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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

18th April 2024

Dear Sir/Madam

CORPORATE & PERFORMANCE SCRUTINY COMMITTEE

A meeting of the Corporate & Performance Scrutiny Committee will be held in on Thursday, 25th April, 2024 at 10.00 am. via MS Teams (*if you wish to view this meeting please contact michelle.hicks@blaenau-gwent.gov.uk*)

Yours faithfully

Damien McCann
Interim Chief Executive

AGENDA

Pages

1. SIMULTANEOUS TRANSLATION

You are welcome to use Welsh at the meeting, a minimum notice period of 3 working days is required should you wish to do so. A simultaneous translation will be provided if requested.

2. APOLOGIES

To receive.

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. **DECLARATIONS OF INTEREST AND
DISPENSATIONS**

To receive.

4. **CORPORATE AND PERFORMANCE SCRUTINY
COMMITTEE** 5 - 10

To consider the decisions of the Corporate and Performance Scrutiny Committee held on 14th March, 2024.

(N.B. The decisions are submitted for accuracy points only)

5. **ACTION SHEET** 11 - 12

To receive

6. **CS092 INVESTIGATION ACTION PLAN /
ADRODDIAD CYNNYDD TERFYNOL CS092
CYNLLUN GWEITHREDU'R YMCHWILIAD** 13 - 92

To consider the report of the Head of Democratic Services Governance and Partnerships.

7. **COMMERCIAL STRATEGY FOR THE COUNCIL** 93 - 156

To consider the report of the Chief Officer Commercial and Customer

EXEMPT ITEM

To receive and consider the following report which in the opinion of the proper officer is/are an exempt item taking into account consideration of the public interest test and that the press and public should be excluded from the meeting (the reason for the decision for the exemption is available on a schedule maintained by the proper officer).

8. **LIBRARY** 157 - 172

To consider the report of the Service Manager Young People and Partnerships.

To: Councillor J. Wilkins (Chair)
Councillor J. Thomas (Vice-Chair)
Councillor J. Hill

Councillor J. Holt
Councillor E. Jones
Councillor R. Leadbeater
Councillor C. Smith
Councillor 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 – 14TH MARCH 2024

REPORT OF: DEMOCRATIC & COMMITTEE SUPPORT OFFICER

PRESENT: COUNCILLOR J. WILKINS (CHAIR)

Councillors J. Thomas (Vice-Chair)

J. Holt

J. Hill

R. Leadbeater

C. Smith

T. Smith

WITH: Interim Chief Executive
 Interim Corporate Director Education
 Head of Democratic Services, Governance & Partnerships
 Head of Organisational Development
 Service Manager – Policy & Partnerships
 Chief Officer Customer & Commercial
 Chief Officer Resources
 Service Manager – Accountancy
 Business Partner – Finance
 Accountant – Accountancy & Planning
 Service Manager – Childrens Services
 Professional Lead – Engagement, Equality & Welsh Language
 Team Leader - Performance
 Democratic and Scrutiny 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>The following apologies for absence were received:-</p> <p>Councillor E. Jones Service Manager – Performance & Democratic</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>CORPORATE AND PERFORMANCE SCRUTINY COMMITTEE</u></p> <p>Consideration was given to the decisions of the Meeting held on 18th January, 2024.</p> <p>The Committee AGREED the decisions be accepted as a true record of proceedings.</p>
<p>No. 5</p>	<p><u>SPECIAL CORPORATE AND PERFORMANCE SCRUTINY COMMITTEE</u></p> <p>Consideration was given to the decisions of the Special Meeting held on 19th February, 2024.</p> <p>The Committee AGREED the decisions be accepted as a true record of proceedings</p>
<p>No. 6</p>	<p><u>SPECIAL CORPORATE AND PERFORMANCE SCRUTINY COMMITTEE</u></p> <p>Consideration was given to the decisions of the Special Meeting held on 5th March, 2024.</p> <p>The Committee AGREED the decisions be accepted as a true record of proceedings</p>
<p>No. 7</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. 8</p>	<p><u>COUNCIL'S CORPORATE PLAN 2022/27 REVIEW</u></p> <p>Consideration was given to the report of the Interim Chief Executive.</p> <p>The Committee AGREED that the report be accepted and agreed the revisions made to the Corporate Plan, outlined in paragraph 2.10 of the report, prior to approval at Council (Option 1).</p>
<p>No. 9</p>	<p><u>CAPITAL STRATEGY 2023/2024</u></p> <p>Consideration was given to the report of the Chief Resources Officer.</p> <p>The Committee AGREED that the report be accepted and Members considered the Capital Strategy for the 2024/25 financial year (attached as appendix 1) and did not report any amendments, prior to submission to Council for formal approval (Options 1).</p>
<p>No. 10</p>	<p><u>TREASURY MANAGEMENT MID-YEAR REVIEW – SEPTEMBER 2023 & QUARTER 3 UPDATE</u></p> <p>Consideration was given to the report of the Chief Resources Officer.</p> <p>The Committee AGREED that the report be accepted and Members scrutinised the treasury management activity undertaken during the first nine months of 2023/24 and did not report any amendments to the previously agreed Treasury strategies and performance indicators (Option 1).</p>

No. 11	<p><u>TREASURY MANAGEMENT – TREASURY STRATEGY STATEMENT, INVESTMENT STRATEGY & MRP POLICY STATEMENT 2024/2025 (INCLUDING PRUDENTIAL INDICATORS)</u></p> <p>Consideration was given to the report of the Chief Resources Officer.</p> <p>The Committee AGREED that the report be accepted and Members considered the Annual Treasury Strategy Statement & Annual Investment Strategy & MRP Policy Statement for 2024/2025 financial year and the Treasury Management Prudential Indicators contained therein (Appendix A) and did not report any amendments, prior to submission to Council for formal approval (Option 2).</p>
No. 12	<p><u>STRATEGIC EQUALITY PLAN 2024-28</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 supported the proposed Strategic Equality Plan prior to approval at Council (Option 1).</p>
No. 13	<p><u>FOSTERING FRIENDLY EMPLOYER</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 recommended the Policy for approval to Council (Option 1).</p>
No. 14	<p><u>REVIEW OF AGILE WORKING, AGILE WORKING AND FLEXIBLE WORKING POLICIES</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 noted the outcome of the agile working review, recommendations, progress/improvement and support the reviewed policies for Agile Working and Flexible Working for progression to Council for endorsement (Option 1).</p>

No. 15	<u>FORWARD WORK PROGRAMME – 25TH APRIL, 2024</u>
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Consideration was given to the report of the Scrutiny and Democratic Officer

The Committee AGREED that the report be accepted and Committee agreed the Forward Programme for the meeting 25th April, 2024, as presented (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
14.03.24	Item 8: Council Corporate Plan 2022/27 Review A Member Briefing Session on the Marmot Principles to be arranged. Paragraph 2.6 of the covering report to be reworded and updated for the report to be presented to Council.	Democratic Services Sarah King	Member briefing session arranged for 22 nd April 2024. Action complete: 18.03.24 Action complete: 14.03.24

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Agenda Item 6

Cabinet and Council only

Date signed off by the Monitoring Officer:

Date signed off by the Section 151 Officer:

Committee: **Corporate Overview & Performance Scrutiny Committee**

Date of meeting: **25 April 2024**

Report Subject: **CS092 Investigation Action Plan**

Portfolio Holder: **Cllr Steve Thomas, Leader of the Council/ Cabinet Member Corporate Overview and Performance**

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)
	11/04/24	24.04.24			25/04/24	12.06.24		

1. Purpose of the Report

1.1 The purpose of the Report is to present the CS092 Investigation Action Plan Final Progress Report.

2. Scope and Background

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 26 January 2022. The WLCO signed off the report on the 5 April 2023.

2.4 The CS092 Final Progress Report (Appendix 1) provides a final position on the implementation of actions set out within the plan to be submitted to the Welsh Language Commissioners Office for consideration of closing the case.

3. **Options for Recommendation**

3.1 **Option 1**

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

3.2 **Option 2**

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

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 investigation.

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**

6.1 ***Performance Information and Data***

The CS092 Investigation Core Group have been meeting every 6 weeks to provide updates on the actions assigned to them. Since presenting our Quarterly Action Plan Update to the Committee in September 2023 all actions within the plan have been completed bar, S132.1b and S132.2a, that require our Welsh language

training to be made available on the Council's new training portal. This portal is due to be made available to staff in spring 2024, therefore following the launch of the portal all action will be complete.

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.

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. 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**

The CS092 Investigation Final Progress Report (appendix 1) is to be presented to Cabinet.

Background Documents /Electronic Links

Appendix 1: CS092 Investigation Final Progress Report.

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Cyngor Bwrdeistref Sirol

Blaenau Gwent

County Borough Council

Welsh Language Standards Compliance Action Plan Final Progress Report

(Investigation CS092)

Version: 2

Submission: 25/04/24

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1.1 Background and Context

The CS092 investigation (“the investigation”) was opened by the Welsh Language Commissioners Office (WLCO) in November 2021 (see appendix 1). Following concerns raised during a direct verification assessment of whether Blaenau Gwent Council was compliant with the Welsh Language Standards in terms of providing a Welsh language telephone service.

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.

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 determination report was presented to the Council’s Corporate Leadership Team in September 2022. A written response was provided to the WLCO.

Results from the 2021 Census found that Blaenau Gwent’s population size has decreased by 4.2%, from around 69,800 in 2011 to 66,900. This is the second largest percentage reduction in population of 22 local authorities in Wales and Blaenau Gwent is one of only seven local authorities with a reduction in population. This also means that Blaenau Gwent now has the second smallest population in Wales, while in 2011 it had the third smallest population.

The 2021 Census identified 4,035 Welsh speakers living in Blaenau Gwent, which equates to 6.03% of its population.

The Council aims to help and enhance the availability of Welsh Primary school education and in Secondary schools through our Welsh in Education Strategic Plan 2022/32 and Welsh Language Promotion Strategy 2022/27, which will assist in raising the number of Welsh speakers in Blaenau Gwent. Moreover, we will be actively supporting the advertising of Welsh language training courses to adults and our own staff who live and work in the locality.

1.2 Action Plan Development Approach

A decision was made by the Council's Leadership Team to establish an organisational Core Officer Group (CS092) who are responsible for preparing the Action Plan and the supplementary Advice Document.

The group are responsible for:

- Conducting a comprehensive review of how the organisation meets the Service Delivery Standards that are part of the investigation;
- Making a plan for how the organisation will achieve the Operational Standards throughout the organisation;
- Determining the staff needs for how the Council is going to ensure sufficient resources to meet the Telephone Standards;
- Improving the awareness across the organisation of what the standards relevant to the investigation require (especially regarding the language skills assessment, Welsh language training and evaluating the language needs of posts); and
- Creating, developing and then carrying out the CS092 Action Plan.

The group met several times to talk about the investigation's needs and to work on a draft Action Plan. The Professional Lead for Engagement, Equality and Welsh, Welsh Language Support Officer, and Action Leads also had individual meetings to finish the main details of the draft plan.

A Microsoft Teams Channel was set up for the Core Officer Group to regularly exchange files, information and progress reports as well as help with initial implementation work.

The final draft Action Plan was presented to the Corporate Leadership Team for review and was approved on the 26th January 2022.

The Welsh Language Commissioner approved the action plan under section 80(3) of the Welsh Language Measure (Wales) 2011 on the 5th of April 2023.

1.3 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 investigation's findings and our monitoring procedures please see Appendix 1.

2. 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.

