngor sicrhau bod y sgiliau hynny yn cael eu hasesu yn flynyddol.
3. Rhaid i'r Cyngor gofnodi canlyniadau yr asesiadau blynyddol hynny.
4. Rhaid i'r Cyngor ddarparu tystiolaeth ysgrifenedig sy'n bodloni Comisiynydd y Gymraeg ei fod wedi cwblhau camau gorfodi 1 - 3.

Amserlen: O fewn 6 mis o ddyddiad cyhoeddi'r dyfarniad terfynol.

Safon 130: Gofyniad i gymryd camau yn unol ag adran 77 Mesur y Gymraeg

1. Rhaid i'r Cyngor greu gweithdrefn i ddarparu cyfleoedd yn ystod oriau gwaith i'w gyflogeion gael gwersi Cymraeg sylfaenol, ac o i gyflogeion sy'n rheoli pobl eraill gael hyfforddiant ar ddefnyddio'r Gymraeg yn eu rôl fel rheolwyr.
2. Rhaid i'r Cyngor gofnodi faint o staff sydd yn cael cynnig yr hyfforddiant yma a faint o staff sydd yn derbyn hyfforddiant yma yn flynyddol.
3. Rhaid i'r Cyngor ddarparu tystiolaeth ysgrifenedig sy'n bodloni Comisiynydd y Gymraeg ei fod wedi cwblhau camau gorfodi 1 - 2.

Amserlen: O fewn 6 mis o ddyddiad cyhoeddi'r dyfarniad terfynol.

Safon 131: Gofyniad i gymryd camau yn unol ag adran 77 Mesur y Gymraeg

1. Rhaid i'r Cyngor greu gweithdrefn i ddarparu cyfleoedd i'w cyflogeion sydd wedi cwblhau hyfforddiant Cymraeg sylfaenol gael hyfforddiant pellach yn rhad ac am ddim er mwyn datblygu eu sgiliau yn yr iaith.
2. Rhaid i'r Cyngor gofnodi faint o staff sydd yn cael cynnig yr hyfforddiant yma a faint o staff sydd yn derbyn hyfforddiant yma yn flynyddol.
3. Rhaid i'r Cyngor ddarparu tystiolaeth ysgrifenedig sy'n bodloni Comisiynydd y Gymraeg ei fod wedi cwblhau camau gorfodi 1 - 2.

Amserlen: O fewn 6 mis o ddyddiad cyhoeddi'r dyfarniad terfynol.

Safon 132: Gofyniad i gymryd camau yn unol ag adran 77 Mesur y Gymraeg

1. Rhaid i'r Cyngor ddarparu hyfforddiant i'w cyflogeion ar ymwybyddiaeth o'r Gymraeg, dealltwriaeth o'r ddyletswydd i weithredu yn unol â safonau'r Gymraeg, a dealltwriaeth am y modd y gellir defnyddio'r Gymraeg yn y gweithle.

2. Rhaid i'r Cyngor gael gweithdrefn mewn lle sydd yn sicrhau bod yr hyfforddiant yma'n cael ei ail gyflwyno'r hyfforddiant yma yn gyfnodol.
3. Rhaid i'r Cyngor ddarparu tystiolaeth ysgrifenedig sy'n bodloni Comisiynydd y Gymraeg ei fod wedi cwblhau camau gorfodi 1 - 2.

Amserlen: O fewn 6 mis o ddyddiad cyhoeddi'r dyfarniad terfynol.

Safon 133: Gofyniad i gymryd camau yn unol ag adran 77 Mesur y Gymraeg

1. Rhaid i'r Cyngor addasu eu gweithdrefnau a sesiynau ymsefydlu i gynnwys ddarparu gwybodaeth i gyflogaion newydd er mwyn codi eu hymwybyddiaeth o'r Gymraeg.
2. Rhaid i'r Cyngor baratoi pecyn gwybodaeth am y Gymraeg a rhannu'r pecyn hwn gyda phob aelod newydd o staff.
3. Rhaid i'r Cyngor ddarparu tystiolaeth ysgrifenedig sy'n bodloni Comisiynydd y Gymraeg ei fod wedi cwblhau camau gorfodi 1 a 2.

Amserlen: O fewn 6 mis o ddyddiad cyhoeddi'r dyfarniad terfynol.

Safon 136: Gofyniad i gymryd camau yn unol ag adran 77 Mesur y Gymraeg

1. Rhaid i'r Cyngor roi hyfforddiant i staff sydd yn asesu anghenion sgiliau iaith ar gyfer swydd newydd neu swydd wag ar sut i wneud asesiadau sydd yn cydymffurfio gyda gofynion Safon 136.
2. Rhaid i'r Cyngor baratoi canllaw i staff ar sut mae cynnal asesiad o anghenion sgiliau iaith swydd.
3. Wrth wneud asesiadau o dan Safon 136, rhaid i'r Cyngor, ar bob achlysur, ystyried capasiti o fewn maes gwaith y swydd i roi gwasanaeth Cymraeg yn unol â'r Safonau ac ystyried a dylai'r swydd gael eu hysbysebu fel swydd ble mae sgiliau Cymraeg yn hanfodol.
4. Rhaid i'r Cyngor ddarparu tystiolaeth ysgrifenedig sy'n bodloni Comisiynydd y Gymraeg ei fod wedi cwblhau camau gorfodi 1 - 3.

Amserlen: O fewn 6 mis o ddyddiad cyhoeddi'r dyfarniad terfynol.

Safon 136A: Gofyniad i gymryd camau yn unol ag adran 77 Mesur y Gymraeg

1. Rhaid i'r Cyngor newid ei weithdrefnau fel pan bydd y Cyngor yn categoreiddio swydd fel un sy'n gofyn bod sgiliau yn y Gymraeg yn hanfodol, yn ddymunol neu

fod angen eu dysgu, rhaid i'r corff bennu hynny wrth hysbysebu'r swydd, a hysbysebu'r swydd yn Gymraeg yn unol â Safon 136A.

2. Rhaid i'r Cyngor ddarparu tystiolaeth ysgrifenedig sy'n bodloni Comisiynydd y Gymraeg ei fod wedi cwblhau camau gorfodi 1.

Amserlen: O fewn 6 mis o ddyddiad cyhoeddi'r dyfarniad terfynol.

Safonau Gweithredu: Gofyniad i baratoi cynllun gweithredu yn unol ag adran 77 Mesur y Gymraeg

Oherwydd methiannau ar draws nifer o'r Safonau Gweithredu, mae'r gofyniad i baratoi cynllun gweithredu isod yn ymdrin â'r methiannau gwelwyd ar draws y Safonau hynny.

Disgwylir i unrhyw Gynllun Gweithredu gael ei baratoi a'i gwblhau yn unol â'r canllawiau sydd wedi eu gosod allan yn yr Adroddiad Ymchwiliad, ac yn unol â'r canllawiau cyffredinol sydd yn y Ddogfen Gyngor atodol hefyd.

1. Rhaid i Gyngor Bwrdeistref Sirol Blaenau Gwent baratoi cynllun gweithredu drafft at y diben o sicrhau bod y Cyngor yn cydymffurfio â'r holl Safonau Gweithredu fuodd yn destun yr ymchwiliad yma.
2. Rhaid i'r cynllun gweithredu amlinellu'r camau mae'r Cyngor am eu cymryd sydd am eu galluogi i gydymffurfio gyda'r Safonau Gweithredu sydd wedi bod yn destun yr ymchwiliad yma.
3. Rhaid i'r camau o fewn y Cynllun Gweithredu gynnwys ymrwymiad gan y Cyngor i:
 - gynnal adolygiad bôn i'r brig o'i drefniadau ar gyfer cydymffurfio gyda'r Safonau Gweithredu sydd wedi bod yn destun yr ymchwiliad yma;
 - paratoi cynllun am sut mae'r sefydliad am sicrhau cydymffurfiaeth gyda'r Safonau Gweithredu ble mae'r ymchwiliad yma wedi canfod methiant i gydymffurfio â hwy ar draws y sefydliad;
 - cynyddu ei ddealltwriaeth o ofynion y safonau sydd yn berthnasol i'r ymchwiliad yma ac yn benodol eu prosesau asesu sgiliau iaith, hyfforddiant Gymraeg ac asesu anghenion iaith swyddi.
4. Rhaid i'r cynllun gweithredu gynnwys y wybodaeth ganlynol:

- pwy fydd yn gyfrifol ac yn atebol am gymryd pob un o'r camau yn y cynllun
- sicrhau bod gan aelodau o'r Uwch Dim Rheoli rôl wrth graffu ar gynnydd y Cyngor yn erbyn y cynllun hynny.
- amserlen ar gyfer cyflawni pob un o'r camau o fewn y cynllun gyda pob un o'r camau i'w gyflawni mewn dim mwy na **6 mis** o ddyddiad cymeradwyo'r cynllun.

Amserlen: Rhaid i'r Cyngor gyflwyno cynllun gweithredu drafft yn unol â gofynion Adran 80 Mesur y Gymraeg o fewn **3 mis** o dderbyn yr hysbysiad penderfynu terfynol.

Hawl i apelio i Dribiwnlys y Gymraeg

Pan fo'r Comisiynydd wedi dyfarnu na fu methiant i gydymffurfio â safon, gall yr achwynydd apelio i Dribiwnlys y Gymraeg. Pan fo'r Comisiynydd yn wedi dyfarnu bod person wedi methu â chydymffurfio â gofyniad perthnasol, gall y person hwnnw apelio i Dribiwnlys y Gymraeg. Yn ogystal, pan fo'r Comisiynydd wedi penderfynu cymryd camau gorfodi mewn cysylltiad â methiant yn unol ag adran 79 Mesur y Gymraeg, gall y Cyngor apelio i Dribiwnlys y Gymraeg ar y sail fod y camau gorfodi'n afresymol neu'n anghymesur. Ceir rhagor o wybodaeth am y broses yn y daflen amgaeedig, ac ar wefan y Tribiwnlys.

Canlyniadau peidio cydymffurfio â gofyniad mewn hysbysiad penderfynu

Os yw Cyngor Bwrdeistref Sirol Blaenau Gwent yn methu â chydymffurfio ag unrhyw ofyniad yn yr hysbysiad penderfynu hwn, caiff y Comisiynodd wneud cais i lys sirol am orchymyn yn ei gwneud yn ofynnol [iddo/iddi/iddynt] gydymffurfio.

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Sarah King
Pennaeth Gwasanaethau Democrataidd, Llywodraethau a Partneriaethau
Cyngor Bwrdeistref Sirol Blaenau Gwent

Trwy e-bost: sarah.king@blaenau-gwent.gov.uk

28/03/2023

Annwyl Sarah

Yn dilyn ein cyfarfod ar 17/03/2023 ysgrifennaf atoch ymhellach i argymhell camau gweithredu pellach ar gyfer sicrhau cydymffurfiaeth lawn o rhai safonau a drafodwyd gennym yn y cyfarfod.

Monitro, Asesu a Gweithredu

Mae'r Comisiynydd yn monitro cydymffurfiaeth sefydliadau gyda safonau yn unol a'i [fframwaith rheoleiddio](#). Mae hyn yn cynnwys asesu cydymffurfiaeth sefydliadau gyda'r safonau y maent o dan ddyletswydd i gydymffurfio â hwy, ac adnabod unrhyw gamau gweithredu y gall y sefydliad eu cymryd i sicrhau cydymffurfiaeth.

Bu i chi ddarparu tystiolaeth o gydymffurfiaeth i'r Comisiynydd drwy ymateb i gais am dystiolaeth ysgrifenedig a gwnaed arolygon pen desg gan swyddogion y Comisiynydd. Yn dilyn hyn cynhaliwyd cyfarfod casglu tystiolaeth rhyngom.

Yn sgil yr holl waith casglu tystiolaeth anfonwn y llythyr hwn er mwyn argymhell camau gweithredu pellach ar gyfer sicrhau cydymffurfiaeth lawn gyda safonau penodol. Mae'r argymhellion hyn wedi'u gosod allan isod:

Comisiynydd y Gymraeg
Siambrau'r Farchnad
5-7 Heol Eglwys Fair
Caerdydd CF10 1AT

0345 6033 221
post@comisiynyddygyymraeg.cymru
Croesewir gohebiaeth yn y Gymraeg a'r Saesneg

comisiynyddygyymraeg.cymru

Welsh Language Commissioner
Market Chambers
5-7 St Mary Street
Cardiff CF10 1AT

0345 6033 221
post@welshlanguagecommissioner.wales
Correspondence welcomed in Welsh and English

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Camau Gweithredu
Dogfennau
Safon 49

Os byddwch yn llunio fersiwn Gymraeg a fersiwn Saesneg o ddogfen ar wahân, rhaid ichi sicrhau bod y fersiwn Saesneg yn datgan yn glir bod y ddogfen hefyd ar gael yn Gymraeg.

Yn ystod arolygon 2022-2023 nid oedd unrhyw ddogfen yn cydymffurfio â safon 49.

1. Argymhellwn bod y Cyngor wrth ymgymryd â'r gwaith o gynllunio gwefan newydd ei fod yn cynnal arolwg o'r dogfennau sydd ar gael ar y wefan er mwyn sicrhau cydymffurfiaeth lawn â safonau 49.
2. Argymhellwn bod y Cyngor yn atgoffa pob adran am ofyniad safon 49 a bod y rhai sydd wedi'u nodi gan y Comisiynydd yn ystod yr arolygon yn cael sylw ar gyfer y fersiynau nesaf.

Amserlen: Diweddariad erbyn 28/04/2023

Safon 52

Rhaid ichi sicrhau -

- (a) bod testun pob tudalen ar eich gwefan ar gael yn Gymraeg,
- (b) bod pob tudalen Gymraeg ar eich gwefan yn gweithredu'n llawn, ac
- (c) nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg ar eich gwefan.

Safon 56

Rhaid ichi ddarparu'r rhyngwyneb a'r dewislenni ar bob tudalen ar eich gwefan yn Gymraeg.

Yn ystod arolygon 2022-2023 canfuwyd nifer o wallau ar y wefan. Nodwyd yn y cyfarfod casglu tystiolaeth bod gwaith eisoes ar y gweill i sefydlu gwefan newydd ond bod y broses yn un araf ar hyn o bryd

1. Argymhellwn bod y Cyngor yn sicrhau bod y wefan Gymraeg yn cynnig yr un gwasanaeth â'r fersiwn Saesneg a ddim yn cael ei thrin yn llai ffafriol na'r fersiwn Saesneg.
2. Gofynnwn am amserlen ar gyfer cwblhau'r Rhaglen Trawsnewid Digidol

Amserlen: 28 Ebrill 2023

Safon 58

Pan fyddwch yn defnyddio'r cyfryngau cymdeithasol, rhaid ichi beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg.

Yn ystod arolygon 2022-2023 canfuwyd nad oedd 4/10 post ar Facebook ar gael yn Gymraeg.

1. Argymhellwn bod y Cyngor yn gwirio ei brosesau er mwyn sicrhau bod pob cyfrif cyfryngau cymdeithasol yn cydymffurfio'n llawn.

Amserlen: 28 Ebrill 2023

Safon 98

Rhaid ichi ddatblygu polisi ar ddefnyddio'r Gymraeg yn fewnol, gyda'r bwriad o hybu a hwyluso defnyddio'r Gymraeg, a rhaid ichi gyhoeddi'r polisi hwnnw ar eich mewnwyd.

Nodwyd yn yr ymateb i'r holiadur hunanasesu nad oedd gan y Cyngor bolisi ffurfiol.

1. Argymhellwn bod y Cyngor yn datblygu polisi ar ddefnyddio'r Gymraeg yn fewnol.

Amserlen: 29 Medi 2023

Gofynnwn ichi ddarparu tystiolaeth eich bod wedi cyflawni'r argymhellion uchod erbyn 28 Ebrill 2023 a 29 Medi 2023.

Mae'r Comisiynydd yn cadw'r hawl i ymchwilio i'r materion hyn pe bai amheuan am gydymffurfiaeth â'r safonau dan sylw yn parhau.

Gellir ymestyn unrhyw ddyddiad cwblhau pe bai angen drwy gysylltu â mi.

Yr eiddoch yn gywir,

Dylan Jones

Ar ran Comisiynydd y Gymraeg

Copi: Andrew Parker
Emma Scherptong
Katherine Watkins-Hughes

Sarah King
Head of Democratic Services, Governance & Partnership
Blaenau Gwent County Borough Council

Via e-mail: Sarah.King@blaenau-gwent.gov.uk

28/03/2023

Dear Sarah

Following our meeting on 17/03/2023, I am writing to recommend further actions to ensure full compliance with some of the standards discussed in the meeting.

Monitoring, Assessment and Action

The Commissioner monitors organisations' compliance with standards in accordance with his regulatory framework. This includes assessing organisations' compliance with the standards with which they have a duty to comply and identifying any actions the organisation can take to ensure compliance.

You provided evidence of compliance to the Commissioner by responding to a request for written evidence and desktop surveys were conducted by the Commissioner's officers. Following this, an evidence gathering meeting was held between us.

As a result of the evidence gathering, we are sending this letter to recommend further actions to ensure full compliance with specific standards. These recommendations are set out below:

Actions

Documents

Standard 49

If you produce a Welsh language version and a separate English language version of a document, you must ensure that the English language version clearly states that the document is also available in Welsh.

During the 2022-2023 surveys no documents complied with standard 49

1. We recommend that the Council when undertaking the work of designing the new website that it undertakes a review of the documents to ensure full compliance with standard 49.
2. We recommend that the Council reminds all departments of the requirement under standard 49 and that the documents noted in the Commissioner's survey are given attention for the next versions.

Timetable: Update by 28 April 2023

Standard 52

You must ensure that –

- (a) the text of each page of your website is available in Welsh,*
- (b) every Welsh language page on your website is fully functional, and*
- (c) the Welsh language is not treated less favourably than the English language on your website.*

Standard 56

You must provide the interface and menus on every page of your website in Welsh.

During the 2021-2022 surveys several mistakes were found on the website. It was noted in the meeting that work was in progress to launch a new website.

During the 2022-2023 survey, numerous errors were found on the website. It was noted during the meeting that work was continuing on a new website but this was progressing slowly.

1. We recommend that the Council ensures that the Welsh version of the website offers the same service as the English version and does not treat the Welsh version less favourably than the English version.
2. We ask the Council for a timetable of completing the Digital Transformation Programme.

Timetable: 28 April 2023

Standard 58

When you use social media, you must not treat the Welsh language less favourably than the English language.

During the 2022-2023 survey, it was found that 4/10 posts on Facebook were not available in Welsh.

1. We recommend that the Council reviews its processes to ensure that all social media accounts comply fully.

Timetable: 28 April 2023

Standard 98

You must develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language, and you must publish that policy on your intranet.

It was noted in the response to the self-assessment questionnaire that the Council does not have a formal policy.

1. We recommend that the Council develops a policy on using the Welsh internally.

Timetable: 29 September 2023

We ask you to provide evidence that you have actioned the above recommendations by 28 April 2023 and 29 September 2023.

The Commissioner reserves the right to investigate these matters if doubts regarding compliance with the standards in question continue.

The timetable dates can be extended if required by contacting myself.

Yours sincerely,

Dylan Jones

On behalf of the Welsh Language Commissioner

Cc: Andrew Parker
Emma Scherptong
Katherine Watkins-Hughes

Agenda Item 10

Cabinet and Council only

Date signed off by the Monitoring Officer:

Date signed off by the Section 151 Officer:

Committee: **Corporate Overview and Performance Scrutiny Committee**

Date of meeting: **14th September 2023**

Report Subject: **Treasury Management Annual Review Report 1st April 2022 to 31st March 2023**

Portfolio Holder: **Cllr Stephen Thomas, Leader, Cabinet Member – Corporate Overview & Performance**

Report Submitted by: **Rhian Hayden, Chief Officer Resources**

Reporting Pathway								
Directorate Management Team	Corporate Leadership Team	Portfolio Holder / Chair	Governance & Audit Committee	Democratic Services Committee	Scrutiny Committee	Cabinet	Council	Other (please state)
	06/09/23	07.09.23			14/09/23		21/09/23	

1. Purpose of the Report

- 1.1 The purpose of the report is to give Members the opportunity to scrutinise the Treasury Management activities carried out by the Authority during the 2022/2023 financial year.

2. Scope and Background

- 2.1 The report provides a summary of the Treasury Management activities carried out under delegated powers by the Chief Officer Resources in the period 1st April 2022 to 31st March 2023 in accordance with the CIPFA Treasury Management Code of Practice.

- 2.2 Treasury Management can be defined as:

“The management of the local authority’s cash flows, its banking, money market and capital market transactions; the effective control of the risks associated with those activities; and the pursuit of optimum performance consistent with those risks.”

- 2.3 The primary requirements of the CIPFA Code of Practice are currently as follows:

- a. Creation and maintenance of a Treasury Management Policy Statement which sets out the policies and objectives of the Council’s treasury management activities.
- b. Creation and maintenance of Treasury Management Practices which set out the manner in which the Council will seek to achieve those policies and objectives.
- c. Receipt by the Council of an annual Treasury Management Strategy report (including the annual investment strategy report) for the year ahead, a mid-year review and an annual review report of the previous year (this report).
- d. Delegation by the Council of responsibilities for implementing and monitoring Treasury Management policies and practices and for the

execution and administration of treasury management decisions, which in this Council is the Chief Officer Resources.

- e. Delegation by the Council of the role of scrutiny of Treasury Management strategy and policies to a specific named body, which in this Council is the Corporate Overview & Performance Scrutiny Committee.

2.4 This report is therefore presented to this scrutiny committee to provide an annual review report (attached as Appendix 1) of the Treasury Management activities for the 2022/2023 financial year, in accordance with (c) above, and to enable Members to scrutinise the contents prior to it being presented to full Council.

3. **Options for Recommendation**

3.1 Option 1

Members scrutinise the treasury management activity undertaken during the 2022/23 financial year and provide comment prior to its submission to full Council.

3.2 Option 2

Members scrutinise the treasury management activity undertaken during the 2022/2023 financial year and do not provide comment prior to its submission to full Council.

4. **Evidence of how this topic supports the achievement of the Corporate Plan / Statutory Responsibilities / Blaenau Gwent Well-being Plan**

4.1 The report is written in compliance with legislation (the Local Government Act 2003), Welsh Government guidance and CIPFA codes of practice.

4.2 The topic in the report also supports the Corporate Plan Priority of being an ambitious and innovative council delivering the quality services at the right time and in the right place.

5. **Implications Against Each Option**

5.1 *Impact on Budget (short and long term impact)*

5.1.1 The Authority has complied with the CIPFA Treasury Management in the Public Services: Code of Practice 2021 and in doing so has strived for effective risk management and control, whilst at the same time pursuing best value as far as possible.

5.1.2 The Authority has effectively managed credit risk throughout the period, so ensuring that it has not been subjected to any financial loss by investing funds with approved counterparties in line with the Authority's risk appetite.

5.1.3 The Authority has maximised investment returns as far as is possible whilst managing the associated risk and minimised borrowing costs throughout the period. Whilst interest rates paid on borrowing during the year was significantly higher than estimated, interest received from investments also exceeded expectations.

5.1.4 Investment returns of £1.725m have been achieved with an average interest rate of 1.22%. This is lower than the benchmark rate (based on market forces) of 2.41% but reflects the fact that the Authority no longer invest in counterparties that pay a higher rate, due to credit rating reductions. Of this return, £866,000 related to investments made from the available balances of the Rail Infrastructure Loan. A condition of the funding approval is that any interest earned from holding the loan must be added to the works programme. Therefore, this income will be placed in a reserve until such time it is used to fund works or can be transferred to the Authority. The remaining return of £859,000 relates to interest due from the investment of the Authority's own funds. The estimate for investment interest was £6,000, which has been far exceeded due to the extraordinary increases in interest rates throughout the year by the Bank of England in order to tackle elevated inflation in the UK economy.

5.1.5 An average interest rate of 1.67% has been paid on temporary borrowings against a benchmark rate (based on market forces) of 1.00%, amounting to £313,000. The average rate has exceeded the benchmark due to the increases in market rates due to the extraordinary rise in interest rates over the financial year, which were not anticipated when the benchmark rate was estimated. However, interest costs have been kept as low as possible throughout the year, and the Authority benefited from borrowing earlier in the year when rates were lower. The estimate for interest on short term borrowing was £425,000.

5.1.6 A summary of the Treasury Management activities for the period are shown in the table below:

	Value	Interest	Average Interest Rate
	£	£	%
Short Term Loans raised	120,365,000	313,377	1.67%
Short Term Investments made	604,685,993	1,725,055	1.22%
Long Term debt outstanding 31/3/23	169,116,951		3.53%
Short Term debt outstanding 31/3/23	48,365,000		1.67%

5.2 *Risk including Mitigating Actions*

5.2.1 The main risk in relation to Treasury Management is that of credit risk and protecting the Authority's cash. This is effectively managed through the Authority's risk averse Treasury Management policy that seeks to protect the capital sum rather than maximise investment returns.

5.3 *Legal*

5.3.1 The Council carries out Treasury Management activities in compliance with the Local Government Act 2003, and in accordance with the CIPFA Treasury Management Code of Practice and Welsh Government guidance.

5.4 *Human Resources*

5.4.1 There are no direct staffing implications to report. Staff directly involved with Treasury Management activities will continue to monitor the credit situation on a daily basis and will notify the Chief Officer Resources accordingly. Any consequential changes required to be made to the borrowings or investment strategy as a result will be reported to the Council.

5.5 *Health & Safety*

5.5.1 Not applicable to this report

6. **Supporting Evidence**

6.1 *Performance Information and Data*

6.1.1

Over the past few years the credit rating agencies have downgraded a number of financial institutions such that they no longer meet the Authority's required approved criteria.