Council Action:

The staff guidance on how to use the Welsh language when answering phone calls was reviewed, which involved assessing feedback from the 'Connect to Blaenau Gwent' (C2BG) call handlers.

As an outcome of the evaluation, the guidance on the intranet for staff was made simpler and better, with sound clips of each phrase, one said slowly and one at a normal speed. These changes are meant to make the guidance easier to use, for staff who do not have any Welsh language skills. This updated guidance was used to help create more training for staff with lower levels of Welsh language ability. **(Related to action points references S8.1a, S8.2a, S17.1a)**

The revised guidance has also been incorporated within the 'Employee Induction Process' for all new members of staff. (See page 16 for more information).

The updated guidance also provides a process map for accessing a Welsh speaker in the cases where a fluent speaker is required to assist with a call **(S11.1a)**. To support this process regular reminders to staff to update their language skills as part of their staff profiles have been circulated **(see Appendix 2)**, this has helped ensure we are maximising our Welsh language skills for telephone support as part of the CS092 Communications Plan **(S8.3a, S11.1b, S11.1c, & Appendices 3, 4, 5 and 6)**. As a result, several 'Welsh Language Champions'

across different service areas have been identified **(S11.1d)**. Furthermore, it is hoped that a further increase of champions will be identified as a result of our updated recruitment process' **(S11.2d)**.

As part of the Welsh Language Communications Plan **(S8.3a)**, we have informed all staff about the updated guidance that stresses the importance of greeting callers in Welsh **(See Appendix 8)**. Customer facing staff managers have also gone to a briefing session to reinforce the importance of maintaining the standard **(S8.2b, S8.3b)**.

As the demand for Welsh language calls within our area is low it has been imperative that our staff are still having the opportunity to practice Welsh language telephone procedures with the support of our Welsh language Officer **(S11.2c, S11.3c)**.

One of the ways the Welsh Language Officer provides support is by doing internal monitoring calls. The checks have shown mostly good progress in handling Welsh Language calls and when problems have occurred it has enabled solutions, for example one occasion identified a lengthy delay in identifying a Welsh speaking member of staff. This delay was of no fault of the call centre staff who had followed the telephone procedure accordingly. Therefore, to avoid similar situations in the future a Microsoft Teams' channel was created to include all call handlers and identified Welsh Speaking Staff across the organisation **(S11.1b)** (including the Welsh Language Champions) **(see Appendix 9)**. The channel has enabled instant messaging of availability for to support Welsh Speaking callers **(See appendix 10)**. We remain in the early stages of implementation of this channel and will continue to review its functionality. We intend on sending more communications to all staff and directly to managers, to ensure all relevant staff are included within the channel, as well as considering how we can embed the action of adding customer facing staff to the channel, into the Corporate Induction process.

As part of this action plan, the Strategic Transformation Team have been conducting a comprehensive telephony review across the organisation. The review has helped us to find out which telephone numbers receive the most calls and have automated messages **(S8.1b, S8.4a, S17.1b)**. After finding out that the C2BG Contact Centre, Council Tax/Revenues and Housing numbers are the busiest lines, we have been able to examine the automated messages linked to these lines. Therefore, the automated messages have been revised to meet the standards and provide better service by being more concise and consistent. **(See Appendix 11)** The uniform greeting that we have applied across the updated lines is the one that staff should use from now on when they think about the Welsh language needs of a phone service (see slide 16 of appendix 11 for universal greeting) **(S8.1c S8.4b)**.

The service areas associated with the Telephony Review, alongside a number of staff from the Children and Adults Information Advice and Assistance teams, are currently attending weekly tutor-led virtual Welsh language training. **(S11.2a, S11.2b, S11.3a, 17.3a)** The course is a part of the Work Welsh Scheme delivered by Dysgu Cymraeg / Learn Welsh and is 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)**

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	
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	
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	
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	

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	
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	
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	
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	

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	
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	
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	

* 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	
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	
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	
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	

	Those noted in the telephone book and the customer facing staff doing training to be champions						
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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	
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	
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	
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	

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	
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	
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	

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	

* 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	
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	

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	
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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	
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	

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

3. 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.

Council Action:

The Standards noted above are in place to ensure our organisation is providing Welsh related 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 access our training provisions.

The 'Post-Entry Training Policy' (*see Appendix 12*) provides guidance to managers and their staff around the logistics of training during working hours. This policy concerns itself with courses that lead to a formally recognised qualification. We recognise the importance for staff who consult this document for guidance to know about all the Welsh courses at different levels, because we know that Welsh skills are beneficial for all roles (**S130.1a**). Therefore, we a section has been added to the policy (*see p.3 section 1.5 of appendix 12*) that directs staff to the Welsh language training procedure (**S131.1a**) (*see appendix 13*).

This action plan developed the training procedure to meet the training needs, (**S132.1a**) which included Welsh language awareness; the obligation to follow the standards; how to apply the Welsh language in the work setting; and language courses from beginner to advanced (**S132.1a, S132.1c**) (*See appendix 14 for examples of resources on the Council's intranet*). The changes to the procedure were noted in the managers' brief (*see appendix 15*) encouraging managers to familiarize themselves with the procedure and inform their staff of the updates (**S132.1d**). Furthermore, it is standard practice to attach the procedure when responding to any queries from staff regarding Welsh language training (**S130.1b, S131.1b**).

We also send regular reminders to all staff regarding the training opportunities available to them **(S132.2b)** *(see appendix 16 and 17 for some examples)*.

The training procedure and the recruitment authorisation form (see recruitment actions) state that managers must inform the Welsh Language Support Officer when their staff start any Welsh training. **(S130.2b, S131.2b)**.

One of the actions in the plan is to provide a Welsh language training package through the new e-learning portal that is being developed, by October 2023. However, the new portal will not be accessible to staff until mid-April 2024. Therefore, while Welsh language training is included in the portal's design, this action has been delayed. As a result, the development of a stronger monitoring procedure that ensures Welsh language training is repeated regularly through the e-learning portal will start once the portal is ready for staff use **(S132.2a)**. As an interim measure, our monitoring is done via email messages sent to our Welsh Language Officer when a staff member has finished an online unit, and quarterly summary reports obtained from Dysgu Cymraeg. Managers also need to inform the Welsh Language Officer if any of their staff starts any Welsh related training. As mentioned above, this message is emphasized in our training procedure, and recruitment authorization form. This information is shared in the Welsh Language Annual Report **(see Appendix 18)** **(S130.2a, S131.2a, S131.2b)**. We are close to launching the new training portal, 'Thinqi', where the Welsh Language will have a prominent role in the induction courses for staff.

The induction programme on the Council's intranet has been updated to encourage more active compliance with the Council's Welsh language requirements. A key improvement is directing employees to the Welsh language guidance and training aspects related to the telephone procedure **(S133.1Ai, S133.1Aii, S133.2a)** **(See Appendices 19, 20, 21)**. To ensure managers are applying these changes, the revisions to our induction procedure were included in the managers brief **(S133.1b, S133.2b)** **(see Appendix 15)**.

It is important to note that at this stage not all recruitment related documents are available in Welsh, this is due to budgetary matters. Our Organisational Development team are currently undergoing a review of all policies and procedures, including moving to a modified version of 'iTrent' and training portal 'Thinqi', as such the documents will be translated when the portfolio of work is undergoing transition.

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	
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	
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	
S130.2B	Managers and staff encouraged to inform the Welsh Language Support Officer when staff receive Welsh language training via CS092 Welsh Language Communications Plan (S8.3A)	Mar-23	Mar-24	Bernadette Elias	Carolyn Jenkins (Communications) Katherine Watkins-Hughes (Policy & Partnerships)	Communications / Policy & Partnerships service area budget	

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
S130.3A	CS092 Action Plan Progress Report	Dec-23	Mar-24	Sarah King	Andrew Parker (Policy & Partnerships)	Policy & Partnerships service area budget	

* 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	
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	

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	
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	

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	

* 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	
S132.1B	Welsh language training package to be made available to all staff via the Council's new e-learning portal (currently being commissioned).	Oct -23	Oct -23	Bernadette Elias	Ceri Gay (Organisational Development) Lee McDonald (Organisational Development)	Organisational Development service area budget	The e-learning portal will be made available to staff at the mid-April 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	
S132.1D	Promotion of Welsh language training package and Welsh language awareness guidelines via CS092 Welsh Language	Mar-23	Mar-24	Bernadette Elias	Carolyn Jenkins (Communications) Louise Bishop (Communications)	Communications service area budget	

Communications Plan (S8.3A)							
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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	

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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.

S132.3a	CS092 Action Plan Progress Report	Dec-23	Mar-24	Sarah King	Andrew Parker (Policy & Partnerships)	Policy & Partnerships service area budget	
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* 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	
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	
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	

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	
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	

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	

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

4. 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

Council Action:

The staff profiles on the 'iTrent' system allow the council to monitor the language abilities of the staff. The data is published as part of our Welsh Language Annual Report (*see Appendix 18*). The data also helps us with our service delivery, for example when we undertake Welsh Language monitoring calls (*S127.2a*).

The Council follow the Association of Language Testers in Europe's (ALTE) framework to evaluate the skills of staff, based on staff self-assessments on 'iTrent'. When considering the Welsh Language Skills Assessment Procedure, we had given thought using the Common European Framework of Reference (CEFR). However, after undertaking an initial trial with Managers, we identified that staff felt that the standards in the CEFR's beginner levels were too high and could make staff who would normally think they have the basic skills in the ALTE framework to lower their levels to a level 0. As a result, we continue to use the familiar ALTE framework but have amalgamated the Senedd's 'Courtesy' level and the ALTE frameworks level 1, (*see Appendix 22*) as we hope to break the stigma surrounding Welsh language abilities we have encountered when talking with our staff and learning from our Welsh language networks (*S136A.1b*). A copy of the framework is available to staff on the 'iTrent' system to make it a more simple and quicker for all staff to keep their language skill levels up to date. (*S127.1a, S127.2b*) (*see Appendix 23*).

The introduction of 'Courtesy Level' has helped staff to understand their own abilities and how they contribute to our organisation, as well as making them more aware of training opportunities available. We created an internal and external communication campaign that showed the benefit we as an employer get from this 'Courtesy Level' Welsh (*S127.1c, S127.2c, S136a.1c*). We were happy to see that this campaign was used as an example of good practice at a Regional Welsh in Education Network Meeting that discussed the Draft Engagement and Marketing Strategy in October 2023. (*see Appendices 24 and 25*)

The recruitment process has been updated and improved to include a check of the language skill requirements for each role before posting new vacancies. The Recruitment Authorisation Form has been changed (*see Appendix 26*) to include a flowchart that will decide the level of skills needed on the job advert and the training the successful applicant will have to complete (*S136.2a, 136a.1a*). The form now accounts for the Welsh language capacity of the existing staff in the group and the department's ability to offer services in Welsh (*see Appendix 26*). The form also considers how often the role needs to interact with customers to provide the right level and amount of mandatory training. The expected outcomes of these changes are to raise the number of roles that are advertised as requiring Welsh language and increase the number of staff who take training.