6.1.2 During 2022/23 in an attempt to control high levels of inflation, the Bank of England increased interest rates incrementally from 0.75% to 4.25%, this impacted significantly upon both interest paid and received during the year.

6.1.3 Despite this financial climate, the Authority has performed well in terms of its Treasury Management activities during the year, as detailed in the report and summarised below:

- a. Investment returns of £1,725,000 have been achieved with an average interest rate of 1.22%. This is lower than the benchmark rate of 2.41% but reflects the fact that the Authority cannot invest in counterparties that pay higher rates, due to credit rating reductions. This is however in line with the Authority's risk averse policy whereby the security of the capital sum is the number one priority at the expense of more competitive investment returns.
- b. An average interest rate of 1.67% has been paid on temporary borrowings against a benchmark of 1.00%. The Bank of England base rate as of 31 March 2023 was 4.25%, therefore the Authority has minimised as far as possible the interest payable by the Authority. This is therefore evidence of good performance.
- c. All of the Treasury limits and Treasury Management prudential indicators set for the financial year have been complied with during the year.
- d. No institutions in which investments were made during the period had any difficulty in repaying investments and interest in full, so the Authority has not been exposed to any financial loss as a result of the difficult economic climate.

6.2 *Expected outcome for the public*

6.2.1 The Council's Treasury Management activities support delivery of services to the public.

- 6.3 *Involvement (consultation, engagement, participation)*
- 6.3.1 Members of the Corporate & Performance Scrutiny Committee and full Council are involved in developing and monitoring compliance with the Council's Treasury Management Strategy.
- 6.4 *Thinking for the Long term (forward planning)*
n/a
- 6.5 *Preventative focus*
- 6.5.1 The Authority's Treasury Management policy prioritises protecting the capital sum rather than achieving higher interest returns.
- 6.6 *Collaboration / partnership working*
n/a
- 6.7 *Integration (across service areas)*
n/a
- 6.8 ***Decarbonisation and Reducing Carbon Emissions***
- 6.8.1 Local authority investing, incorporates Environmental, Social and Corporate Governance (ESG) metrics into credit rating agency assessments and a growing number of financial institutions and fund managers/money market funds promote ESG products. Therefore, where appropriate the Authority considers ESG factors when setting up any investment arrangements. For example, we would avoid investing in companies linked with fossil fuels.
- 6.9 ***Integrated Impact Assessment (IIA)***
n/a
7. **Monitoring Arrangements**
- 7.1 As the nominated scrutiny Committee, Corporate Overview & Performance Scrutiny will receive a minimum of five reports in every annual cycle:-
- A Treasury Management Policy report prior to the start of every financial year
 - A quarterly report on performance against set Prudential Indicators
 - A mid-year progress report on Treasury Management activity
 - An end of year out turn report on Treasury Management activity (this report).

Background Documents /Electronic Links

- *Appendix 1*
- *Appendix A*
- *Appendix B*

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APPENDIX 1

TREASURY MANAGEMENT ANNUAL REVIEW 2022/23

1. INTRODUCTION AND BACKGROUND

The Chartered Institute of Public Finance and Accountancy's Code of Practice on Treasury Management 2009 was adopted by this Council in February 2010 and this Council fully complies with its requirements. The Code was revised in 2011 and further revised in 2017 and 2021.

The primary requirements of the Code are as follows:

1. Creation and maintenance of a Treasury Management Policy Statement which sets out the policies and objectives of the Council's treasury management activities.
2. Creation and maintenance of Treasury Management Practices which set out the manner in which the Council will seek to achieve those policies and objectives.
3. Receipt by the Council of an annual treasury management strategy report (including the annual investment strategy report) for the year ahead, a mid-year review and an annual review report of the previous year.
4. Delegation by the Council of responsibilities for implementing and monitoring treasury management policies and practices and for the execution and administration of treasury management decisions, which in this Council is the Chief Officer Resources.
5. Delegation by the Council of the role of scrutiny of treasury management strategy and policies to a specified named body which in this Council is the Corporate Overview & Performance Scrutiny Committee.

Treasury management in this context is defined as:

"The management of the local authority's cash flows, its banking, money market and capital market transactions; the effective control of the risks associated with those activities; and the pursuit of optimum performance consistent with those risks."

The purpose of this report is to meet one of the above requirements of the CIPFA Code, namely the annual review of treasury management activities, for the financial year 2022/23.

2. THIS TREASURY MANAGEMENT ANNUAL REVIEW COVERS

- ❖ Economic Background during the period
- ❖ The Council's treasury position as at 31st March 2023;
- ❖ Borrowing and investment rates for 2022/23;
- ❖ Annual review of the borrowing strategy 2022/23;
- ❖ Borrowing outturn for 2022/23;
- ❖ Debt rescheduling for 2022/23;
- ❖ Compliance with treasury limits and Prudential Indicators for 2022/23;
- ❖ Annual review of the investment strategy for 2022/23;
- ❖ Investment outturn for 2022/23;

TREASURY MANAGEMENT ANNUAL REVIEW 2022/23

3. ECONOMIC BACKGROUND DURING PERIOD

Public Works Loan Board (PWLB) rates are based on gilt (UK Government bonds) yields through H.M.Treasury determining a specified margin to add to gilt yields. The main influences on gilt yields are Bank Rate, inflation expectations and movements in US treasury yields. Inflation targeting by the major central banks has been successful over the last 30 years in lowering inflation and the real equilibrium rate for central rates has fallen considerably due to the high level of borrowing by consumers: this means that central banks do not need to raise rates as much now to have a major impact on consumer spending, inflation, etc. This has pulled down the overall level of interest rates and bond yields in financial markets over the last 30 years. Indeed, in recent years many bond yields up to 10 years in the Eurozone turned negative on expectations that the EU would struggle to get growth rates and inflation up from low levels. In addition, there has, at times, been an inversion of bond yields in the US whereby 10-year yields have fallen below shorter-term yields. In the past, this has been a precursor of a recession.

However, since early 2022, yields have risen dramatically in all the major developed economies, first as economies opened post-Covid; then because of the inflationary impact of the war in Ukraine in respect of the supply side of many goods. In particular, rising cost pressures emanating from shortages of energy and some food categories have been central to inflation rising rapidly. Furthermore, at present the Federal Open Market Committee (FOMC), European Central Bank (ECB) and the Bank of England are all being challenged by persistent high inflation that is exacerbated by very tight labour markets and high wage increases relative to what central banks believe to be sustainable.

Gilt yields have been on a continual rise since the start of 2021, peaking in the autumn of 2022. Currently, yields broadly range between 3% and 4.25%.

At the close of the day on 31 March 2023, all gilt yields from 1 to 50 years were between 3.64% and 4.18%, with the 1 year being the highest and 6-7.5 years being the lowest yield.

Regarding PWLB borrowing rates, the various margins attributed to their pricing are as follows: -

- **PWLB Standard Rate** is gilt plus 100 basis points (G+100bps)
- **PWLB Certainty Rate** is gilt plus 80 basis points (G+80bps)
- **Local Infrastructure Rate** is gilt plus 60bps (G+60bps)

There is likely to be a fall in gilt yields and PWLB rates across the whole curve over the next one to two years as Bank Rate first rises to dampen inflationary pressures and a tight labour market, and is then cut as the economy slows, unemployment rises, and inflation (on the Consumer Price Index measure) moves closer to the Bank of England's 2% target.

As a general rule, short-dated gilt yields will reflect expected movements in Bank Rate, whilst medium to long-dated yields are driven primarily by the inflation outlook.

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TREASURY MANAGEMENT ANNUAL REVIEW 2022/23

The Bank of England is also embarking on a process of Quantitative Tightening, but the scale and pace of this has already been affected by the Truss/Kwarteng “fiscal experiment” in the autumn of 2022 and more recently by the financial market unease with some US (e.g., Silicon Valley Bank) and European banks (e.g., Credit Suisse). The gradual reduction of the Bank of England’s original £895bn stock of gilt and corporate bonds will be sold back into the market over several years. The impact this policy will have on the market pricing of gilts, while issuance is markedly increasing, is an unknown at the time of writing.

4. TREASURY POSITION AS AT 31st MARCH 2023

The Council’s debt and investment position at the beginning and the end of the year was as follows:

This illustrates that the total debt outstanding as at 31st March 2023 was £217.482 million, comprising of long term debt of £169.117 million and short term debt of £48.365 million.

	31 March 2022 Principal	Average Rate/ Return	31 March 2023 Principal	Average Rate/ Return	Increase/ (Decrease) in Borrowing
	£000		£000		£000
Fixed Rate Funding:					
- PWLB	74,067	4.06%	71,147	4.02%	(2,920)
- Market Loans	14,000	1.40%	18,000	1.26%	4,000
Variable Rate Funding:					
- Market (LOBO *)	4,000	4.50%	4,000	4.50%	0
Rail & Town Centre Loans	73,395	0.00%	75,970	0.00%	2,575
Total Long Term Debt	165,462	3.70%	169,117	3.53%	3,655
Short Term Loans(<365 days)	62,365	0.32%	48,365	1.67%	(14,000)
Total Debt	227,827	2.35%	217,482	2.42%	(10,345)
Investments:					
- Short Term	100,000	0.04%	66,000	1.22%	(34,000)
Total Investments	100,000		66,000		(34,000)

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TREASURY MANAGEMENT ANNUAL REVIEW 2022/23

* LOBO – Lenders Option Borrowers Option. This loan has a fixed rate for the first two years of 3.85%. The remaining period of the loan (which we are now in) has a rate of 4.5%, but the lender can increase this rate at six month intervals.

The Rail and Town Centre Loans have not been included in the average interest rate calculation as they are interest free loans from the Welsh Government.

5. BORROWING AND INVESTMENT RATES IN 2022/23

The following table displays a selection of interest rates prevailing as at 1st April 2022 and 31st March 2023.

	01/04/2022	31/3/2023
Bank Base Rate	0.75%	4.25%
1 Month SONIA	0.69%	4.17%
PWLB 10 year Maturity	2.66%	4.53%
PWLB 15 year maturity	2.83%	4.78%
PWLB 25 year maturity	2.85%	4.90%

6. ANNUAL REVIEW OF THE BORROWING STRATEGY FOR 2022/23

The Treasury Management Strategy Statement for 2022/23 was approved by Council in March 2022. The Borrowing Strategy adopted as part of this was as follows:

To utilise the Authority's overdraft facility:

- to fund unexpected daily cash deficits;
- to fund temporary cash shortfalls where there are no other sources of funding available within the marketplace.

To borrow over the short term:

- to fund temporary cash shortfalls;
- to maintain a suitably balanced maturity profile;
- to make short term savings required in order to meet budgetary constraints;
- in anticipation of securing longer term loans at more attractive rates.

To borrow over the long term:

- to reduce the Authority's average cost of borrowing;
- to maintain a stable, longer term portfolio;
- to maximise the potential for future debt rescheduling.

If appropriate to avoid all new external borrowing:

- to maximise savings in the short term;
- to run down temporary investment levels;
- to minimise exposure to interest rate and credit risk.

Borrowings undertaken during the period (see section 7 below) have been done so in accordance with this strategy and has focused on short term borrowings in order to minimise borrowing costs. Current short term borrowing rates continued to be lower

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TREASURY MANAGEMENT ANNUAL REVIEW 2022/23

during 2022/23 compared with longer term borrowing rates. Interest rate forecasts were initially suggesting only gradual rises in short, medium and longer-term fixed borrowing rates during 2022/23 but by August it had become clear that inflation was moving up towards a 40-year high, and the Bank of England engaged in monetary policy tightening at every Monetary Policy Committee meeting during 2022, and into 2023, either by increasing Bank Rate by 0.25% or 0.5% each time. Currently the Consumer Price Index (CPI) measure of inflation is still above 10% in the UK but is expected to fall back towards 4% by year end. Nonetheless, there remain significant risks to that central forecast. The Authority is continuing to take advantage of short term borrowing rates, which are still cheaper than longer term rates, to fund the remainder of its capital expenditure and maturing debt until such time the market indicates that long term rates are more advantageous and the current market volatility subsides.

In the current economic climate, it is considered that the approved strategy remains fit for purpose and therefore no revisions are proposed.

During 2022/23, the Council maintained an under-borrowed position. This meant that the capital borrowing need, the Capital Financing Requirement, was not fully funded with loan debt as cash supporting the Council's reserves, balances and cash flow was used as an interim measure. This strategy was prudent as investment returns were initially low and minimising counterparty risk on placing investments also needed to be considered.

7. BORROWING OUTTURN FOR 2022/23

Long Term Borrowing

Definition

Long term borrowing relates to debt taken out for a period of greater than one year. It is taken out for periods of 1 year up to 50 years. This borrowing is required to finance capital expenditure undertaken in the year that is funded through:

- Borrowing approvals from Welsh Government, known as un-hypothecated supported borrowing (USB), for which revenue support for the borrowing costs is provided through the revenue support grant;
- Prudential borrowing, for which borrowing costs are funded through revenue savings.

Total outstanding as at 31st March 2023

The total long term debt outstanding as at 31st March 2023 was £169.117 million. This is made up of debt taken from the Public Works Loan Board (PWLB), from other local authorities (through the marketplace), from the market (LOBO) and from the Welsh Government through interest free loans. This debt is due to be repaid within the following years:

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TREASURY MANAGEMENT ANNUAL REVIEW 2022/23

Maturing Within	£000s
1YR	8,764
1-2YRS	15,451
2-3YRS	15,277
3-4YRS	12,609
4-5YRS	6,037
5-6YRS	1,400
6-10YRS	22,555
10-15YRS	9,570
15+ YRS	77,454
Total	169,117

New borrowings for 2022/23

During the first quarter of 2022/23, the Council took £12m new long-term debt in the form of Market Loans. No further long term borrowing was undertaken during the remainder of the year. The Council also repaid £8m of Market Loans during 2022/23, meaning the balance of Market Loans increased by £4m.

The Council also received £2.575m long term debt from Welsh Government, which related to a specific loan in relation to the Transforming Towns project.

Short Term Borrowing

Definition

Short term borrowing relates to debt taken out for a period of less than one year i.e. it will all be fully repaid within a year. These short term loans are taken out to manage the Authority's short term cash flow i.e. to fund deficits in cash flow on a daily basis pending receipt of income from grants or other sources, or pending the taking out of longer term debt to fund capital expenditure whilst we wait for advantageous longer term borrowing opportunities. Due to the increases in interest rates during the latter parts of 2022/23, the Authority sought to borrow temporarily for any financing or re-financing need, due to the expectation that interest rates will begin to fall at some point in the medium term. The Authority therefore took advantage of such rates and borrowed short term to fund the remainder of its capital expenditure and maturing debt.

Total outstanding as at 31st March 2023

The total short-term debt outstanding as at 31st March 2023 was £48.365 million. This is made up of debt taken from other local authorities through the market place.

New borrowings for 2022/23

APPENDIX 1

TREASURY MANAGEMENT ANNUAL REVIEW 2022/23

Appendix A lists the short-term loan activity during the year and shows that over the period a total of £62.365 million loans were brought forward from the previous year and £58 million of new short-term loans were raised. A total of £72 million of these loans were repaid during the year (including the brought forward loans), leaving a balance outstanding as at 31st March 2023 of £48.365 million. The decrease in short-term loans can be attributed to the running down of our own investments in order to reduce the requirement of the need to borrow to fund short term cash flow deficits.

The following table gives a summary, which shows that although the average rate of interest paid exceeded the benchmark rate, the actual interest paid was well within the estimate of £425,000.

	Total Value of Loans during the period	Average Loan	Interest paid during the period	Average Interest Rate	Benchmark Interest Rate *
Short Term borrowing	£120.365m	£3.9m	£313,377	1.67%	1.00%

* Benchmark = budgeted interest rate for new borrowings 1.00%

7. DEBT RESCHEDULING

No debt rescheduling was undertaken during the period.

8. COMPLIANCE WITH TREASURY LIMITS

During the financial year the Council operated within the treasury limits and Prudential Indicators set out in the Treasury Strategy Statement 2022/23, approved by Council in March 2022.

Operational Boundary for external debt

The Council resolved that this limit be set at £237 million for 2022/23. The level of borrowings on the 31st March was £217 million which is within the required limit.

The operational boundary can be exceeded on an occasional basis, this is likely to be due to the volume of payments being made in relation to capital spend at the year end and the delay in receiving grant funding. This is therefore to be expected due to cash flow fluctuations. Sustained breaches however, would indicate that either the limit has been set too low, or that the Authority is breaching its prudential boundaries and that corrective action needs to be taken.

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TREASURY MANAGEMENT ANNUAL REVIEW 2022/23

Monitoring of the operational boundary is undertaken on a daily basis and any such continual breaches would be investigated and a recommended course of action reported to Council. The Operational Boundary was not exceeded during 2022/23.

Authorised Limit for external Debt

The Council resolved that this limit be set at £261 million for 2022/23. The Authorised Limit is set having regard to the operational boundary above.

The average level of borrowings for the year to the 31st March was £222 million, so well within the limit set.

The Authorised Limit must not be breached.

Maturity Structure of Fixed Rate Borrowing

The Council resolved the following limits for the maturity structure of fixed rate borrowings for 2022/23:

	Upper Limit	Lower Limit	Actual as at 31/3/2023
under 12 months	20%	0%	5.18%
12 months and within 24 months	20%	0%	9.14%
24 months and within 5 years	50%	0%	20.06%
5 years and within 10 years	75%	0%	14.16%
10 years and above	95%	25%	51.46%

The actual debt maturity profile at 31st March 2023 is well within the limits set.

Upper Limit on Variable Interest Exposure

Council resolved the upper limit on variable rate exposures for 2022/23 should be set at 30% of outstanding long-term debt. This strategy limits the proportion of interest which is subject to variable rate terms and hence protects the Council against increased costs in times of rising interest rates.

The actual level of variable borrowings is £4 million (LOBO) which equates to 2.4% of the outstanding long term debt as at 31st March 2023, so is well within the limit set.

9. ANNUAL REVIEW OF INVESTMENT STRATEGY FOR 2022/23

The Annual Investment Strategy for 2022/23 adopted by Council in March 2022, was to maintain only temporary, short-term investments and to make those investments in accordance with anticipated cash flow requirements (including the investing of sums borrowed at prevailing low interest rates in anticipation of capital spending). The Council's investment priorities are:

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TREASURY MANAGEMENT ANNUAL REVIEW 2022/23

- a. the security of capital;
- b. the liquidity of its investments.

The Council also aims to achieve the optimum return on its investments commensurate with proper levels of security and liquidity. The risk appetite of this Council is low in order to give priority to the security of its investments.

In order to ensure that the Authority's investments are secure and that risk is minimised an investment matrix is used to determine investment counterparties, which factors in Fitch and Moody's credit ratings, credit default swap (CDS) spread data, and credit rating agency comments.

This strategy has been adhered to in determining the investments for 2022/23 outlined in section 10 below.

10. INVESTMENT OUTTURN FOR 2022/23

Appendix B gives details of the investments made during the year, and the following table gives a summary, which shows the Authority's average rate of return was below the benchmark. This is in line with the Authority's risk averse policy whereby the security of the capital sum is the number one priority at the expense of competitive investment returns.

	Total Value of Investments	Average Investment	Investment Returns	Average Rate of Return	Benchmark Return *
Internally Managed	£605m	£4.4m	£1.725m	1.22%	2.41%

* Benchmark = 1 month SONIA uncompounded 2.41%

No institutions in which investments were made had any difficulty in repaying investments and interest in full during the year.