These pivotal updates have been promoted to managers through all manager correspondence (*see Appendix 27*), presentations at Departmental Management Team meetings, and is included within the Welsh at Work Guidance sessions being provided across the organisation via the Welsh Language Officer. (*S136.1a, S136.3a*)

We have trialled the use of online platforms to recruit Welsh speakers, for example when we posted the vacancy for our new Welsh Language Officer (*S127.1b*), and we anticipate that these platforms will be used more often now that more positions will require Welsh skills. However, given the current financial situation that we and most Councils face and the cost per advert between £100-£150, it is likely that the positions advertised through these platforms will be those that need the higher-level skills. Nevertheless, we will keep using our networks to share our vacancies that require Welsh language skills at any level to help us recruit more Welsh speaking staff. Also, in the last weeks of this action plan, we have revised the job advert template that managers use for internal and external roles, to include a statement that we welcome applications in Welsh and a link to the Welsh language application form. This statement is visible on the advert without having to click on the job description to find out if one can submit their application in Welsh. (*see Appendices 28 and 29*)

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	
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	
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	

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	
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	
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	

* 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	
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	

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	
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		

* 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	
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	
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	You're more skilled
S136A.2	The Council must provide written evidence that satisfies the Welsh Language Commissioner that enforcement actions 1 - 3 have been completed.						
S136A.2A	CS092 Action Plan Progress Report	Dec-23	Mar-24	Sarah King	Andrew Parker (Policy & Partnerships)	Policy & Partnerships service area budget	

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5. Promotion of improved Welsh language service

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

Council Action:

As part of concluding the CS092 Action Plan, we feel as a Council that we are in a better position in delivering our services bilingually we have started rolling our campaign created in accordance with Standard 81. We have mirrored Carmarthenshire County Council's '[Pa bynnag ffordd... / Whichever way...](#)' campaign as noted by the Welsh Language Commissioners Office as an example of good practice. We hope this will encourage our residents to utilize our Welsh language services, not only to increase their abilities and opportunities to use the language but also to use the practice as a tool to monitor the functioning of said services (***see Appendix 30***).

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	
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	

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

6. Next Steps

- Revise Core Group Membership
- Welsh Language incorporated within Corporate Business Plans
- Funding Developments for 2024-25
- Communication and Engagement Plans

Overview of Key Steps

As we conclude the Action Plan we would like to note the planning and dedication shown during its implementation. As a Council we feel the Action Plan has created positive change not only with the actions themselves but also in terms of staff's awareness of the Council's duty to work in line with the Welsh Language requirements.

The 'core group' has played a crucial role in the plans delivery of each action, serving as a consultation group to showcase progress and offer input. Therefore, we are proposing that going forward the group is re-named and revised to become focus group to assist, implement and review our Welsh Language requirements which will aim support our continuous improvement.

Furthermore, the increased awareness of the Welsh language requirements has supported the work to strengthen the inclusion of the Welsh language into our business plans. Working closely with the Corporate Performance Management Team we have developed internal monitoring/accountability arrangements, to ensure quarterly feedback from a range of departments on how their work has contributed to the aims set out in the Welsh Language Promotion Strategy.

Building on the progress made during this plan, we have been successful in securing Shared Prosperity Funding, which we are using to increase the visibility of the language and culture in the area. Part of this funding is being used to enhance the Welsh language capacity within the Council which is already receiving positive feedback through the delivery of Welsh language guidance support sessions throughout the organisations. The sessions help staff understand how to work in accordance with the Councils Welsh language policies, how to access the guidance and what opportunities there are for Welsh language training.

The funding is also being used to work closely with our Corporate Communications Team to deploy a Welsh language Communications Plan that educates and raises the profile of the language and its place in Blaenau Gwent culture. The Communications Plan has been endorsed at a corporate level with agreement from our Education department to support us in our endeavour to make Blaenau Gwent an actively Welsh area. We will also be using part of this funding to support the planning and delivery of local Welsh activities that will contribute to the increase in number of Welsh learners and speakers across the borough. We look forward to expanding on Welsh language work completed outside of the action detailed in the CS092 Action Plan in our forthcoming Welsh Language Annual Report.

Pwyllgor: **Pwyllgor Craffu Corfforaethol A Pherfformiad**

Dyddiad y cyfarfod: **25^{ain} o Ebrill 2024**

Pwnc yr Adroddiad: **Adroddiad Cynnydd Terfynol CS092 Cynllun Gweithredu'r Ymchwiliad**

Deiliad Portffolio: **Aelod Cabinet Corfforaethol/Arweinydd y Cyngor**

Adroddiad wedi'i Gyflwyno gan: **Sarah King, Pennaeth Gwasanaethau Democrataidd, Llywodraethu a Phartneriaethau**

Llwybr Adrodd								
Tim Rheoli'r Gyfarwyddiaeth	Tim Arwain Corfforaethol	Deiliad Portffolio / Cadeirydd	Pwyllgor Archwilio Llywodraethu	Pwyllgor Gwasanaethau Democrataidd	Pwyllgor Craffu	Y Cabinet	Y Cyngor	Arall (nodwch)
	11.04.24	16.04.24			25.04.24			

1. Pwrpas yr Adroddiad

- 1.1 Pwrpas yr Adroddiad yw cyflwyno Adroddiad Cynnydd Terfynol CS092 Cynllun Gweithredu'r Ymchwiliad.

2. Cwmpas a Chefndir

- 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 disgwylidig. 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 26 Ionawr 2022.
Cymeradwyodd SCyG yr adroddiad ar 5 Ebrill 2024.

- 2.4 Mae Adroddiad Cynnydd Terfynol CS092 (Atodiad 1) yn rhoi'r sefyllfa derfynol ar weithredu'r camau a nodir yn y cynllun sydd i'w gyflwyno i Swyddfa Comisiynydd y Gymraeg i ystyried cau'r ymchwiliad.

3. **Opsiynau ar gyfer Argymhelliad**

3.1 **.Opsiwn 1**

Ystyried yr Adroddiad Cynnydd Terfynol CS092 (Atodiad 1), a chefnogi i'w gyflwyno i'r Cabinet.

3.2 **Opsiwn 2**

Ystyried yr Adroddiad Cynnydd Terfynol CS092 (Atodiad 1), a gwneud sylwadau/argymhellion ar gynnydd i'w cyflwyno i'r Cabinet

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.

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**

6.1 **Gwybodaeth a Data Perfformiad**

Mae Grŵp Craidd Ymchwiliad CS092 wedi bod yn cwrdd bob 6 wythnos i roi'r wybodaeth ddiweddaraf am y camau gweithredu a neilltuwyd iddynt. Ers cyflwyno ein Diweddariad Cynllun Gweithredu Chwarterol i'r Pwyllgor ym mis Medi 2023 mae'r holl gamau gweithredu o fewn y cynllun wedi'u cwblhau heblaw am S132.1b ac S132.2a, sy'n ei gwneud yn ofynnol i'n hyfforddiant iaith Gymraeg fod ar gael ar borth hyfforddi newydd y Cyngor. Disgwylir i'r porth hwn fod ar gael i staff erbyn Gwanwyn 2024 felly ar ôl lansio'r porth bydd yr holl gamau gweithredu wedi'u cwblhau. Manylir ar y camau gweithredu a gymerwyd i roi'r cynllun ar waith yn yr adroddiad cynnydd.

6.2 **Canlyniad disgwylidig i'r cyhoedd**

Rhoi'r Cynllun Gweithredu ar waith yn effeithiol 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.

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. 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 **Asesiad 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**

Mae Adroddiad Cynnydd Terfynol Ymchwiliad CS092 i'w cyflwyno i Gabinet.

8 **Dogfennau Cefndir /Cysylltiadau Electronig**

Atodiad 1: Adroddiad Cynnydd Terfynol yr Ymchwiliad CS092



Cyngor Bwrdeistref Sirol

Blaenau Gwent

County Borough Council

Adroddiad Cynnydd Terfynol Cynllun Gweithredu Cydydffurfiaeth Safonau'r Gymraeg

(Ymchwiliad CS092)

Fersiwn: 2

Cyflwyniad: 25/04/24

Cynnwys

	Rhif Tudalen
1. Cyflwyniad 1.1. Cefndir a Chyd-destun 1.2. Dull Datblygu'r Cynllun Gweithredu 1.3. Pwrpas yr Adroddiad	2-3
2. Camau Gweithredu Ffôn Safonau 8, 11, 17	4-14
3. Camau Gweithredu Hyfforddiant Safonau 130, 131, 132, 133	15-24
4. Camau Gweithredu Recriwtio Safonau 127, 136, 136a	25-31
5. Hyrwyddo Gwasanaethau Gwell Safon 81	32-33
6. Y Camau Nesaf	34

1.1 Cefndir a Chyd-destun

Agorwyd ymchwiliad CS092 ("yr ymchwiliad") gan Swyddfa Comisiynydd y Gymraeg (SCG) ym mis Tachwedd 2021 (gweler atodiad 1) ar ôl i bryderon gael eu codi yn ystod asesiad gwirio uniongyrchol o ran p'un ai a oedd Cyngor Blaenau Gwent yn cydymffurfio â Safonau'r Gymraeg o ran darparu gwasanaeth ffôn Cymraeg.

Ym mis Ebrill 2022, darparodd y Cyngor ymateb cychwynnol i'r ymchwiliad, a gododd bryderon cydymffurfiaeth pellach yn ei dro o ran hyrwyddo gwasanaethau, asesu sgiliau iaith staff, darparu cyfleoedd hyfforddi ac asesu anghenion iaith swyddi. Arweiniodd hyn at ehangu'r cylch gorchwyl ar gyfer yr ymchwiliad i gynnwys nifer o safonau gweithredol ychwanegol.

Ym mis Medi 2022, rhoddwyd penderfyniad terfynol yr ymchwiliad, yn unol ag Adran 77 o Fesur y Gymraeg (Cymru) 2011, i'r Cyngor. Roedd y penderfyniad yn amlinellu'r camau sy'n ofynnol i fodloni amserlenni cydymffurfio a chyflawni disgwylidig. Gofynnodd hefyd i'r Cyngor fabwysiadu dull sefydliadol (gan gynnwys fframwaith atebolrwydd a llywodraethu clir) i ddatblygu Cynllun Gweithredu, gyda dyddiad cau o 31 Ionawr 2023. Cyflwynwyd yr adroddiad penderfynu i Dîm Arweiniad Corfforaethol y Cyngor ym mis Medi 2022. Rhoddwyd ymateb ysgrifenedig i SCG.

Canfu canlyniadau Cyfrifiad 2021 fod maint poblogaeth Blaenau Gwent wedi gostwng 4.2%, o tua 69,800 yn 2011 i 66,900. Dyma'r ail ostyngiad canrannol mwyaf ym mhoblogaeth 22 awdurdod lleol yng Nghymru ac mae Blaenau Gwent yn un o ddim ond saith awdurdod lleol a welodd ostyngiad yn y boblogaeth. Mae hyn hefyd yn golygu mai Blaenau Gwent sydd bellach â'r ail boblogaeth leiaf yng Nghymru - yn 2011 roedd ganddi'r drydedd boblogaeth leiaf.

Yng Nghyfrifiad 2021 nodwyd bod 4,035 o siaradwyr Cymraeg yn byw ym Mlaenau Gwent, sy'n cyfateb i 6.03% o'i phoblogaeth.

Nod y Cyngor yw cynorthwyo a gwella argaeledd addysg Gynradd Gymraeg ac mewn ysgolion Uwchradd drwy ein Cynllun Strategol Cymraeg mewn Addysg 2022/32 a Strategaeth Hyrwyddo'r Gymraeg 2022/27, a fydd yn helpu i gynyddu nifer y siaradwyr Cymraeg ym Mlaenau Gwent. Ar ben hynny, byddwn yn mynd ati i gefnogi'r gwaith o hysbysebu cyrsiau hyfforddi Cymraeg i oedolion a'n staff ein hunain sy'n byw ac yn gweithio yn yr ardal.