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INVESTMENTS 2022/2023

APPENDIX B

DATE	BORROWER	VALUE	RATE %	REPAYMENT DATE	DURATION OF INVESTMENT DAYS IN 2022/23	INTEREST DUE TO 31/03/2023	INVESTMENTS REPAID	PRINCIPAL O/S AS AT 31/03/2023
B/FWD	01/04/2022							
03/11/2021	LONDON BOROUGH OF CROYDON	6,000,000	0.250	02/11/2022	215	8,835.62	6,000,000	0
06/01/2022	NATIONWIDE BUILDING SOCIETY	4,000,000	0.130	06/04/2022	5	71.23	4,000,000	0
04/02/2022	LANDESBANK HESSEN THURINGEN GIROZENTRALE	4,000,000	0.470	04/04/2022	3	154.52	4,000,000	0
14/02/2022	NATIONAL BANK OF KUWAIT	4,000,000	0.600	14/04/2022	13	854.79	4,000,000	0
21/03/2022	DERBY CITY COUNCIL	3,000,000	0.650	21/04/2022	20	1,068.49	3,000,000	0
29/03/2022	PCC CUMBRIA	3,000,000	0.620	14/04/2022	13	662.47	3,000,000	0
31/03/2022	SOUTH SOMERSET DISTRICT COUNCIL	4,000,000	0.580	08/04/2022	7	444.93	4,000,000	0
30/11/2021	DEBT MANAGEMENT OFFICE	250,000	0.045	29/04/2022	28	8.63	250,000	0
30/11/2021	THURROCK COUNCIL	6,000,000	0.200	30/11/2022	243	7,989.04	6,000,000	0
17/12/2021	ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD	1,000,000	0.250	16/12/2022	259	1,773.97	1,000,000	0
21/12/2021	MERTHYR TYDFIL COUNTY BOROUGH COUNCIL	5,000,000	0.110	21/04/2022	20	301.37	5,000,000	0
24/01/2022	ISLE OF WIGHT COUNCIL	5,000,000	0.100	25/04/2022	24	328.77	5,000,000	0
31/01/2022	SUFFOLK COUNTY COUNCIL	6,000,000	0.050	31/05/2022	60	493.15	6,000,000	0
10/02/2022	LIVERPOOL CITY COUNCIL	5,000,000	0.250	10/06/2022	70	2,397.26	5,000,000	0
21/02/2022	CHESHIRE EAST COUNCIL	5,000,000	0.160	23/05/2022	52	1,139.73	5,000,000	0
25/02/2022	SLOUGH BOROUGH COUNCIL	6,000,000	0.300	25/08/2022	146	7,200.00	6,000,000	0
28/02/2022	LONDON BOROUGH OF HARINGEY	2,500,000	0.750	30/05/2022	59	3,030.82	2,500,000	0
03/03/2022	WARRINGTON BOROUGH COUNCIL	2,000,000	0.700	03/08/2022	124	4,756.16	2,000,000	0
08/03/2022	GLASGOW CITY COUNCIL	2,500,000	0.500	08/04/2022	7	239.73	2,500,000	0
14/03/2022	DEBT MANAGEMENT OFFICE	5,000,000	0.560	14/04/2022	13	997.26	5,000,000	0
15/03/2022	ASHFORD BOROUGH COUNCIL	6,000,000	0.450	15/06/2022	75	5,547.95	6,000,000	0
22/03/2022	STIRLING COUNCIL	2,000,000	0.550	05/04/2022	4	120.55	2,000,000	0
23/03/2022	DEBT MANAGEMENT OFFICE	4,000,000	0.595	27/05/2022	56	3,651.51	4,000,000	0
28/03/2022	NATIONAL BANK OF CANADA - LONDON	4,000,000	0.650	28/04/2022	27	1,923.29	4,000,000	0
31/03/2022	DEBT MANAGEMENT OFFICE	2,750,000	0.620	31/05/2022	60	2,802.74	2,750,000	0
	PUBLIC SECTOR DEPOSIT FUND	2,000,000	Variable	20/12/2022	263	22,508.93	2,000,000	0
	B/F Raised in previous years still outstanding	100,000,000				79,302.91	100,000,000	0
	NEW INVESTMENTS 2022/23							
01/04/2022	PCC DEVON AND CORNWALL	3,000,000	0.600	07/04/2022	6	295.89	3,000,000	0
04/04/2022	LANDESBANK HESSEN THURINGEN GIROZENTRALE	4,000,000	0.730	04/05/2022	30	2,400.00	4,000,000	0
06/04/2022	NATIONAL BANK OF KUWAIT	2,000,000	1.600	06/10/2022	183	16,043.84	2,000,000	0
07/04/2022	LANDESBANK HESSEN THURINGEN GIROZENTRALE	2,000,000	1.030	08/08/2022	123	6,941.92	2,000,000	0
11/04/2022	CHESHIRE EAST COUNCIL	5,000,000	0.700	11/07/2022	91	8,726.03	5,000,000	0
08/04/2022	DEBT MANAGEMENT OFFICE	5,000,000	0.550	11/04/2022	3	226.03	5,000,000	0
13/04/2022	DEBT MANAGEMENT OFFICE	5,000,000	0.550	22/04/2022	9	678.08	5,000,000	0
21/04/2022	NATIONAL BANK OF CANADA, LONDON	2,000,000	1.040	21/07/2022	91	5,185.75	2,000,000	0
21/04/2022	DEBT MANAGEMENT OFFICE	6,000,000	0.550	29/04/2022	8	723.29	6,000,000	0
25/04/2022	ISLE OF WIGHT COUNCIL	5,000,000	0.700	25/05/2022	30	2,876.71	5,000,000	0
28/04/2022	PCC DEVON AND CORNWALL	2,000,000	0.650	09/05/2022	11	391.78	2,000,000	0
03/05/2022	PCC DEVON AND CORNWALL	2,500,000	0.650	13/05/2022	10	445.21	2,500,000	0
04/05/2022	LANDESBANK HESSEN THURINGEN GIROZENTRALE	4,000,000	1.100	04/08/2022	92	11,060.41	4,000,000	0
05/05/2022	DEBT MANAGEMENT OFFICE	2,000,000	0.815	09/05/2022	4	178.63	2,000,000	0
09/05/2022	CORNWALL COUNCIL	5,000,000	0.840	09/06/2022	31	3,567.12	5,000,000	0
16/05/2022	DEBT MANAGEMENT OFFICE	7,000,000	0.800	20/05/2022	4	613.70	7,000,000	0
27/05/2022	BOURNEMOUTH, CHRISTCH & POOLE COUNCIL	5,000,000	0.870	15/06/2022	19	2,264.38	5,000,000	0
01/06/2022	OFFICE OF THE POLICE AND COMMISSIONER FOR THAMES	1,000,000	0.830	09/06/2022	8	181.92	1,000,000	0
09/06/2022	CORNWALL COUNCIL	5,000,000	1.050	11/07/2022	32	4,602.74	5,000,000	0
10/06/2022	DEBT MANAGEMENT OFFICE	2,000,000	1.020	01/07/2022	21	1,173.70	2,000,000	0
10/06/2022	AL RAYAN BANK PLC	1,000,000	1.970	10/03/2023	273	14,734.52	1,000,000	0
14/06/2022	DEBT MANAGEMENT OFFICE	7,000,000	1.050	28/06/2022	14	2,819.18	7,000,000	0
15/06/2022	DEBT MANAGEMENT OFFICE	2,000,000	1.030	29/06/2022	14	790.14	2,000,000	0
30/06/2022	CORNWALL COUNCIL	5,000,000	1.070	29/07/2022	29	4,250.68	5,000,000	0
11/07/2022	CORNWALL COUNCIL - ROLL OF 2179	5,000,000	1.080	11/08/2022	31	4,586.30	5,000,000	0
13/07/2022	DEBT MANAGEMENT OFFICE	8,000,000	1.050	19/07/2022	6	1,360.82	8,000,000	0
21/07/2022	NATIONAL BANK OF CANADA, LONDON	2,000,000	2.100	21/12/2022	153	17,605.48	2,000,000	0
29/07/2022	CORNWALL COUNCIL	5,000,000	1.390	31/08/2022	33	6,283.56	5,000,000	0
03/08/2022	DEBT MANAGEMENT OFFICE	10,000,000	1.440	10/08/2022	7	2,761.64	10,000,000	0
10/08/2022	LANDESBANK HESSEN THURINGEN GIROZENTRALE	6,000,000	2.345	10/01/2023	153	58,978.36	6,000,000	0
10/08/2022	DEBT MANAGEMENT OFFICE	4,000,000	1.550	19/08/2022	9	1,528.77	4,000,000	0
11/08/2022	CORNWALL COUNCIL	5,000,000	1.580	12/09/2022	32	6,926.03	5,000,000	0
18/08/2022	UTTLESFORD DISTRICT COUNCIL, ESSEX	5,000,000	1.570	08/09/2022	21	4,516.44	5,000,000	0
23/08/2022	CALDERDALE METROPOLITAN BOROUGH COUNCIL	1,300,000	1.800	10/10/2022	48	3,077.26	1,300,000	0
25/08/2022	LEEDS CITY COUNCIL	5,000,000	1.600	09/09/2022	14	3,068.49	5,000,000	0
05/09/2022	CORNWALL COUNCIL	5,000,000	2.120	05/12/2022	91	26,427.40	5,000,000	0
08/09/2022	DEBT MANAGEMENT OFFICE	6,000,000	1.640	20/09/2022	12	3,235.07	6,000,000	0
12/09/2022	CORNWALL COUNCIL	5,000,000	2.230	12/12/2022	91	27,798.63	5,000,000	0
20/09/2022	DEBT MANAGEMENT OFFICE	5,000,000	1.870	28/09/2022	8	2,049.32	5,000,000	0
22/09/2022	SLOUGH BOROUGH COUNCIL	5,000,000	3.000	22/12/2022	91	37,397.26	5,000,000	0
06/10/2022	NATIONAL BANK OF KUWAIT	2,000,000	4.100	06/07/2023	177	39,764.38	0	2,000,000
06/10/2022	DEBT MANAGEMENT OFFICE	5,000,000	1.985	31/10/2022	25	6,797.95	5,000,000	0
17/10/2022	DEBT MANAGEMENT OFFICE	5,000,000	1.900	28/10/2022	11	2,863.01	5,000,000	0
31/10/2022	DOVER DISTRICT COUNCIL	2,000,000	2.450	28/11/2022	28	3,758.90	2,000,000	0
02/11/2022	DEBT MANAGEMENT OFFICE	5,000,000	2.515	21/11/2022	19	6,545.89	5,000,000	0
15/11/2022	DEBT MANAGEMENT OFFICE	4,000,000	2.670	25/11/2022	10	2,926.03	4,000,000	0
01/12/2022	AL RAYAN BANK PLC	5,000,000	4.200	01/06/2023	121	69,616.44	0	5,000,000
15/12/2022	DEBT MANAGEMENT OFFICE	2,000,000	3.180	30/12/2022	15	2,613.70	2,000,000	0
20/12/2022	SURREY COUNTY COUNCIL	3,000,000	3.350	20/01/2023	31	8,535.62	3,000,000	0
21/12/2022	DEBT MANAGEMENT OFFICE	5,000,000	3.135	03/01/2023	13	5,582.88	5,000,000	0
21/12/2022	NATIONAL BANK OF CANADA, LONDON	2,000,000	3.400	21/02/2023	62	11,550.68	2,000,000	0
04/01/2023	SURREY COUNTY COUNCIL	7,000,000	3.400	11/01/2023	7	4,564.38	7,000,000	0
10/01/2023	LANDESBANK HESSEN THURINGEN GIROZENTRALE	6,000,000	3.520	10/02/2023	31	17,937.53	6,000,000	0
13/01/2023	GUILDFORD BOROUGH COUNCIL	2,200,000	3.500	16/01/2023	3	632.88	2,200,000	0
30/01/2023	NATIONAL BANK OF CANADA, LONDON	4,000,000	4.200	30/06/2023	61	28,076.71	0	4,000,000
03/02/2023	DENBIGHSHIRE COUNTY COUNCIL	5,000,000	4.000	03/03/2023	28	15,342.47	5,000,000	0
06/02/2023	DEBT MANAGEMENT OFFICE	9,000,000	3.820	07/02/2023	1	941.92	9,000,000	0
08/02/2023	DEBT MANAGEMENT OFFICE	9,000,000	3.820	10/02/2023	2	1,883.84	9,000,000	0
10/02/2023	LANDESBANK HESSEN THURINGEN GIROZENTRALE	6,000,000	3.980	17/02/2023	7	4,579.73	6,000,000	0
17/02/2023	LANDESBANK HESSEN THURINGEN GIROZENTRALE	6,000,000	3.980	17/03/2023	28	18,318.90	6,000,000	0
17/03/2023	LANDESBANK HESSEN THURINGEN GIROZENTRALE	6,000,000	3.970	24/03/2023	7	4,568.22	6,000,000	0
24/03/2023	LANDESBANK HESSEN THURINGEN GIROZENTRALE	6,000,000	4.220	31/03/2023	7	4,855.89	6,000,000	0
21/02/2023	NATIONAL BANK OF CANADA, LONDON	2,000,000	3.900	28/02/2023	62	1,495.89	2,000,000	0
03/03/2023	DEBT MANAGEMENT OFFICE	8,000,000	3.820	13/03/2023	10	8,372.60	8,000,000	0
28/02/2023	NATIONAL BANK OF CANADA, LONDON	2,000,000	3.950	31/03/2023	31	6,709.59	2,000,000	0
15/03/2023	LLOYDS CALL ACCOUNT	4,000,000	Variable	-	17	7,063.08	0	4,000,000
01/04/2022	THURROCK BOROUGH COUNCIL	4,000,000	0.750	01/07/2022	91	7,479.45	4,000,000	0
05/04/2022	DEBT MANAGEMENT OFFICE	4,000,000	0.550	26/04/2022	21	1,265.75	4,000,000	0
06/04/2022	NATIONWIDE BUILDING SOCIETY	4,000,000	0.690	06/07/2022	91	6,881.10	4,000,000	0
13/04/2022	DEBT MANAGEMENT OFFICE	4,000,000	0.630	13/05/2022	30	2,071.23	4,000,000	0
14/04/2022	DEBT MANAGEMENT OFFICE	4,000,000	0.660	16/05/2022	32	2,314.52	4,000,000	0
14/04/2022	NATIONAL BANK OF KUWAIT (INTERNATIONAL)</							

Agenda Item 11

Cabinet and Council only

Date signed off by the Monitoring Officer:

Date signed off by the Section 151 Officer:

Committee: **Corporate Performance and Overview Scrutiny Committee**

Date of meeting: **14th September, 2023**

Report Subject: **Health & Safety Annual Report - 1st April 2022 to 31st March 2023**

Portfolio Holder: **Councillor Steve Thomas, Leader of the Council / Cabinet Member Corporate and Performance**

Report Submitted by: **Andrea J Prosser
Head of Organisational Development**

Reporting Pathway								
Directorate Management Team	Corporate Leadership Team	Portfolio Holder / Chair	Governance Audit Committee	Democratic Services Committee	Scrutiny Committee	Cabinet	Council	Other (please state)
X	10.08.23	04.09.23			14.09.23	04.10.23		Corporate H&S Group

1. Purpose of the Report

- 1.1 To present information on the Authority's Health and Safety and Fire Safety at work performance for 2022/23 and give the Corporate Overview and Performance Scrutiny Committee the opportunity to scrutinise and challenge the recommendations to mitigate concerns and risks.

2. Scope and Background

- 2.1 It is a requirement of the Health and Safety Executive for Local Authorities such as BGCBC to report on their Health and safety at work performance as an Employer.
- 2.2 The report attached as appendix 1 includes details of BGCBC's health and safety and fire safety performance. This report is presented every financial year and identifies both good performance and areas of concern with recommendations to address these concerns.
- 2.3 This report also contains a section of the Health and Safety recovery from the Covid-19 pandemic.

3. Options for Recommendation

3.1 Option 1

That the Corporate Overview and Performance Scrutiny Committee support the detailed report and the recommended actions to mitigate areas of concern and agree to the report progressing to Cabinet.

3.2 Option 2

That the Corporate Overview and Performance Scrutiny Committee make comments/suggestion to further add to the recommendations to mitigate areas of concern prior to progression to Cabinet.

4. **Evidence of how this topic supports the achievement of the Corporate Plan / Statutory Responsibilities / Blaenau Gwent Well-being Plan**

Proactive activities (e.g. Risk assessments, training) undertaken by the Corporate Health and Safety team support the requirements of the Corporate plan and statutory responsibilities to ensure that employees and others do not come to harm while undertaking the Authority's business.

Reactive activities (e.g. accident investigations) undertaken by the Corporate Health and Safety team support the requirements of the Corporate plan and statutory responsibilities to ensure that improvements are made to prevent reoccurrence of accidents.

5. **Implications Against Each Option**

5.1 ***Impact on Budget (short and long term impact)***

Good management of Health and Safety at work can reduce the costs of personal claims against the Authority.

5.2 ***Risk including Mitigating Actions***

Any areas of concern in the report are risks to the Authority and the recommended actions will mitigate the risks.

5.3 ***Legal***

The Authority has statutory duties under both Health and Safety legislation and Fire Safety legislation and a duty of care to employees and others.

5.4 ***Human Resources***

There are no direct HR implications arising from the report.

6. **Supporting Evidence**

6.1 ***Performance Information and Data***

Included within the report.

6.2 ***Expected outcome for the public***

Managing health and safety and fire safety risks protects employees of the Authority, users of BGCBC facilities and the general public.

6.3 ***Involvement (consultation, engagement, participation)***

The report has been developed by the Health and Safety Officers in consultation with Organisational Development.

The Corporate Leadership Team (CLT) reviewed the report on 10th August 2023 and provided the following feedback 'CLT welcomed the report and accepted the recommendations. Health and Safety considerations have been added to the corporate reporting template. CLT requested detail on the outstanding Fire Risk Assessments so that appropriate action is taken.'

The report was also considered at the Corporate Health and Safety group on the 22nd of August 2023 and the recommendations supported.

- 6.4 ***Thinking for the Long term (forward planning)***
The recommendations would be of benefit long term in reducing the risk of accidents and ill health. Training would provide assurance of competency in the Authority.
- 6.5 ***Preventative focus***
Not applicable
- 6.6 ***Collaboration / partnership working***
Not applicable.
- 6.7 ***Integration (across service areas)***
Complying with Health and Safety and fire safety legislation involves all service areas working together to manage any risks.
- 6.8 ***Decarbonisation and Reducing Carbon Emissions***
Not applicable.
- 6.9 ***Integrated Impact Assessment (IIA)***
Not applicable.
7. **Monitoring Arrangements**
- 7.1 Annual reports will be provided on proactive and reactive performance indicators.