1.2 Dull Datblygu'r Cynllun Gweithredu

Gwnaed penderfyniad gan Dîm Arwain y Cyngor i sefydlu Grŵp Swyddogion Craidd sefydliadol (CS092) sy'n gyfrifol am baratoi'r Cynllun Gweithredu a'r Ddogfen Gyngori atodol.

Mae'r grŵp yn gyfrifol am:

- Gynnal adolygiad cynhwysfawr o sut mae'r sefydliad yn bodloni'r Safonau Cyflenwi Gwasanaethau sy'n rhan o'r ymchwiliad;
- Gwneud cynllun ar gyfer sut y bydd y sefydliad yn cyflawni'r Safonau Gweithredol ledled y sefydliad;
- Penderfynu ar anghenion staff o ran sut mae'r Cyngor yn mynd i sicrhau digon o adnoddau i fodloni'r Safonau Ffôn;
- Gwella ymwybyddiaeth ar draws y sefydliad o'r hyn y mae'r safonau sy'n berthnasol i'r ymchwiliad yn ei wneud yn ofynnol (yn enwedig o ran yr asesiad sgiliau iaith, hyfforddiant Cymraeg a gwerthuso anghenion iaith swyddi); a
- Chreu, datblygu ac yna cyflawni Cynllun Gweithredu CS092.

Cyfarfu'r grŵp sawl gwaith i siarad am anghenion yr ymchwiliad ac i weithio ar Gynllun Gweithredu drafft. Cafodd yr Arweinydd Proffesiynol ar gyfer Ymgysylltu, Cydraddoldeb a'r Gymraeg, Swyddog Cymorth y Gymraeg, ac Arweinwyr Gweithredu gyfarfodydd unigol hefyd i orffen prif fanylion y cynllun drafft.

Sefydlwyd Sianel Microsoft Teams ar gyfer y Grŵp Swyddogion Craidd i gyfnewid ffeiliau, gwybodaeth ac adroddiadau cynnydd yn rheolaidd yn ogystal â helpu gyda gwaith gweithredu cychwynnol.

Cyflwynwyd y Cynllun Gweithredu drafft terfynol i'r Tîm Arweiniad Corfforaethol i'w adolygu ac fe'i cymeradwywyd ar 26 Ionawr 2022.

Cymeradwyodd Comisiynydd y Gymraeg y cynllun gweithredu o dan adran 80(3) o Fesur y Gymraeg (Cymru) 2011 ar 5 Ebrill 2023.

1.3 Pwrpas yr Adroddiad

Pwrpas yr adroddiad hwn yw rhoi'r wybodaeth ddiweddaraf am y camau a gymerwyd i weithredu'r Cynllun Gweithredu a ysgrifennwyd mewn ymateb i'r ymchwiliad a agorwyd ar y Cyngor gan Swyddfa Comisiynydd y Gymraeg. I gael gwybodaeth gefndirol am ganfyddiadau'r ymchwiliad a'n gweithdrefnau monitro, gweler Atodiad 1.

2. Camau Gweithredu Ffôn

Agorwyd yr ymchwiliad oherwydd pryderon a godwyd wrth i SCG fonitro cydymffurfiaeth y Cyngor â Safonau'r Gymraeg. Mae'r wybodaeth ganlynol yn rhoi diweddariad ar y gwaith sydd wedi digwydd i wella ein cydymffurfiaeth â'r safonau a godwyd yn ystod yr ymchwiliad ynghylch ein gwasanaethau ffôn.

Y 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 i chi gyfarch y person yn Gymraeg.

Safon 11: 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 i chi ddelio â'r alwad yn Gymraeg os yw'r person yn dymuno hynny -

- a) nes bod angen trosglwyddo'r alwad i aelod o staff di-Gymraeg sy'n gallu darparu gwasanaeth ar bwnc penodol; nes nad oes unrhyw aelod o staff sy'n siarad Cymraeg ar gael i ddarparu gwasanaeth ar y pwnc penodol hwnnw.

Safon 17: Pan nad oes 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 i chi roi gwybod i'r galwr (p'un ai drwy neges awtomataidd neu fel arall) pryd y bydd gwasanaeth Cymraeg ar gael.

Gweithredu gan y Cyngor:

Adolygwyd y canllawiau staff ar sut i ddefnyddio'r Gymraeg wrth ateb galwadau ffôn, a oedd yn cynnwys asesu adborth gan atebwyr galwadau 'Cysylltu â Blaenau Gwent' (C2BG). O ganlyniad i'r gwerthusiad, gwnaed y canllawiau ar y fewnwyd i staff yn symlach ac yn well, gyda chlipiau sain o bob ymadrodd - un yn araf ac un ar gyflymder arferol. Bwriad y newidiadau hyn yw gwneud y canllawiau'n haws i'w defnyddio i staff nad oes ganddynt unrhyw sgiliau Cymraeg. Defnyddiwyd y canllawiau diwygiedig hyn i helpu i greu mwy o hyfforddiant i staff sydd â lefelau is o allu Cymraeg. (*Yn ymwneud â phwyntiau gweithredu cyf. S8.1a, S8.2a, S17.1a*) Mae'r canllawiau diwygiedig hefyd wedi'u hymgorffori yn y 'Broses Sefydlu Cyflogeion' ar gyfer pob aelod newydd o staff. (Gweler tudalen 16 am fwy o wybodaeth).

Mae'r canllawiau diwygiedig hefyd yn darparu map proses ar gyfer cael gafael ar siaradwr Cymraeg yn yr achosion lle mae angen siaradwr rhugl i gynorthwyo gyda galwad (*S11.1a*). I gefnogi'r broses hon mae negeseuon atgoffa yn cael eu dosbarthu i staff yn rheolaidd i ofyn iddynt ddiweddarau eu sgiliau iaith fel rhan o'u proffiliau staff (*gweler Atodiad 2*). Mae hyn wedi helpu i sicrhau ein bod yn gwneud y mwyaf o'n sgiliau Cymraeg ar gyfer cymorth ffôn fel rhan o Gynllun Cyfathrebu CS092 (*S8.3a, S11.1b, S11.1c, ac Atodiadau 3, 4, 5 a 6*). O ganlyniad, mae sawl 'Pencampwr y Gymraeg' ar draws gwahanol feysydd gwasanaeth wedi'u nodi (*S11.1d*). Yn ychwanegol at hynny, y gobaith yw y bydd cynnydd pellach mewn pencampwyr o ganlyniad i'n proses recriwtio ddiweddaraf (*S11.2d*).

Fel rhan o'r Cynllun Cyfathrebiadau Cymraeg **(S8.3a)**, rydym wedi hysbysu'r holl staff am y canllawiau diweddaraf sy'n pwysleisio pwysigrwydd cyfarch galwyr yn Gymraeg **(Gweler Atodiad 8)**. Mae rheolwyr staff sy'n delio'n uniongyrchol â chwsmeriaid hefyd wedi mynd i sesiwn friffio i atgyfnerthu pwysigrwydd cynnal y safon **(S8.2b, S8.3b)**.

Gan fod y galw am alwadau Cymraeg yn ein hardal yn isel, mae wedi bod yn hanfodol bod ein staff yn dal i gael y cyfle i ymarfer gweithdrefnau ffôn Cymraeg gyda chefnogaeth Swyddog y Gymraeg **(S11.2c, S11.3c)**.

Un o'r ffyrdd y mae Swyddog y Gymraeg yn darparu cymorth yw drwy wneud galwadau monitro mewnol. Mae'r gwiriadau wedi dangos cynnydd da ar y cyfan wrth ymdrin â galwadau Cymraeg, a phan fo problemau wedi codi, mae wedi galluogi datrysiadau, er enghraifft, ar un achlysur cafwyd oedi hir wrth nodi aelod o staff sy'n siarad Cymraeg. Doedd dim bai ar staff y ganolfan alwadau a oedd wedi dilyn y weithdrefn ffôn yn gywir. Felly, er mwyn osgoi sefyllfaoedd tebyg yn y dyfodol crëwyd sianel Microsoft Teams i gynnwys yr holl atebwyr galwadau a Staff sy'n Siarad Cymraeg ar draws y sefydliad **(S11.1b)** (gan gynnwys Pencampwyr y Gymraeg) **(gweler Atodiad 9)**. Mae'r sianel wedi ein galluogi i anfon negeseuon uniongyrchol i bennu argaeledd i gefnogi galwyr sy'n siarad Cymraeg **(Gweler atodiad 10)**. Rydym yn parhau i fod yng nghamau cynnar gweithredu'r sianel hon a byddwn yn parhau i adolygu ei gweithrediad. Rydym yn bwriadu anfon mwy o ohebiaeth at yr holl staff ac yn uniongyrchol at reolwyr er mwyn sicrhau bod yr holl staff perthnasol yn cael eu cynnwys yn y sianel, yn ogystal ag ystyried sut y gallwn ymgorffori'r broses o ychwanegu staff sy'n delio'n uniongyrchol â chwsmeriaid at y sianel i'r broses Sefydlu Corfforaethol.

Fel rhan o'r cynllun gweithredu hwn, mae'r Tîm Trawsnewid Strategol wedi bod yn cynnal adolygiad teleffoni cynhwysfawr ar draws y sefydliad. Mae'r adolygiad wedi ein helpu i ddarganfod pa rifau ffôn sy'n derbyn y nifer fwyaf o alwadau a pha rai sydd â negeseuon awtomataidd **(S8.1b, S8.4a, S17.1b)**. Ar ôl dysgu mai'r rhifau Canolfan Gyswilt C2BG, Treth Gyngor/Refeniw a Thai yw'r llinellau prysuraf, rydym wedi gallu archwilio'r negeseuon awtomataidd sy'n gysylltiedig â'r llinellau hyn. Felly, mae'r negeseuon awtomataidd wedi'u diwygio i fodloni'r safonau a darparu gwell gwasanaeth trwy fod yn fwy cryno a chyson **(Gweler Atodiad 11)**. Y cyfarchiad unffurf yr ydym wedi'i gymhwyso ar draws y llinellau diwygiedig yw'r un y dylai staff ei ddefnyddio o hyn ymlaen pan fyddant yn ystyried anghenion Cymraeg gwasanaeth ffôn (gweler sleid 16 o atodiad 11 am gyfarchiad cyffredinol) **(S8.1c S8.4b)**.

Mae'r meysydd gwasanaeth sy'n gysylltiedig â'r Adolygiad Teleffoni, ochr yn ochr â nifer o staff o'r timau Gwybodaeth, Cyngor a Chymorth Plant ac Oedolion, wrthi'n mynychu hyfforddiant Cymraeg rhithwir wythnosol dan arweiniad tiwtor **(S11.2a, S11.2b, S11.3a, 17.3a)**. Mae'r cwrs yn rhan o'r Cynllun Iaith Gwaith a ddarperir gan Dysgu Cymraeg ac mae'n cael ei ariannu'n llawn. Bydd y cwrs yn rhedeg am 35 wythnos, gan gyfarfod am ddwy awr yr wythnos gyda chyfanswm cronol o 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)**.

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 / ymrwmiadau staffio	Ymrwymadau 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	
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	
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	
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	

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	Mehefin 2023	Sarah King	Katherine Watkins-Hughes (Polisi a Phartneriaethau)	Cyllideb maes gwasanaeth Polisi a Phartneriaethau	
S8.2B	Hyrwyddo sleidiau hyfforddiant iaith Gymraeg ar gyfarch yn gywir trwy Gynllun Cyfathrebu'r Gymraeg (S8.3A)	Mawrth 2023	Mehefin 2023	Bernadette Elias	Carolyn Jenkins (Cyfathrebu)	Cyllideb maes gwasanaeth Cyfathrebu	
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	
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	

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	
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	
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 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	
S11.1B	Adolygu a diweddarau 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	
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	

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	
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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 / ymrwymiaadau staffio	Ymrwymiaadau 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	
S11.2B	Darparu rhaglen hyfforddiant hirdymor ar gyfer staff gwasanaeth cwsmeriaid presennol (canolfan alwadau) gan eu huwchsgilio 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	
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	
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	Mehefin-2023	Bernadette Elias	Ceri Gay (Datblygu Sefydliadol) Lee McDonald (Datblygu Sefydliadol)	Cyllideb maes gwasanaeth Datblygu Sefydliadol	

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 huwchgilio 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	
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	
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	

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 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 cerbydau awyrdwr, rhaid i'w roi gwybodaeth i'r person sy'n galw (os yn ei ddrwydded) neu i'r person sy'n gyswrtio'r cerbydau awyrdwr.								
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 uwch ym Mudiol Cyfathrebu Cymraeg (S8.3A).	Mawrth 2023	Hydref 2023	Bernadette Elias	Carolyn Jenkins (Cyfathrebu)	Cyllideb maes gwasanaeth Cyfathrebu	Gweler S8.1d.	
Cyf.	Cam Gweithredu	Dechrau	Gorffen	Arweinydd Tîm Arwain Corfforaethol	Louise Bishop (Arweinydd (ion) Gweithredu / Gwasanaethwr)	Ymrwymiadau Cyllidebol *		
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		
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		

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 / ymrwymiadau staffio	Ymrwymadau 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	
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 costau ychwanegol sy'n gysylltiedig â phwysau cyllidebol yn cael eu cyflwyno i'r Tîm Arwain Corfforaethol i'w hystyried.

3. Camau Gweithredu Hyfforddiant

Safon 130: Rhaid i chi ddarparu cyfleoedd yn ystod oriau gwaith

- a) i'ch gweithwyr dderbyn gwersi Cymraeg sylfaenol, ac
- b) i weithwyr sy'n rheoli eraill gael hyfforddiant ar ddefnyddio'r Gymraeg yn eu rôl fel rheolwyr.

Safon 131: Rhaid i chi ddarparu cyfleoedd i'ch gweithwyr sydd wedi cwblhau hyfforddiant Cymraeg sylfaenol dderbyn hyfforddiant pellach yn rhad ac am ddim i ddatblygu eu sgiliau iaith

Safon 132: Rhaid i chi ddarparu cyrsiau hyfforddi fel bod eich gweithwyr yn datblygu –

- a) ymwybyddiaeth o'r Gymraeg (gan gynnwys ymwybyddiaeth o hanes yr iaith a'i lle yn niwylliant Cymru);
- b) dealltwriaeth o'r ddyletswydd i weithredu yn unol â safonau'r Gymraeg;
- c) dealltwriaeth o sut y gellir defnyddio'r Gymraeg yn y gweithle

Safon 133: Wrth ddarparu gwybodaeth i weithwyr newydd (er enghraifft, drwy broses sefydlu), rhaid i chi ddarparu gwybodaeth at ddibenion codi eu hymwybyddiaeth o'r Gymraeg.

Gweithredu gan y Cyngor:

Mae'r Safonau a nodir uchod ar waith i sicrhau bod ein sefydliad yn darparu cyfleoedd hyfforddi sy'n gysylltiedig â'r Gymraeg 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 gael mynediad i'n darpariaethau hyfforddi.

Mae'r 'Polisi Hyfforddiant ar ôl Mynediad' (***gweler Atodiad 12***) yn rhoi arweiniad i reolwyr a'u staff ynghylch logisteg hyfforddiant yn ystod oriau gwaith. Mae'r polisi hwn yn ymwneud â chysiau sy'n arwain at gymhwyster a gydnabyddir yn ffurfiol. Rydym yn cydnabod pwysigrwydd bod staff sy'n cyfeirio at y ddogfen hon am arweiniad yn gwybod am yr holl gyrsiau Cymraeg ar wahanol lefelau, gan ein bod yn gwybod bod sgiliau Cymraeg yn fuddiol i bob rôl (**S130.1a**). Felly, rydym wedi ychwanegu adran at y polisi (***gweler t.3 adran 1.5 o atodiad 12***) sy'n cyfeirio staff at y weithdrefn hyfforddiant Cymraeg (**S131.1a**) (***gweler atodiad 13***).

Datblygodd y cynllun gweithredu hwn y weithdrefn hyfforddiant i ddiwallu'r anghenion hyfforddi (**S132.1a**) a oedd yn cynnwys ymwybyddiaeth o'r Gymraeg; y rhwymedigaeth i ddilyn y safonau; sut i ddefnyddio'r Gymraeg yn y lleoliad gwaith; a chysiau iaith o ddechreuwr i uwch (**S132.1a, S132.1c**) (***Gweler atodiad 14 am enghreifftiau o adnoddau ar fewnrwyd y Cyngor***). Nodwyd y newidiadau i'r weithdrefn ym mrieff y rheolwyr (***gweler atodiad 15***) gan annog rheolwyr i ymgyswrtu â'r weithdrefn a rhoi gwybod i'w staff am y diweddariadau (**S132.1d**). At hynny, mae'n arfer safonol atodi'r weithdrefn wrth ymateb i unrhyw ymholiadau gan staff ynghlŷn â hyfforddiant Cymraeg (**S130.1b, S131.1b**). Rydym hefyd

yn anfon nodiadau atgoffa rheolaidd at yr holl staff ynghylch y cyfleoedd hyfforddi sydd ar gael iddynt **(S132.2b) (gweler atodiad 16 a 17 am rai enghreifftiau)**.

Mae'r weithdrefn hyfforddiant a'r ffurflen awdurdodi recriwtio (gweler camau gweithredu recriwtio) yn nodi bod yn rhaid i reolwyr hysbysu'r Swyddog Cymorth Cymraeg pan fydd eu staff yn dechrau unrhyw hyfforddiant Cymraeg **(S130.2b, S131.2b)**.

Un o'r camau gweithredu yn y cynllun yw darparu pecyn hyfforddiant Cymraeg drwy'r porth e-ddysgu newydd sy'n cael ei ddatblygu, erbyn mis Hydref 2023. Fodd bynnag, ni fydd y porth newydd ar gael i staff tan ganol mis Ebrill 2024. Felly, er bod hyfforddiant Cymraeg wedi'i gynnwys yn nyluniad y porth, mae oedi gyda'r cam gweithredu hwn. O ganlyniad, bydd datblygu gweithdrefn fonitro gryfach sy'n sicrhau bod hyfforddiant Cymraeg yn cael ei ailadrodd yn rheolaidd drwy'r porth e-ddysgu yn dechrau unwaith y bydd y porth yn barod i staff ei ddefnyddio **(S132.2a)**. Fel mesur dros dro, gwneir ein monitro drwy negeseuon e-bost a anfonir at Swyddog y Gymraeg pan fydd aelod o staff wedi gorffen uned ar-lein, ac adroddiadau cryno chwarterol gan Dysgu Cymraeg. Mae angen i reolwyr hefyd roi gwybod i Swyddog y Gymraeg os oes unrhyw un o'u staff yn dechrau unrhyw hyfforddiant sy'n gysylltiedig â'r Gymraeg. Fel y soniwyd uchod, mae'r neges hon yn cael ei phwysleisio yn ein gweithdrefn hyfforddiant a'r ffurflen awdurdodi recriwtio. Rhennir y wybodaeth hon yn Adroddiad Blyneddol y Gymraeg **(gweler Atodiad 18) (S130.2a, S131.2a, S131.2b)**. Rydym yn agos at lansio'r porth hyfforddi newydd, 'Thinqi', lle bydd gan y Gymraeg rôl flaenllaw yn y cyrsiau sefydlu ar gyfer staff.

Mae'r rhaglen sefydlu ar fewnrwyd y Cyngor wedi'i diweddarau i annog mwy o gydymffurfiaeth weithredol â gofynion y Cyngor o ran y Gymraeg. Un o'r gwelliannau allweddol yw cyfeirio gweithwyr at yr agweddau ar ganllawiau a hyfforddiant Cymraeg sy'n ymwneud â'r weithdrefn ffôn **(S133.1Ai, S133.1Aii, S133.2a) (Gweler Atodiadau 19, 20, 21)**. Er mwyn sicrhau bod rheolwyr yn cymhwyso'r newidiadau hyn, cafodd y diwygiadau i'n gweithdrefn sefydlu eu cynnwys yn y briff i reolwyr **(S133.1b, S133.2b) (gweler Atodiad 15)**.

Mae'n bwysig nodi, ar hyn o bryd, nad yw'r holl ddogfennau sy'n gysylltiedig â recriwtio ar gael yn Gymraeg. Mae hyn oherwydd materion cyllidebol. Ar hyn o bryd mae ein tîm Datblygu Sefydliadol yn cynnal adolygiad o'r holl bolisiau a gweithdrefnau, gan gynnwys symud i fersiwn addasedig o 'iTrent' a'r porth hyfforddi 'Thinqi', felly bydd y dogfennau'n cael eu cyfieithu pan fydd y portffolio o waith yn cael ei drosglwyddo.

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	
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	
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	

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	
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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 / ymrwymiadau staffio	Ymrwymiadau 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 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.

Cyf.	Cam Gweithredu	Dechrau	Gorffen	Arweinydd Tîm Arwain Corfforaethol	Arweinydd(ion) Gweithredu / ymrwymiaidau staffio	Ymrwymiaidau 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	
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	

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	
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	

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 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 / ymrwymiaidau staffio	Ymrwymiaidau 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	
S132.1B	Pecyn hyfforddiant iaith Gymraeg i fod ar gael i'r holl staff trwy borth e-ddysgu newydd y Cyngor (yn cael ei gomisiynu ar hyn o bryd).	Hydref 2023	Hydref 2023	Bernadette Elias	Ceri Gay (Datblygu Sefydliadol) Lee McDonald (Datblygu Sefydliadol)	Cyllideb maes gwasanaeth Datblygu Sefydliadol	
S132.1C	Adolygu a datblygu canllawiau ymwybyddiaeth o'r Gymraeg sydd ar gael i'r holl staff drwy'r fewnrwyd gan sicrhau eu bod yn cynnwys yr	Mawrth 2023	Hydref 2023	Sarah King	Andrew Parker (Polisi a Phartneriaethau) Katherine Watkins-Hughes (Polisi a Phartneriaethau)	Cyllideb maes gwasanaeth Polisi a Phartneriaethau	

	elfennau dysgu gofynnol yn unol â Safon 131.						
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	

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 gloywi).	Mawrth 2023	Hydref 2023	Bernadette Elias	Ceri Gay (Datblygu Sefydliadol) Lee McDonald (Datblygu Sefydliadol)	Cyllideb maes gwasanaeth Datblygu Sefydliadol	
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	

S132.2 Rhaid i'r Cyngor ddarparu tystiolaeth ysgrifenedig sy'n bodloni Comisiynydd y Gymraeg bod Camau Gorfodi 1 - 2 wedi'u cwblhau.							
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 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 / ymrwymiaidau staffio	Ymrwymiaidau Cyllidebol	BRAG
S133.1Ai	Datblygu a darparu gwybodaeth i gefnogi'r rhaglen sefydlu.	Mawrth 2023	Mehffin 2023	Sarah King	Andrew Parker (Polisi a Phartneriaethau) Katherine Watkins-Hughes (Polisi a Phartneriaethau)	Cyllideb maes gwasanaeth Polisi a Phartneriaethau	
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	
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	
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	
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	
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 costau ychwanegol sy'n gysylltiedig â phwysau cyllidebol yn cael eu cyflwyno i'r Tîm Arwain Corfforaethol i'w hystyried

4. Camau Gweithredu Recriwtio

Safon 127: Rhaid i chi asesu sgiliau Cymraeg eich gweithwyr.