Background Documents /Electronic Links

- ***Appendix 1 – Health & Safety Annual Report 2022-2023***

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Health & Safety Annual Report

1st April 2022 – 31st March 2023



ORGANISATIONAL DEVELOPMENT DIVISION

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1. Report Summary

The summary of the report for 2022/2023 is as follows:

- The number of employee accidents/incidents has **decreased** from 171 in 2021/2022 to 162 in 2022/2023
- The number of non-employee accidents has **decreased** from 326 in 2021/2022 to 325 in 2022/2023
- The number of employee accidents/incidents and diseases reportable to the HSE has **decreased** from 24 in 2021/2022 to 9 in 2022/2023
- The number of non-employee accidents/incidents reportable to HSE has **increased** marginally from 8 in 2021/22 to 9 in 2022/2023
- There were 4 interventions by the Fire Authority and 0 interventions by the HSE.
- 20 health and safety inspections were carried out between 1.4.22 and 31.3.23.
- 40 statutory Fire Risk Assessments were carried out between 1.4.22 and 31.3.23.
- 46 Health and Safety training sessions were held between 1.4.22 and 31.3.23 with 443 staff trained.
- Staff absence has decreased from last year however is still above target.
- There were no cases of reportable diseases or dangerous occurrences.
- The Health and Safety Advisors investigated 59 accidents/incidents.
- 1 referral from the Occupational Health Department was made to the Health and Safety Advisors. Recommendations were provided to the managers of the referred persons by the Health and Safety Advisors on reasonable adjustments for the affected individuals.
- There were 5 cases investigated following insurance claims being made.
- The specific legislation and guidance on covid 19 was phased out during 2022/2023.
- The departmental referrals to the Occupational Health service fell from 656 to 456.

Key Issues/Risks

- Sickness absence which impacts on the Authority's ability to deliver services
- Training in health and safety which may have been missed due to the pandemic
- Lack of response to Fire Risk Assessments by some responsible persons
- The transfer of silent valley waste services has significantly increased health and safety at work risks for BGCBC as the employer. The waste industry is statistically (fatalities and workplace injuries) one of the highest risk UK industries and this is particularly the case with Waste Transfer Stations and Household Waste Recovery Centres.

2. Introduction

The Health and Safety Executive believe that it is essential that public bodies summarise their health, safety and welfare at work performance (as Employers not Regulators) in the form of an annual report in order to develop a continuing improvement approach to health and safety.

This report details statistics on proactive and reactive health and safety activities that have been undertaken. Proactive indicators include inspections and training. Reactive indicators include accident reporting and investigations.

This report is a summary of Blaenau Gwent County Borough Council's Health and Safety and Fire Safety proactive activities and the incidents and accidents that have occurred between April 1st 2022 and March 31st 2023.

During the year the specific legislation and guidance on Covid 19 was phased out which shifted the priorities for the Health and Safety Team enabling more time/resources for proactive work.

3. Responsibilities

3.1 The Cabinet and the Chief Executive

The Chief Executive and the Authority's Cabinet has responsibilities as defined in the Health and Safety at Work Act 1974 and in the Regulatory Reform (Fire Safety) Order 2005. The corporate body of the Council is the Employer and the Chief Executive is the individual with the ultimate responsibility for ensuring work related Health, Safety and Welfare and Fire Safety is managed in the Authority.

Health and safety guidance recommends that an individual Cabinet member be given the responsibility for leading on health and safety performance and in BGCBC this role sits with the Leader of the Council.

N.B. the responsibilities of the Cabinet, lead Cabinet member, Chief Executive and all other levels of management are outlined in detail in the Authority's Corporate Health and Safety Policy.

3.2 Corporate Leadership Team

The Corporate Leadership Team (CLT) consists of the Chief Executive, Corporate Directors, Chief Officer–Resources and the Chief Officer–Commercial. CLT are the driving force for leading and the Management of Health and Safety and Fire Safety at work in the Authority. Whilst the Chief Executive has ultimate responsibility all other members of the CLT have key responsibilities in the organisation's Health and Safety Management structure.

3.3 Departmental Management Teams

Each Directorate has Departmental Management Teams where the various Heads of Service report on a variety of issues. Health and Safety issues regularly form part of the agenda at Departmental Management Team meetings and it is clear that Heads of Service are key to the Health and Safety Management Structure.

3.4 Corporate Health and Safety Advisors

The Authority employs two full time equivalent Corporate Health and Safety Advisors who report to the OD Manager Payroll and Health and Safety. The advisors are the Authority's competent persons as defined in the Management of Health and Safety at work Regulations and the Regulatory Reform (Fire Safety) Order.

The advisors guide the whole Authority (including school Governing Bodies who have a Service Level Agreement with the Corporate Health and Safety Advisors) on all aspects of occupational health, safety, welfare and fire safety. The advisors have excellent relationships with key partners such as the Fire Authority and insurers. In particular, the advisors liaise with the Health and Safety Executive (HSE) on a wide range of issues, including HSE Inspections and accident investigations that are relevant to BGCBC. This relationship has proved invaluable, particularly when the Authority has required advice and guidance from HSE.

The advisors also work closely with Organisational Development/Human Resources colleagues, particularly with regard to Occupational Health issues. There is also a close liaison with the Insurance/Risk Management team on liability issues.

Through the period under consideration the Advisors priorities have shifted from focussing on the pandemic and back to health and safety and fire safety management as the Authority has moved to business as usual.

3.5 Service Level Agreement with Aneurin Leisure Trust

The corporate Health and Safety advisers also support the Aneurin Leisure Trust(ALT) through a Service Level Agreement. This includes:

- Health and Safety advice
- Reporting ALT accidents and incidents under RIDDOR
- Undertaking investigations
- Undertaking health and safety inspections
- Undertaking Fire Risks assessments
- Providing training including Hand Arm Vibration, Manual Handling, Managing Violence and Aggression.

The Service Level Agreement covers all Libraries and Learning Action Centres in the Borough, Leisure Centres, Bryn Bach Park and Bedwellty House. The data for the work by the Health and Safety Advisors for the trust is not included in this report.

3.6 Silent Valley

During the year covered by this report the advisors have been involved with the discussions on the transfer of Silent Valley into the Authority and carried out preliminary proactive work.

3.7 Occupational Health

The Authority uses a contracted service for its Occupational Health Service. An Occupational Health Nurse provides a 2 day per month clinic service for medical referrals, pre-employment screening and health surveillance. An Occupational Health Practitioner provides a 2 day per month clinic service and is also able to provide appointments at alternative locations as and when required.

The breakdown of the departmental referrals to the Occupational Health service can be seen in Table 3.1. The number of referrals has fallen significantly in all departments over the period.

Directorate	Referrals 21/22	Referrals 22/23
Corporate Services	59	34
Education	46	31
Regeneration & Community Services	157	98
School Based	163	127
Social Services	225	166
Total	656	456

Table 3.1: Employee Referrals to Occupational Health 2021/2023

3.8 Safety Committees and Safety Representatives

The various Trade Unions representing employees of the Authority and Schools have accredited Health and Safety Representatives.

The Head of Organisational Development has regular meetings with the various Trade Unions and Health and Safety issues are discussed. A Corporate Health and Safety Group made up of trade unions and senior managers with specific terms of reference meets quarterly.

4. Accident/Incident Statistics

All Services and schools report all accidents and incidents to the Health and Safety Advisors. It is a legal requirement that all incidents and accidents are recorded and that they are reviewed with consideration of action that would reduce the risk of a recurrence.

The Advisors record all these accidents/incidents and then evaluate what needs to be reported to the Health and Safety Enforcing Authority under the requirements of the Reporting of Incidents, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).

Briefly, accidents/incidents are reportable to the Enforcing Authority where:

- an employee has a major injury such as broken bones (not fingers)
- is absent or unfit for their normal work for more than 7 days due to an accident at work, or
- a non-employee requires immediate medical treatment at a hospital following a work related accident.

For detailed information please see [Appendix 1](#) which contains the data relating to the incidents and accidents for the Authority.

59 accidents/incidents were further investigated by the Health and Safety Advisors to ensure that details were correct and/or any required mitigations were carried out.

4.1 Employee Accidents

The 3 year trend for accidents in the Authority by department is shown in Figure 4.1.

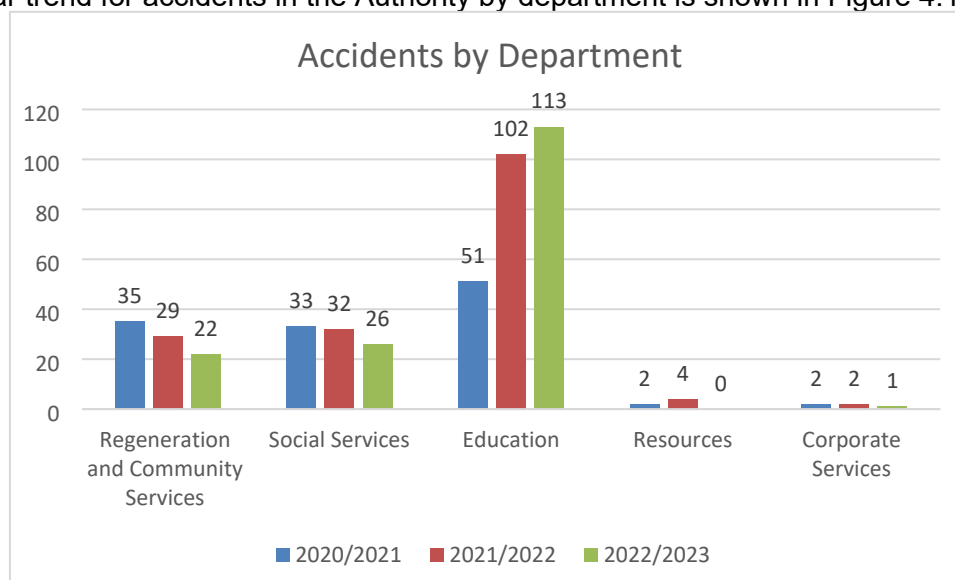


Figure 4.1: Accident by Department – 3 Year Trend

The total number of employee accidents/incidents has decreased from 171 in 2021/2022 to 162 in 2022/23. All departments have had decreasing accident numbers apart from Education where the numbers have increased from slightly from 102 in 2021/22 to 113 in 2022/23.

4.2 Employee Accidents Reportable to HSE

Figure 4.2 shows employee accidents that were reportable to HSE. There was an decrease in employee reportable accidents from 24 in 2021/22 and to 9 in 2022/23. Reportable injuries to employees are similar in all departments in 2022/2023 to those in 2021/2022 apart from those in the Regeneration and Community Services Department where there was a large decrease from 14 to 4.

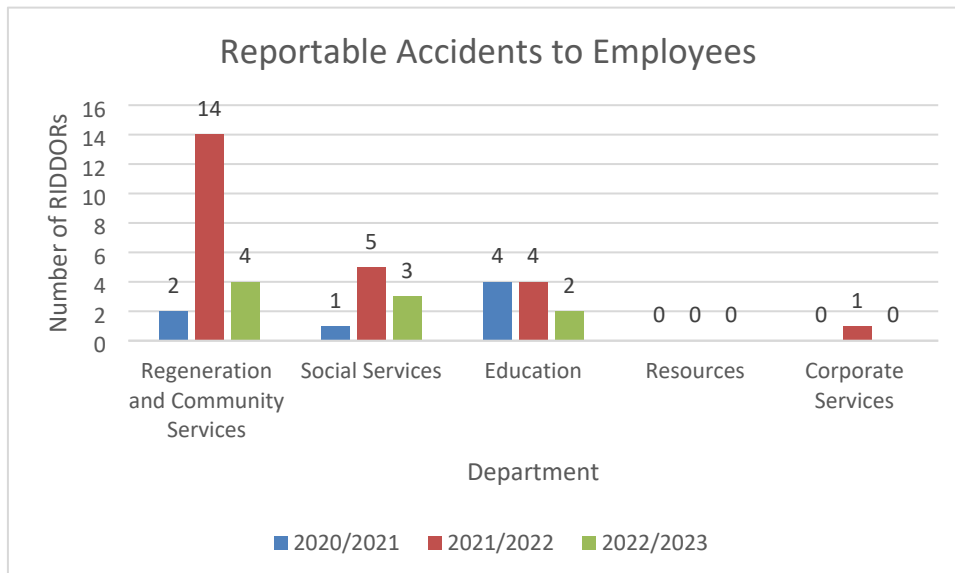


Figure 4.2: Employee Reportable Accidents – 3 Year Trend

4.3 Accidents to Non employees

Figure 4.3 shows the number of accidents to non-employees between 1.4.22 and 31.3.23.

The overall number of accidents is almost identical with 326 accidents in 21/22 and 325 in 22/23. The number of the accidents to non employees have fallen in two of the categories. The significant rise in accidents to pupils in 2022/2023 compared to those in 2020/21 can be attributed to the closure of schools during 2020/2021 however the number of accidents to pupils compared to last year has fallen by almost 17%.

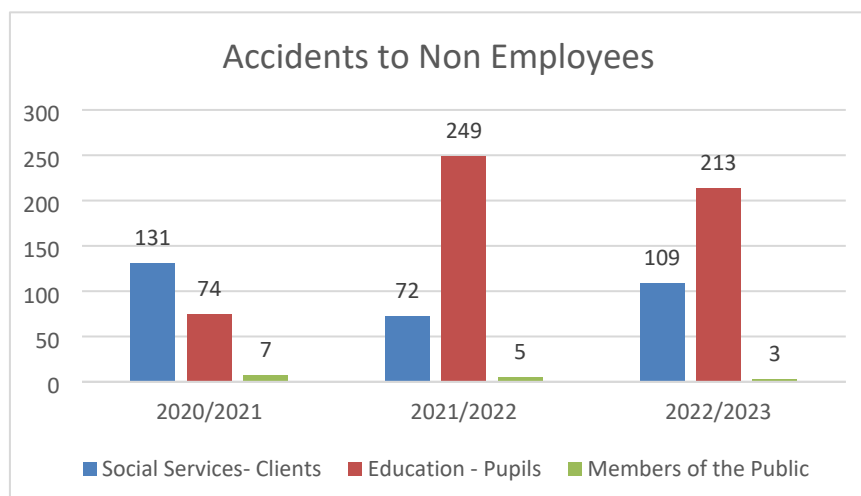


Figure 4.3: Accident by Category for Non employees – 3 Year Trend

It should be noted that there is inconsistency in the reporting of pupil accidents/incidents by schools. For example, some schools of similar size have very different number of accidents/incidents reported and there is a possibility that there may be both under-reporting (not reporting what procedures require) and over-reporting (relatively trivial incidents being reported).

The number of accidents to the clients of social services has risen however the majority of the 109 accidents to clients of the social services can be attributed to clients in care homes and this related to the health of individuals .

4.4 Accidents to Non employees reportable to HSE

Figure 4.4 shows non-employee accidents that were reportable to the HSE.

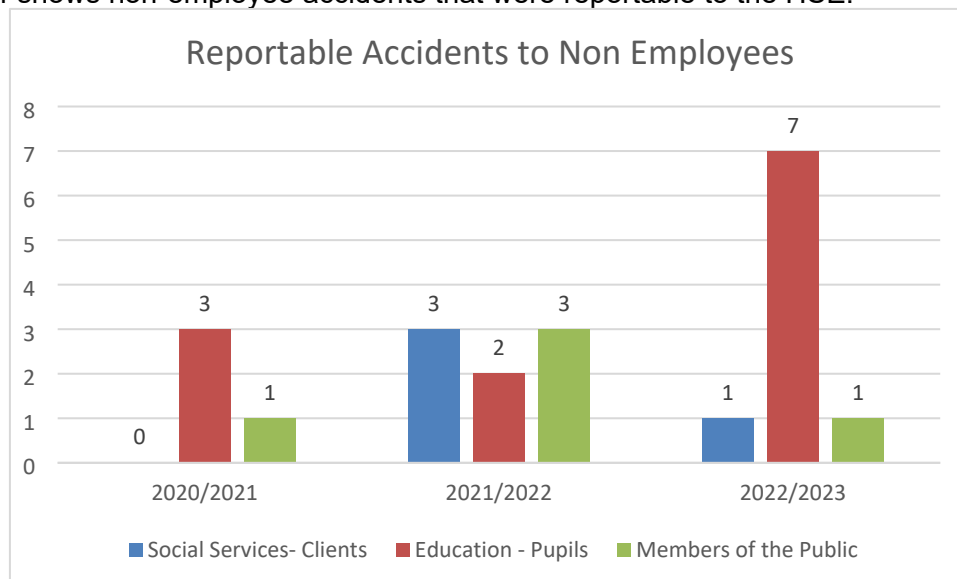


Figure 4.4: Reportable accidents to Members of the Public

The total number of reportable accidents to non employees has increased from 8 to 9. The number of incident to school pupils has seen an increase from 2 to 7. The majority of the reportable incidents to school pupils were falls which resulted in broken bones.

4.5 Reportable diseases and dangerous occurrences

Certain diseases (e.g. hand arm vibration syndrome and occupational dermatitis) and dangerous occurrences (e.g. failure of lifting equipment, exposure to Asbestos Containing Material) are reportable under RIDDOR. There were no reportable diseases in 2022/2023.

During 2021/2022 there were 4 reportable incidents of disease which was Covid 19. The evolution of the guidance from the Welsh Government through 2021/22 concerning the reporting of work related COVID 19 cases the Authority did not report further incidents through RIDDOR 2015 in 2022/2023.

4.6 Covid 19 Cases

Covid 19 cases that were recorded in 2021/22 and 2022/23 are shown in Table 4.1. There were a total of 970 recorded staff absences (confirmed positive or self-isolation as contacts) due to Covid 19. This has increased from 824 employee absences due to Covid 19 during 2021/2022. This represented 27.8% of the workforce.

There were 426 cases of Covid 19 recorded in 2021/22 for school based staff which increased slightly in 2022/23 to 443. This represented 34.23% of the school based staff which represents a less than 1% increase from 21/22 to 22/23.

Service	Number of cases 21/22	Percentage of workforce 21/22	Number of cases 22/23	Percentage of workforce 22/23
Employees in total	824	27.8%	970	30.6%
School based employees	426	33.3%	443	34.23%

Table 4.1: Reported Employee Covid Cases in the Authority 2021/22 and 2022/23

4.7 Cost of Accidents/Incidents

There are no current methods of calculating the cost of accidents within the Authority. However, the Authority will be affected by an invisible cost (in terms of lost wages and basic on-costs such as superannuation and National Insurance) of reportable (over 7 day injury) accidents or any other time lost accidents.

There has to be a significant financial pressure on the Authority as in addition to lost wages the following costs may apply:

- Cost of temporary/seconded employees to cover absences.
- Overtime payments to cover absent employees.
- Administrative costs.
- Insurance costs.
- Possible loss of services/production.
- Investigation costs.

4.8 Incidents of Violence and Aggression

Figure 4.8 shows the numbers of incidents of violence and aggression in 2021/22 and 2022/23.

All of these incidents occurred in two settings which were schools and care homes. The majority of these incidents occurred in educational settings such as special needs schools and resource bases in mainstream schools.

There was an increase in the number of incidents in violence and aggression to employees from 78 to 98.

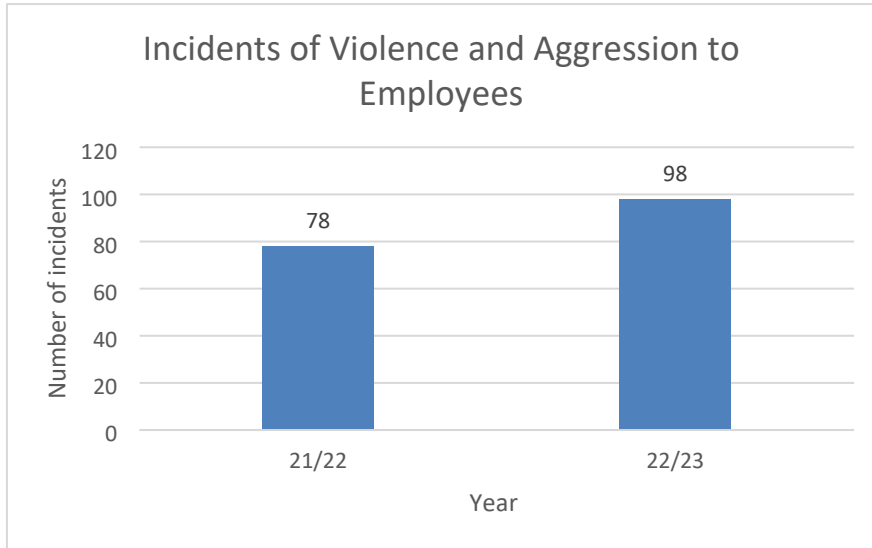


Figure 4.8: Incidents of Violence and Aggression to Employees

5. Specific Issues

5.1 Attendance Management

Improving staff attendance remains a key priority for the Council. The outturn figure for 2022/2023 was 15.45 (which includes Covid cases) which is an improvement on the 2021/2022 value of 16.74 (which is including Covid cases). The outturn figures not including Covid cases are 13.71 in 2022/23 and 10.34 in 2021/22. This is above the annual target which is 10 days.

It should be noted that from 2023/24 onwards absences will no longer be recorded without Covid cases.

These figures give a year on year improvement of 1.29 days.

Table 5.1 shows the top 5 reasons for sickness absence in 2022/2023. The main cause of total days lost was due to psychiatric/mental health illnesses as shown in table 5.1.

30.99% of sickness absence was due to psychiatric/mental health illnesses which was the main cause of sickness absence in the previous year however this figure has risen by 2.98% from 2021/2022.

The other reasons were musculoskeletal issues and injuries, Covid 19 and gastro-intestinal problems. These were similar to last year.

The number of absences due to musculoskeletal issues and injuries has risen from 21.46% to 23.08%.

Rank 2022/23	Category	% sickness			Rank 2020/21	Rank 2021/22
		2020/21	2021/22	2022/23		
1	Psychiatric / Mental Health	38.0%	28.01%	30.99%	1	1
2	Musculoskeletal Issues and Injuries	16.9%	21.46%	23.08%	2	2
3	COVID 19	14.4%	12.75%	9.9%	3	3
4	Gastro-intestinal	5.47%	6.99%	6.37%	5	4
5	Gynaecological, obstetric, pregnancy	-	4.74%	-	-	-

Table 5.1: Percentage Reasons for Employee Absence 2022/2023

5.2 Management of Work Related Stress

It is the expectation that managers refer all employee absences caused by stress to Occupational Health. Departments have been reminded of the need to carry out risk assessments (using a stress management toolkit) and manage work related stress during these challenging times.

The Council has an employee assistance programme and information on resources is published to the workforce on a weekly basis via a Wellbeing Wednesday email. The Workforce Strategy will continue the focus on the wellbeing of the workforce.

With Agile Working it is important that Managers maintain regular contact with staff to ensure that employee mental health is monitored and acted upon. A review of Agile working started last autumn engaging the workforce on views and areas for improvement.

5.3 Updated Legislation

Through the period under consideration the specific Covid 19 related Regulations and guidance provided by the UK and Welsh Government and the HSE were phased out with the last specific guidance (testing care and SEN workers and workforce toolkit) withdrawn in April 2023.

5.4 Review of Policies and Guidelines

The current suite of Policies and guidelines are shown in Table 4. The policies and guidelines that were reviewed in 2022/23 are highlighted in red. New policies are seen in Table 5.2 in Green.

POLICIES:	
Health & Safety Policies <ul style="list-style-type: none"> Asbestos Policy Display Screen Equipment Policy Driving at Work Fire Safety at Work Lone Working Policy Smoke Free Policy Statement of Safety Policy 	<ul style="list-style-type: none"> Policy on Contractors working on Council Properties & Services Violence & Aggression Policy Work Related Stress Policy OD Policies <ul style="list-style-type: none"> Alcohol and Drugs Attendance Management
HEALTH AND SAFETY GUIDELINES:	
<ul style="list-style-type: none"> Construction (Design & Management) Regulations Control of Substances Hazardous to Health Control of Contractors Control of Legionella Bacteria in Water Systems Criteria for Eye Protection Fire Safety and Displays First Aid at Work Glazing Gritting of Council Work Places Guidance for Children not yet Toilet Trained Provision and use of Work Equipment Regulations (PUWER) 1998 Permits to Work Responsible Person 	<ul style="list-style-type: none"> Use of Voluntary Workers Working Time Regulations Lifting Operations and Lifting Equipment Regulations (LOLER) Managing the Risk of Ice and Snow in Workplaces Risk Assessment Guidelines Young People at Work Immunisations Hand/arm vibration Noise School caretakers Preventing Finger Entrapment Personal Protective Equipment (PPE) Prevention of Arson in Schools New and Expectant Mothers at Work Special Educational Needs (SEN) Working at Heights Workplace Health, Safety and Welfare
PROCEDURES:	
<ul style="list-style-type: none"> Accident/incident Reporting 	<ul style="list-style-type: none"> Generic Fire Drill (to be adapted by each premises Responsible Person)

Table 5.2: Policies and Guidelines

5.5 Interventions by Enforcing Authorities

Health and Safety Executive (HSE)

There were no visits to Blaenau Gwent premises during 2022/2023 by the Health and Safety Executive.

South Wales Fire and Rescue Service(SWFRS)

There were 4 interventions in the form of audits in Blaenau Gwent care premises by the South Wales Fire and Rescue Service (SWFRS) in 2022/2023. Any issues raised were all very minor and the Authority responded and complied

Premises audited by SWFRS:

- Ty-lelog supported living
- Ty Rhosyn supported living
- Augusta House
- Cwrt Mytton

5.6 Fire Risk Assessments

The Corporate Health and Safety Advisors carried out 40 statutory Fire Risk Assessments (FRA) in 2022/2023. There were 31 replies to the FRAs and the outstanding responses were from:

- Augusta House Respite Centre
- Bert Denning Centre
- Tredegar Day Centre – The Promenade
- Unit 28 - BG Community Meals (was Pond Road Day Services - Ceramics)
- Ebbw Vale Family Resource Centre (HUGS)
- Energy Centre (Works Site)
- Beechwood House
- Weighbridge
- Silent Valley Canteen/Welfare Building

5.7 Health and Safety Inspections

The Corporate Health and Safety Advisors carried out 20 inspections in 2022/2023. Written replies were received to all of these inspections.