Safon 136: Wrth asesu'r gofynion ar gyfer swydd newydd neu wag, rhaid i chi asesu'r angen am sgiliau Cymraeg, a'i chategoreiddio fel swydd lle mae un neu fwy o'r canlynol yn berthnasol:

- a) Mae sgiliau Cymraeg yn hanfodol
- b) Mae angen dysgu sgiliau Cymraeg yn y swydd;
- c) Mae sgiliau Cymraeg yn ddymunol; neu
- d) Nid oes angen sgiliau Cymraeg

Safon 136A: Os ydych wedi categoreiddio swydd fel swydd lle mae sgiliau Cymraeg yn hanfodol, yn ddymunol neu fod angen eu dysgu, rhaid i chi:

- a) nodi hynny wrth hysbysebu'r swydd, a
- b) hysbysebu'r swydd yn Gymraeg

Gweithredu gan y Cyngor:

Mae'r proffiliau staff ar y system 'iTrent' yn caniatáu i'r cyngor fonitro galluoedd iaith y staff. Cyhoeddir y data fel rhan o Adroddiad Blynyddol y Gymraeg (***gweler Atodiad 18***). Mae'r data hefyd yn ein helpu i gyflenwi gwasanaethau, er enghraifft pan fyddwn yn gwneud galwadau monitro Cymraeg (***S127.2a***).

Mae'r Cyngor yn dilyn fframwaith y Gymdeithas Profwyr Iaith yn Ewrop (ALTE) i werthuso sgiliau staff, yn seiliedig ar hunanasesiadau staff ar 'iTrent'. Wrth ystyried y Weithdrefn Asesu Sgiliau Cymraeg, gwnaethom ystyried defnyddio'r Fframwaith Cyfeirio Ewropeaidd Cyffredin (CEFR). Fodd bynnag, ar ôl cynnal treial cychwynol gyda Rheolwyr, nodwyd bod staff yn teimlo bod y safonau yn lefelau dechreuwyr CEFR yn rhy uchel ac y gallent wneud i staff a fyddai fel arfer yn meddwl bod ganddynt y sgiliau sylfaenol yn y fframwaith ALTE ostwng eu lefelau i lefel 0. O ganlyniad, rydym yn parhau i ddefnyddio'r fframwaith ALTE cyfarwydd ond rydym wedi cyfuno lefel 'Cwrteisi' y Senedd a'r fframweithiau ALTE lefel 1 (***gweler Atodiad 22***) gan ein bod yn gobeithio torri'r stigma ynghylch galluoedd Cymraeg yr ydym wedi dod ar ei draws wrth siarad â'n staff a dysgu o'n rhwydweithiau Cymraeg (***S136A.1b***). Mae copi o'r fframwaith ar gael i staff ar y system 'iTrent' i'w gwneud hi'n fwy syml a chyflymach i bob aelod o staff ddiweddarau eu sgiliau iaith (***S127.1a, S127.2b***) (***gweler Atodiad 23***).

Mae cyflwyno 'Lefel Cwrteisi' wedi helpu staff i ddeall eu galluoedd eu hunain a sut maent yn cyfrannu at ein sefydliad, yn ogystal â'u gwneud yn fwy ymwybodol o'r cyfleoedd hyfforddi sydd ar gael. Gwnaethom greu ymgyrch gyfathrebu fewnol ac allanol a ddangosodd y budd yr ydym ni fel cyflogwr yn ei gael o'r Gymraeg 'Lefel Cwrteisi' hon (***S127.1c, S127.2c, S136a.1c***). Roeddem yn hapus i weld bod yr ymgyrch hon wedi cael ei defnyddio fel enghraifft o arfer da mewn Cyfarfod Rhwydwaith Cymraeg mewn Addysg Rhanbarthol a drafododd y Strategaeth Ymgysylltu a Marchnata Ddrafft ym mis Hydref 2023 (***gweler Atodiadau 24 a 25***).

Mae'r broses recriwtio wedi cael ei diweddarau a'i gwella i gynnwys gwiriad o'r gofynion sgiliau iaith ar gyfer pob rôl cyn postio swyddi gwag newydd. Newidiwyd y Ffurflen Awdurdodi Recriwtio (**gweler Atodiad 26**) i gynnwys siart llif a fydd yn penderfynu ar lefel y sgiliau sydd eu hangen ar yr hysbyseb swydd a'r hyfforddiant y bydd yn rhaid i'r ymgeisydd llwyddiannus ei gwblhau (**S136.2a, 136a.1a**). Mae'r ffurflen bellach yn cyfrif am allu Cymraeg staff presennol y grŵp a gallu'r adran i gynnig gwasanaethau yn Gymraeg (**gweler Atodiad 26**). Mae'r ffurflen hefyd yn ystyried pa mor aml y mae angen i'r rôl ryngweithio â chwsmeriaid i ddarparu'r lefel a'r swm cywir o hyfforddiant gorfodol. Canlyniadau disgwylidig y newidiadau hyn yw cynyddu nifer y rolau sy'n cael eu hysbysebu fel rhai sy'n gofyn am y Gymraeg a chynyddu nifer y staff sy'n manteisio ar hyfforddiant.

Mae'r diweddariadau allweddol hyn wedi'u hyrwyddo i reolwyr drwy'r holl ohebiaeth i reolwyr (**gweler Atodiad 27**), cyflwyniadau mewn cyfarfodydd Tîm Rheoli Adrannol, a thrwy eu cynnwys yn y sesiynau Canllawiau Cymraeg yn y Gwaith sy'n cael eu darparu ar draws y sefydliad drwy Swyddog y Gymraeg (**S136.1a, S136.3a**).

Rydym wedi treialu'r defnydd o blatfformau ar-lein i recriwtio siaradwyr Cymraeg, er enghraifft pan bostiwyd y swydd wag ar gyfer ein Swyddog Cymraeg newydd (**S127.1b**), ac rydym yn rhagweld y bydd y llwyfannau hyn yn cael eu defnyddio'n amlach nawr y bydd angen sgiliau Cymraeg ar fwy o swyddi. Fodd bynnag, o ystyried y sefyllfa ariannol bresennol yr ydym ni a'r rhan fwyaf o gynghorau yn ei hwynebu a'r gost fesul hysbyseb o rhwng £100-£150, mae'n debygol mai'r swyddi a hysbysebir drwy'r llwyfannau hyn fydd y rhai sy'n gofyn am y sgiliau lefel uwch. Serch hynny, byddwn yn parhau i ddefnyddio ein rhwydweithiau i rannu ein swyddi gwag sy'n gofyn am sgiliau Cymraeg ar unrhyw lefel i'n helpu i recriwtio mwy o staff sy'n siarad Cymraeg. Hefyd, yn ystod wythnosau olaf y cynllun gweithredu hwn, rydym wedi diwygio'r templed hysbyseb swydd y mae rheolwyr yn ei ddefnyddio ar gyfer rolau mewnol ac allanol, i gynnwys datganiad ein bod yn croesawu ceisiadau yn Gymraeg a dolen i'r ffurflen gais Gymraeg. Mae'r datganiad hwn i'w weld ar yr hysbyseb heb orfod clicio ar y disgrifiad swydd i weld a allwch gyflwyno cais yn Gymraeg (**gweler Atodiadau 28 a 29**).

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	
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	
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	

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	
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	
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	

* 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 / ymrwymiaidau 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	
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	

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	
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 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	
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	
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	
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	

5. Hyrwyddo gwasanaeth Cymraeg gwell

Safon 81: Rhaid i chi hyrwyddo unrhyw wasanaeth Cymraeg rydych chi'n ei ddarparu a hysbysebu'r gwasanaeth hwnnw yn Gymraeg.

Gweithredu gan y Cyngor:

Fel rhan o gloi Cynllun Gweithredu CS092, teimlwn fel Cyngor ein bod mewn gwell sefyllfa o ran darparu ein gwasanaethau'n ddwyieithog ac rydym wedi dechrau cyflwyno ein hymgyrch a grëwyd yn unol â Safon 81. Rydym wedi adlewyrchu ymgyrch '[Pa bynnag ffordd...](#)' Cyngor Sir Caerfyrddin, a nodwyd gan Swyddfa Comisiynydd y Gymraeg fel enghraifft o arfer da. Gobeithiwn y bydd hyn yn annog ein trigolion i ddefnyddio ein gwasanaethau Cymraeg, nid yn unig i gynyddu eu galluoedd a'u cyfleoedd i ddefnyddio'r iaith ond hefyd i ddefnyddio'r ymarfer fel offeryn i fonitro gweithrediad y gwasanaethau hynny (***gweler Atodiad 30***).

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
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	
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 costau ychwanegol sy'n gysylltiedig â phwysau cyllidebol yn cael eu cyflwyno i'r Tîm Arwain Corfforaethol i'w hystyried.

6. Y Camau Nesaf

- Adolygu Aelodaeth Grŵp Craidd
- Y Gymraeg wedi'i hymgorffori o fewn Cynlluniau Busnes Corfforaethol
- Datblygiadau Cyllid ar gyfer 2024-25
- Cynlluniau Cyfathrebu ac Ymgysylltu

Trosolwg o'r Camau Allweddol

Wrth i ni gloi'r Cynllun Gweithredu hoffem nodi'r cynllunio a'r ymroddiad a ddangoswyd wrth ei weithredu. Fel Cyngor, rydym yn teimlo bod y Cynllun Gweithredu wedi creu newid cadarnhaol nid yn unig gyda'r camau gweithredu eu hunain ond hefyd o ran ymwybyddiaeth staff o ddyletswydd y Cyngor i weithio yn unol â gofynion y Gymraeg.

Mae'r 'grŵp craidd' wedi chwarae rhan hanfodol yn y cynlluniau i gyflawni pob cam, gan wasanaethu fel grŵp ymgynghori i arddangos cynnydd a chynnig mewnbwn. Felly, rydym yn cynnig wrth symud ymlaen fod y grŵp yn cael ei ailenwi a'i ddiwygio i ddod yn grŵp ffocws i gynorthwyo, gweithredu ac adolygu ein gofynion Cymraeg a fydd yn anelu at gefnogi ein gwelliant parhaus.

At hynny, mae'r ymwybyddiaeth gynyddol o ofynion y Gymraeg wedi cefnogi'r gwaith o gryfhau'r broses o gynnwys y Gymraeg yn ein cynlluniau busnes. Gan weithio'n agos gyda'r Tîm Rheoli Perfformiad Corfforaethol rydym wedi datblygu trefniadau monitro/atebolrwydd mewnol er mwyn cael adborth chwarterol gan ystod o adrannau ar sut mae eu gwaith wedi cyfrannu at y nodau a nodir yn Strategaeth Hyrwyddo'r Gymraeg.

Gan adeiladu ar y cynnydd a wnaed yn ystod y cynllun hwn, rydym wedi llwyddo i sicrhau Cyllid Ffyniant Gyffredin, yr ydym yn ei ddefnyddio i gynyddu gwelededd yr iaith a diwylliant yn yr ardal. Mae rhan o'r cyllid hwn yn cael ei defnyddio i wella capasiti Cymraeg y Cyngor ac mae adborth cadarnhaol eisoes yn cael ei dderbyn drwy ddarparu sesiynau cymorth arweiniad Cymraeg ar hyd a lled y sefydliad. Mae'r sesiynau'n helpu staff i ddeall sut i weithio yn unol â pholisïau Cymraeg y Cyngor, sut i gael mynediad at y canllawiau a pha gyfleoedd sydd ar gael ar gyfer hyfforddiant Cymraeg.

Mae'r cyllid hefyd yn cael ei ddefnyddio i weithio'n agos gyda'n Tîm Cyfathrebu Corfforaethol i ddefnyddio Cynllun Cyfathrebu Cymraeg sy'n addysgu ac yn codi proffil yr iaith a'i lle yn niwylliant Blaenau Gwent. Mae'r Cynllun Cyfathrebu wedi'i gymeradwyo ar lefel gorfforaethol gyda chytundeb gan ein hadran Addysg i'n cefnogi yn ein hymdrech i wneud Blaenau Gwent yn ardal weithredol Gymreig. Byddwn hefyd yn defnyddio rhan o'r cyllid hwn i gefnogi'r gwaith o gynllunio a darparu gweithgareddau Cymraeg lleol a fydd yn cyfrannu at y cynnydd yn nifer y dysgwyr a'r siaradwyr Cymraeg ar draws y fwrdeistref. Rydym yn edrych ymlaen at ehangu ar waith Cymraeg a gwblhawyd y tu allan i'r camau a nodir yng Nghynllun Gweithredu CS092 yn Adroddiad Blynyddol y Gymraeg, sydd ar ddod.

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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**
Date of meeting: **25th April 2024**
Report Subject: **Commercial Strategy for the Council**
Portfolio Holder: **Councillor Stephen Thomas, Leader and Cabinet Member for Corporate Overview & Performance**
Report Submitted by: **Bernadette Elias – Chief Commercial Officer and Customer
Lee Williams – Service Manager Commercial and Business 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)
3/4/24	4/4/24	24.04.24			25/4/24	29/4/24		

1. Purpose of the Report

1.1 The purpose of this report is to present the Council's Revised Commercial Strategy 2024 – 2027 (hereafter 'the strategy' attached at appendix 1) to the Corporate Overview and Performance Scrutiny Committee for comment prior to approval by Cabinet.

2. Scope and Background

2.1 The current Commercial strategy (attached at appendix 2), was approved in 2020 and represented the first strategy for the Council, setting out a commitment to be a more commercially minded organisation.

2.2 Set against the reality of an increasingly difficult financial climate for Local Government and the need to continue momentum to bring a more commercial approach to service delivery, it is considered timely to review the strategy and approach.

2.3 The strategy supports how the council can plan and find innovative ways to change how it delivers services to the community. It will have a fundamental role in driving further transformation and modern service delivery models for the Council as well as maximising financial efficiencies.

2.4 The strategy sets out a clear Statement of Intent:

To deliver wider and better social outcomes for Blaenau Gwent through optimising our financial sustainability by managing and reducing costs, maximising use of our assets, generating more income and improving customer journeys.

2.5 In response to the financial challenges the term 'commercial' is increasingly featured in Local Government approaches and the above statement remains firmly grounded in public service principles. Therefore, the strategy encompasses a wide spectrum of activity that enables a commercial approach to realise wider benefits. These include;

- Supporting local growth and community wealth building including through socially responsible commissioning and procurement, to reduce 3rd party spend and to maximise the Blaenau Gwent Pound;
- Transformation and innovation of our services – how we can do things differently and look to do different things;
- Exploring modern digital solutions such as Artificial Intelligence to transform how we do things;
- Using and maximising our assets and being responsive to commercial investment opportunities, helping to protect key services and invest in Council priorities;
- Putting the user at the centre of how we design our services and mapping the customer journey including the potential for digital solutions to provide a better offer and value for money; and
- Continuing to build our knowledge and skills and work with others to support the cultural change needed.

2.6 The Strategy is underpinned by two (2) key principles and three (3) priorities:-

2.7 **Principle One**

Develop a culture that supports the organisation to become more commercially minded.

Aim: To develop the knowledge, skills and behaviours across the organisation so that better commercial planning becomes business as usual.

2.8 **Principle Two**

Develop the organisational governance and procedures that will support commercial planning.

Aim: To set the right conditions to enable directorates to be responsive to opportunities and bring forward and progress commercial proposals for consideration.

2.9 **Priority One**

To change the way in which Elected Members and staff perceive and drive forward commercial opportunities.

Aim: Establishing a better understanding of the wider commercial spectrum including the opportunity to maximise assets and drive service innovation.

2.10 **Priority Two**

To build and embed the organisational approaches that support the development of alternative models of service delivery.

Aim: To establish a tool set and governance framework that enables the organisation to be responsive and maximise commercial opportunities.

2.11 **Priority Three**

To develop an organisational programme of proposed commercial investment opportunities.

Aim: To create a pipeline to identify, prioritise and deliver a commercial programme of projects that require investment to support the Council's Corporate Plan and Medium-term Financial Strategy (MTFS)

3. **Options for Recommendation**

3.1 CLT endorsed the Strategy on 4th April 2024

3.2 Option 1

That the committee endorses the Commercial Strategy and recommend to Cabinet for approval;

3.3 Option 2:

That the committee considers the Commercial 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.

4.2 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. 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 including responsibilities under the Social Partnership obligations. It is aligned to other key Council plans and strategies including the MTFS, Customer Services strategy, Digital Strategy, Workforce Strategy, Regeneration Strategy, Communication Strategy and the Decarbonisation Plan.

5. **Implications Against Each Option**

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

Whilst there are no direct budget implications associated with the adoption of this strategy, subsequent commercial activities will look to support the Council's MTFS and Bridging the Gap programme by:

- maximising the use of existing assets;
- controlling costs;
- maximising income opportunities;
- identifying and progressing commercial investment opportunities;

5.2 ***Risk including Mitigating Actions***

- 5.2.1 If the strategy is not adopted and progressed there is a risk to the financial resilience of the council.
- 5.2.2 If the business case framework is not optimised there is a potential the risk and reward for each proposal is not clear, which could hinder informed decision making.
- 5.2.3 The risks and risk tolerance level for potential commercial investment opportunities needs to be considered and understood :there is a risk that the Council is too risk averse in some of its decision making and misses a potential opportunity this will be balanced against accepting a considered level of risk to generate income from investment opportunities.
- 5.2.4 Utilising the agreed business case framework developed with the Chartered Institute of Public Finance and Accountancy (CIPFA) and where appropriate, seeking external advice to assist informed decision making and good governance, which mitigates against the risk of not being responsive enough to commercial opportunities.
- 5.2.5 Utilising a multi-disciplinary team approach ensuring that the right skill sets are able to inform and support the development of robust commercial business in a timely and responsive manner. As evidenced in a recent acquisition business case approved by Council.

5.3 ***Legal***

- 5.3.1 The Social Partnership and Public Procurement (Wales) Act embeds the principle of social partnership in the operation of public bodies in Wales. It encourages collaboration between employers, employees, and other stakeholders to enhance public service delivery and overall well-being.

Principle Two of the Strategy focuses on developing the organisational governance and procedures that will support commercial planning and the aim of Priority Two is to establish a tool set and governance framework that enables the organisation to be responsive and maximise commercial opportunities.

- 5.3.2 Internal and external advice on potential commercial investment opportunities will be sought as appropriate to complement internal knowledge and skills to assist informed decision making.

Associated procurement and commissioning requirements will be administered in accordance with the Public Contract Regulations and the Council's Contract Procedure Rules

- 5.5.3 The strategy will support the council to maximise existing and emerging national arrangements such as Corporate Joint Committees as appropriate.

5.4 **Human Resources**

- 5.4.1 The officer SCCB will provide strategic oversight to the Council's commercial ambitions, ensuring robust check and challenge to commercial opportunities and escalation through to the democratic decision making process as required;
- 5.4.2 Using the officer Business and Commercial Opportunities Network to support a multi-disciplinary approach to nurture and develop commercial opportunities and ensuring we make full use of our internal skills and expertise;

5.5 **Health and Safety**

None identified

6. **Supporting Evidence**

6.1 **Performance Information and Data**

- 6.2 As part of the review process an assessment of progress against the objectives in the current commercial strategy was undertaken. This was presented to the SCCB in March 2023, as part of the check and challenge process.

In summary, of the 26 listed ambitions, 9 were considered as being achieved, 16 as being progressed and 2 as requiring further work; both of which related to the identification and progression of investment opportunities, which have been achieved following the development and adoption of the Commercial and Business Case Framework.

- 6.3 Work to progress a strong governance framework has included;
 - A Socially Responsible Procurement Strategy adopted by Council April 2023;
 - Vigorous Contract Management arrangements to reduce expenditure across all areas of business;
 - The officer Strategic Commercial and Commissioning Board (SCCB) terms of reference and focus has been refreshed;
 - The SCCB is supported by the Business and Commercial Opportunities Network which has reviewed its terms of reference and focus as part of a Wider Corporate Leadership Team session in February 2024;
 - The Business Case Model developed with CIPFA is in place and used for proposals to support the MTFS and Bridging the Gap programme;
 - Redevelopment of ICT platforms to make digital transformation an integral part of our approach to providing high-quality cost-effective services as part of the recently agreed Digital Transformation Strategy;
 - Utilising customer journey solutions to realise service efficiencies, whilst maximising customer engagement as part of the recently agreed Customer Service Strategy;
- 6.4 Key activities under each priority are set out in the strategy. Following approval of the strategy by Cabinet these will be underpinned by action plans and key performance information to monitor progress and impact. Work is currently underway to develop this information which will capture both qualitative data insight and quantitative metrics.

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

- 6.2.1 Using and maximising our assets and being responsive to commercial opportunities, thereby helping to protect key services and re-investment in Council priorities and supporting its financial resilience.
- 6.2.2 Putting the user at the centre of how we design our services and mapping the customer journey including the potential for digital solutions to provide a better offer and value for money.

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

- 6.3.1 A range of activities to supporting staff and Member learning and development has been delivered including external support via SOLACE and CIPFA including:
 - Creating & managing an Entrepreneurial Council workshop held with Cabinet/CLT (September 2022);
 - Hosted a series of staff workshops with service managers from all directorates to develop understanding of wider commercial skills (September 2022);
 - Engaged with the TU and the Welsh Government (WG) Social Partnership team as part of the development of the new procurement strategy (2022). A Corporate Leadership Team and TU session on Social Partnership facilitated by the WG team is planned for May 2024;
 - Engaged with Cwmpas who held a workshop focusing on social value and *buy local buy social* to support our foundational economy (March 2023);
 - Business case training sessions for staff delivered with CIPFA (June 2023);
 - Practical sessions with staff held to consider worked on outline business cases (June 2023);
 - Facilitated session with members of wider CLT to further develop our thinking on developing commercial investment pipeline opportunities (October 2023);
 - Elected Member Session on what commercial means for the council (September 2023) ;
 - Wider Corporate Leadership Team engagement on our proposed approach for the strategy (November 2023)
 - Wider Corporate Leadership Team session on a review of terms of reference for the business and commercial opportunities network
- 6.3.2 Desktop research undertaken on other LA's strategies and the 2022 Audit Wales report on commercialisation in local government. Recommendations from the latter have been considered as part of the strategy review.
- 6.6.3 Public consultation undertaken as part of the recent budget setting process aligned to Bridging the Gap proposals.