5.8 Health and Safety Training

The need for health and safety/fire safety training is a legal requirement and is identified in the risk assessment process, and as and when refresher training is required (generally at a minimum of 3 year intervals).

All Services are committed to ensuring training is provided to comply with legislation and individual training needs. Examples of the training provided to BGCBC staff from all sources are:

- Risk assessment
- General health and safety
- Fire safety
- First aid
- Manual handling
- Evacuation chair
- Ladder safety
- Managing violence/restrictive intervention
- Banksman training
- Responsible person
- Asbestos awareness
- Hand/arm vibration and noise
- Stress awareness
- Legionella

The ability to provide training during the pandemic was enormously impacted by alteration of service delivery, physical distancing requirements, staff working from home, absenteeism of

staff etc. Therefore, the ability to deliver statutory or advisory training was difficult and in some cases impossible.

During 2022/23 with there was the opportunity to catch up on outstanding training needs but further catch up is required in 2023/2024.

Whilst departments and schools externally source training and Social Services have the dedicated workforce development team (provides both in –house and externally sourced training) the health and safety advisors also provide in-house training. During 2022/23 there was a significant amount of training delivered by the health and safety advisors as shown in table 5.4.

Training	Number	Type of Staff
Evacuation chair	13	BGCBC and school staff
Ladder safety	7	School staff
Fire safety	240	BGCBC and school staff
Manual handling	96	BGCC and school staff
Hand/arm vibration	6	BGCBC staff
Violence and Aggression	20	BGCBC staff
Responsible Person	47	BGCBC and school staff
Leadership in Health and Safety	10	Cabinet Members
Stress awareness	4	BGCBC staff

Table 5.4: Training during 2022/23

5.9 Insurance

During 2022/2023 the number of Insurance claims received by the Authority in respect of all types of incidents involving employees and the public was 109 which is an increase from 97 claims which were received in 2021/2022. It is also an increase in the levels of claims received in the last 4 years. 7 of these claims related to Employers’ Liability. It is important to note that the claims received for public and employers liability in 2022/2023 include claims relating to incidents in previous years as there is often a delay in claims being brought.

With regards to the 7 Employers’ Liability claims received in 2022/2023, 1 has an incident date in the 2022/2023 policy year with 4 relating to policy years 2021/2022 and the remaining 2 relating to the policy years 2020/2021.

Figure 5.1 shows the costs incurred for Employers' Liability(EL) claims over the 5 year period 2015/16 to 2020/21. Data is shown for this period as generally there will be no further claims covering this period as the majority of claims have to be within 3 years of the incident. Hence there is always a lag in this information as claims can take upto 3 years to be submitted and time to be closed.



Figure 5.1: Employers' Liability Costs

Table 5.5 details the insurance claims against the Authority over the last 6 years. The number of Public Liability(PL) claims against the Council significantly increased from 54 to 80 with the vast majority being claims relating to alleged accidents on the Highway. Breaking this down further shows almost exclusively, vehicle damage as a result of potholes in the carriageway or personal injury due to trips on defective paving. The reason for this noticeable increase in claims, we believe, is due to the introduction of an online claim form allowing members of the public to claim for damage or injury in a simpler, more efficient and customer friendly way.

Motor claims have significantly decreased in 2022/23 to 22 claims. An analysis of these show a large percentage were as a result of a reversing manoeuvre (8), hitting a stationary vehicle (7) or colliding with a fixed object (3). Out of these 22 claims, 5 were paid at a total cost of £11,486.02.

	Employer's Liability	Motor Vehicle	Public Liability	Total
2017/2018	10	36	64	110
2018/2019	4	26	75	105
2019/2020	6	21	56	83
2020/2021	4	39	53	96
2021/2022	6	37	54	97
2022/2023	7	22	80	109

Table 5.5: Number of Insurance Claims

Motor claims are the only class of cover where there is less likely to be a delay between the incident and the claim being brought and therefore the most likely of the policies to show accurate settlements in the same year. EL and PL claims are less likely to be settled in the same year due to their more complex nature. Whilst a claim reserve can be allocated, this, together with payments made, can fluctuate as more detail is established during investigation of the claim.

The Insurance team invest significant effort into defending claims and relies on the cooperation of colleagues on the front line to maintain the policies and practices which allow claims to be defended. In the current legal environment the financial burden of defending claims rests with the Authority unless Fundamental Dishonesty is proven (the burden of proof being extremely high) against the Claimant. This results in a financial cost to the Council even when a claim is successfully defended.

5.10 Capacity and Competency

As with previous years it is clear that there are capacity issues for some department's/services to carry out all the required Health and Safety and Fire Safety management regimes and this has been further impacted by the "catch up" required due to the Covid 19 pandemic.

The Health and Safety advisors, Human Resources advisors and sometimes the Insurance Team have regularly reported non-compliance to managers. One of the often cited reasons for any non-compliance is capacity.

Departments and services should regularly review their compliance standards and ensure any gaps in capacity are addressed. Corporate Health and Safety and HR can advise where possible but ultimately managers are responsible for managing any risks.

It is also important to note that the Health and Safety advisors are there to support managers and staff however it is vital that managers and supervisors have a consistent and appropriate level of training with regard to health and safety. This would include managers and staff having appropriate training and refresher training with regard to health and safety responsibilities.

6. Conclusions

The headline positive features for the Authority's health and safety performance in 2022/2023 were: for discussion

- A recovery from the effects of the pandemic has started to be implemented with the development and delivery of training across the Authority
- The 4 interventions by the SWFRS only identified minor issues.
- No interventions by HSE
- 100% response to the health and safety inspections
- The significant reduction in reportable accidents to employees particularly in the high risk Regeneration and Community Services Department

The headline areas of concern in the Authority's health and safety performance in 2022/2023 were: for discussion

- The numbers of accidents has decreased but very marginally
- The amount of regular Health and Safety activities and training required from the change of activities during the pandemic such as agile working and missed training
- The lack of response to the statutory Fire Risk Assessments

7. Recommendations

Recommendations for discussion:

1. That this report is reviewed by the Corporate Health and Safety Group and CLT.
2. Each Directorate Management Team to continue to review their health and safety management arrangements and ensure they have the capacity to comply with statutory duties. Also to ensure that the individuals that are aware of their responsibilities and have received the appropriate information and training.
3. It is recommended that any strategic/operational decisions taken by services must be subject to a health and safety risk assessment within the wider impact assessments. This would include change of use of buildings, additions to building and purchases. Any identified risks should be managed through an implementation plan and identified leads. If there are capacity and/or competency issues identified by service directorates that put the authority at risk, then this may need escalation to the Corporate Risk Register and review at the Corporate Leadership Team to take action.
4. Each Corporate Director to review and put in place appropriate training requirements for staff. A training needs analysis of all departments and schools should be undertaken by the management of the relevant departments and schools to identify required training (including refresher training not delivered during the pandemic) and prioritise a calendar of training for 2022/23. Identified training may be undertaken by the Health and Safety Advisors or external providers as required.
5. Inconsistencies in school pupil accident/incident reporting to be addressed by the Corporate Health and Safety Advisors and the Education Directorate through directing the Heads to the Accident reporting policy and encouraging the use of the online reporting system.
6. Health and safety/fire safety should continue to be a key consideration and included in corporate templates such as programme, project and Financial Efficiency Projects etc. to ensure risks are identified and that compliance is considered throughout the project.
7. Departments must yet again review the lack of response to statutory fire risk assessments.

Appendix 1: Corporate Health and Safety Management Information Report (1 APRIL 2022 – 31 MARCH 2023)

	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	TOTAL	
Accidents – BGCBC Employees	6	18	10	10	7	17	29	11	5	24	10	15	162	
Number of Accidents – Pupils	6	21	29	13	0	26	28	19	15	25	16	15	213	
Number of Accidents – Members of the Public in BGCBC premises	0	0	0	2	0	0	0	1	0	0	0	0	3	
Number of Accidents – Service Users (Social Services)	10	15	9	10	12	3	9	9	3	11	5	13	109	
Total No. of Accidents	22	54	48	35	19	46	66	40	23	60	31	43	487	
No. of Reportable Accidents to BGCBC Employees	1	0	2	0	1	2	1	0	0	0	0	2	9	
No. of Reportable Accident to Non – Employees	1	1	0	1	0	0	2	1	0	3	0	0	9	
Total No. of Reportable Accidents	2	1	2	1	1	2	3	1	0	3	0	2	18	
No. of Reportable Diseases and Dangerous Occurrences	0	0	0	0	0	0	0	0	0	0	0	0	0	
Accidents/Incidents Investigated	Non Employee	1	1	4	1	3	8	7	3	0	4	1	3	36
	Employee	1	0	2	1	0	3	3	3	1	4	2	3	23
Incidents of Violence and Aggression	Non Employee	4	11	7	2	0	5	1	4	1	4	5	7	51
	Employee	3	12	6	5	2	10	18	9	4	16	4	9	98
No. of Interventions by HSE	-	-	-	-	-	-	-	-	-	-	-	-	0	
Interventions by the Fire Authority	-	-	-	-	-	-	-	-	-	-	-	-	4	
BGCBC Premises Health & Safety Inspections	0	1	1	1	2	1	3	4	2	3	2	0	20	
BGCBC Fire Risk Assessments	2	4	2	3	3	7	2	1	1	2	5	8	40	
No. of health & safety/fire safety training Sessions	4	4	2	4	5	6	3	4	0	4	4	6	46	
No. of Persons Given Health & Safety Training(Not inc education)	19	21	8	15	23	28	17	46	0	22	40	52	291	

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Agenda Item 12

Cabinet and Council only

Date signed off by the Monitoring Officer: N/A

Date signed off by the Section 151 Officer: N/A

Committee: **Corporate Overview and Performance Scrutiny Committee**

Date of meeting: **14th September 2023**

Report Subject: **Forward Work Programme: 12th October 2023**

Portfolio Holder: **Cllr Steve Thomas, Leader / Cabinet Member
Corporate Overview and Performance**

Report Submitted by: **Scrutiny and Democratic Officer**

Reporting Pathway								
Directorate Management Team	Corporate Leadership Team	Portfolio Holder / Chair	Governance and Audit Committee	Democratic Services Committee	Scrutiny Committee	Cabinet	Council	Other (please state)
x	x	04.09.23			14.09.23			

1. Purpose of the Report

- 1.1 To present to Members the Corporate Overview and Performance Scrutiny Committee Forward Work Programme for the Meeting on 12th October 2023 for discussion and agreement.

2. Scope and Background

- 2.1 The Scrutiny Work Programmes are key aspects of the Council's planning and governance arrangements and support the requirements of the Constitution.
- 2.2 The topics set out in the Forward Work Programme link to the strategic work of the Council as identified by the Council's revised Corporate Plan, corporate documents and supporting business plans.
- 2.3 Effective work programmes are essential to ensure that the work of scrutiny makes a positive impact upon the Council's delivery of services.
- 2.4 The Committee's Forward Work Programme was agreed in June 2023, recognising the fluidity of the document to enable the Committee to respond to urgent and emerging issues, and included timescales when reports will be considered by the Committee. The work programme is managed and implemented by the Scrutiny and Democratic Officer under the direction of the Chair and Committee.
- 2.5 The forward work programme for the forthcoming meeting will be presented to Committee on a 6 weekly cycle in order that Members can consider the programme of work; request information is included within the reports, as appropriate and / or make amendments to the work programme.

3. **Options for Recommendation**

3.1 **Option 1:** The Scrutiny Committee consider the Forward Work Programme for the meeting 12th October 2023, and

- Make any amendments to the topics scheduled for the meetings;
- Suggest any additional invitees that the committee requires to fully consider the reports; and
- Request any additional information to be included with regards to the topics to be discussed.

3.2 **Option 2:** The Scrutiny Committee agree the Forward Programme for the meeting 12th October 2023, as presented.

Background Documents /Electronic Links

- Appendix 1 – Forward Work Programme – Meeting on 12th October 2023

Corporate Overview and Performance Scrutiny Committee Forward Work Programme

Dates	Topic	Purpose	Lead	Cabinet / Council
12 th October 2023	Annual Self-Assessment of Council Performance 2022/23 To be published by 31st October each year	Pre-Decision To consider and endorse the Annual Self-Assessment of Council performance 2022/23 against the Corporate Plan prior to approval by Council.	Gemma Wasley	Special Council – 24.10.23 Governance and Audit – 18.10.23
	Workforce Strategy Review and year 3 action plan	Pre-Decision To consider the review and year 3 action plan.	Andrea Prosser	Cabinet
	Sickness Absence Performance 2022/23	Performance Monitoring To consider the annual review of staff sickness absence.	Andrea Prosser	Cabinet

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