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

- 6.4.1 The strategy looks to future proof the council approaches supporting financial resilience including recognition of;
 - Increasing public and customer need;
 - Broader public sector integration;

- Shift in public expectation;
- Far better utilisation of public sector assets;
- Significant reduction in public funding;
- Digital solutions supporting innovation in service delivery;
- Developing internal commercial skill sets to support commercial ambitions;

6.5 ***Preventative focus***

- 6.5.1 Use of accurate and timely market intelligence data to influence sourcing activities;
- 6.5.2 Using a multi-disciplinary approach to support the development of robust business cases;
- 6.5.3 Established governance arrangements providing effective 'check and challenge' on potential commercial opportunities;
- 6.5.4 Through our customer-centred design approach we will consider each element of a process and how customers use our 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***

- 6.6.1 Working with a range of external partners has supported the development of commercial approaches including via WLGA, SOLACE, CiPfa, WG and Cwmpas.
- 6.6.2 Focussed learning and development opportunities has enabled the organisation to build internal skills and knowledge to support the development of future commercial opportunities across directorates.
- 6.6.3 Connected with WG commercial lead and developed a commercial workstream in the WLGA network;
- 6.6.4 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)***

- 6.7.1 The strategy sets out a clear statement of intent which will require a whole organisational approach to develop and maximise commercial opportunities in a range of ways.
- 6.7.2 Being more commercially minded is a whole organisational responsibility and the strategy recognises the need to develop and embed the right mind-set to fully enable this.

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

- 6.8.1 Commercial ambitions and opportunities will be progressed via the established commercial framework, which will consider the Council's Net Zero and Climate Emergency requirements on a project by project basis;
- 6.8.2 Associated procurement and commissioning requirements will be sourced in accordance with the Council's Socially Responsible Procurement Strategy;
- 6.8.3 Utilisation of digital solutions where appropriate also supports the wider decarbonisation agenda;

6.9 ***Integrated Impact Assessment (IIA)***

IIA included at appendix 3

7. **Monitoring Arrangements**

- 7.1 Following approval, key performance information to measure impact in delivering the strategy will be established and used to provide updates through the democratic process.
- 7.2 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. It is also proposed a midpoint review of the strategy be undertaken; and exception reporting to SCCB on a quarterly basis.

Background Documents /Electronic Links

- Appendix 1 Commercial Strategy 2024 - 2027
- Appendix 2 Commercial Strategy 2020 - 2024
- Appendix 3 IIA

Blaenau Gwent Council Commercial Strategy

‘A place that is fair, open and welcoming to all
by working with and for our communities’

2024 - 2027



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Foreword

As a Council we are ambitious and focused, we want to create an environment that is connected and rich with opportunities, a place which is great for jobs and businesses and where people thrive in education, in their career and in their spare time.

We have an annual budget in excess of £200 million, high levels of community need and we are clear on the difficult financial climate for local government in Wales. This means we have to plan and find innovative ways to change how we deliver public services.

This strategy will set out our commercial approach to service delivery for our communities.

Stephen Thomas - Leader

Helen Cunningham - Deputy Leader

Introduction

Where we are now

This Commercial Strategy has been developed to support the Council in the delivery of its corporate objectives and important public services it provides.

It is a key element of the medium-term financial strategy and is set against a backdrop of financial challenges and the desire to have the best possible outcomes for local residents and businesses.

STATEMENT OF INTENT

To deliver wider and better social outcomes for Blaenau Gwent through optimising our financial sustainability by managing and reducing costs, maximising use of our assets, generating more income and improving customer journeys.

Blaenau Gwent Context

The key themes and priorities to this strategy have been developed through user engagement with customers, staff engagement, senior management workshops, elected member engagement sessions, discussions with public sector partners including WLGA, SOLACE and CIPFA. Recommendations made by Audit Wales have also been integrated into this document as has Welsh Government and UK Government policy and obligations.

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

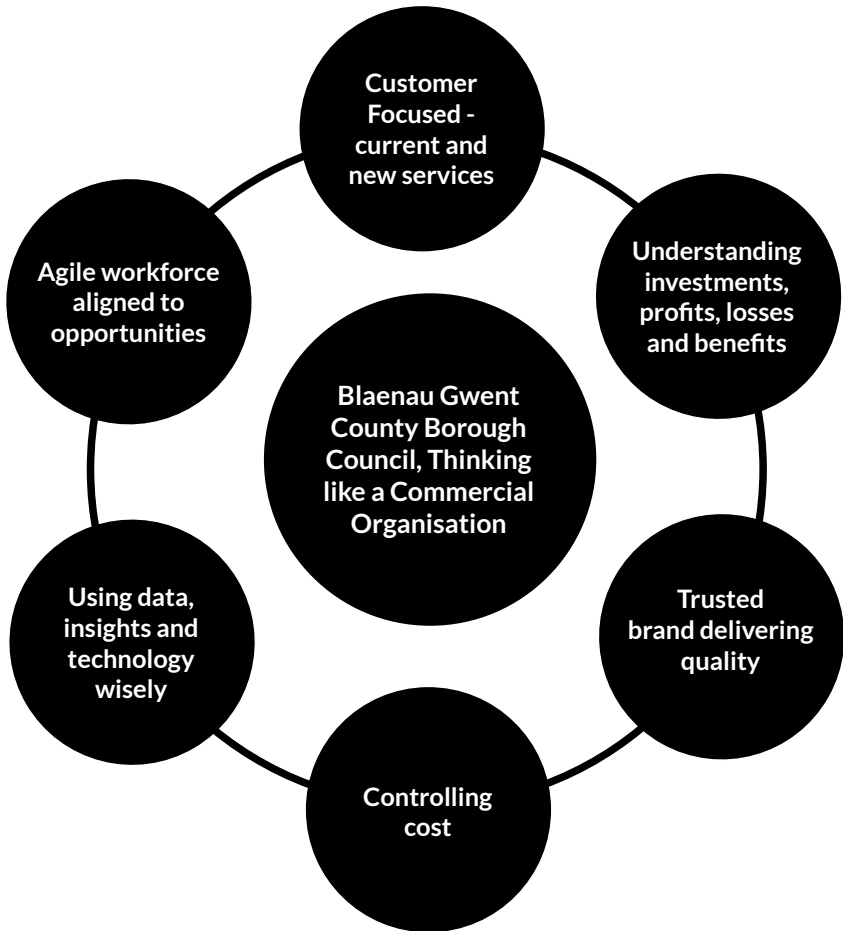
Empowering and supporting communities to be safe, independent and resilient

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

- > Medium Term Financial Strategy, Bridging the Gap Programme and Business Case Framework
- > Workforce Strategy
- > Regeneration / Growth Strategy
- > Digital Transformation Strategy
- > Customer Service Strategy
- > Climate Emergency / Decarbonisation
- > Communication Strategy

This strategy demonstrates the Council’s commitment and investment into becoming a commercially minded organisation by:

- > Supporting learning and developing skills;
- > Providing equal access to services;
- > Driving further transformation and modern, commercial service delivery models for the Council;
- > Identifying and developing the right technology in the right way;
- > Improving collaboration with others to identify innovative ways to change how we deliver public services;



Our Commercial Spectrum

Managing 3rd party spend through effective procurement, commissioning and contract management;

Maximising income opportunities, including fees and charges;

Digital solutions to drive down cost, increase efficiencies and provide a good customer offer;

Service redesign and transformation – understanding the customer journey; Optimising investment and development opportunities;

Wales Context

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

- > **Well-being and Future Generations Act Welsh Procurement Policy**
- > **Welsh Procurement Policy**
- > **Social Partnership and Public Procurement (Wales) Act**
- > **Digital Strategy for Wales**

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.

Our Principles

The Strategy is underpinned by two key principles and three priorities, which are essential to improving and delivering our commercial ambitions:

Principle One

Develop a culture that supports the organisation to become more commercially minded.

Aim: To develop the knowledge, skills and behaviors across the organisation so that better commercial planning becomes business as usual.

Key activities will include:

- > Developing a shared understanding of what commercial means for our organisation, customers and businesses;
- > Actively working with others to share knowledge, ideas, experience and practice that could support our commercial activity;
- > Continuing to develop the impact of the officer Strategic Commercial Commissioning Board (SCCB) and the supporting Business and Commercial Opportunities Network (BaCON), to identify and develop opportunities across the commercial spectrum;
- > Delivering a targeted programme of Learning and Development opportunities to support our continued development of skills and capacity;

Principle Two

Develop the organisational governance and procedures that will support improved commercial planning.

Aim: To set the right conditions to enable directorates to be responsive to opportunities and bring forward commercial proposals for consideration.

Key activities will include:

- > providing strategic direction and oversight to ensure commercial opportunities are aligned to the Council's corporate priorities;
- > ensuring our governance framework and procedures enables us to act in a timely way to maximise opportunities;
- > building and developing multi-disciplinary teams drawing on internal expertise, external advice and learning from others to produce commercial business cases;
- > providing an opportunity to share and recognise good practice from across the organisation and further afield;

Our Priorities

Priority One – To change the way in which elected Members and staff perceive and drive forward commercial opportunities.

Aim: Establishing a better understanding of the wider commercial spectrum including the opportunity to maximise assets and driving service innovation.

Key activities will include:

- > developing a shared understanding of what commercial means for our organisation, customers and businesses;
- > promoting the development of a more business minded culture and approach across the organisation;
- > continuing elected member and staff engagement to help support the necessary culture and behavioural change;
- > continuing to deliver a targeted programme of Learning and Development opportunities to support our commercial approaches;
- > becoming more efficient when delivering projects with shared knowledge, ownership and understanding;
- > embedding better commercial planning into service delivery across the Council;
- > providing commercial support to staff and Services to assist with the development of opportunities and transformation that leads to enhanced commercial outcomes;

Priority Two - To build and embed the organisational approaches that support alternative models of service delivery and commercial investment opportunities.

Aim: to establish a tool set and governance framework that enables the organisation to be responsive and maximise commercial opportunities.

Key activities will include:

- > ensuring a clear and robust route through the democratic process to enable elected members to consider commercial opportunities as they arise;
- > continuing to embed the commercial and business case framework to ensure consistent application and robust documentation is submitted for consideration;
- > building and developing multi-disciplinary teams to produce commercial business cases, improve skills and draw on internal expertise;
- > continuing to develop the impact of the officer Strategic Commercial Commissioning Board (SCCB) and the supporting Business and Commercial Opportunities Network, to identify and develop opportunities across the commercial spectrum as defined in this strategy;
- > developing a dynamic register of commercial projects to provide corporate oversight and to support on-going monitoring and review;
- > exploring opportunities to develop CJC's to support wider collaborations;
- > maximising our commercial advantage through effective commissioning, procurement and contract management activities;
- > making further use of technology in support of the Council becoming a more modern, dynamic organisation;

Priority Three - To develop an organisational wide programme of current and proposed commercial activity;

Aim: to create a pipeline to identify, prioritise and deliver a commercial programme of projects that require investment to support the Council's Corporate Plan and MTFS.

Key activities will include:

- > applying the commercial framework to identify and prioritise commercial opportunities;
- > shaping investment options based on robust business cases, risk assessment and market intelligence;
- > using data and market intelligence to inform business cases and support strategic decision making;
- > aligning commercial projects to the corporate objectives and to support wider outcomes;

Monitoring and Review

This strategy is one of a set of strategic commercial programmes designed to secure the future sustainability across the community and deliver improved outcomes for our residents and businesses.

A set of quantitative and qualitative metrics and performance measures will be developed and reported via the established democratic processes.

In addition, the strategy will be subject to a mid-term review to ensure we keep pace with on-going changes to commercial innovation, technologies and customer expectations.

The officer Strategic Commercial Commissioning Board (SCCB) will provide direction and oversight to the Council's commercial ambitions, ensuring robust check and challenge to commercial opportunities and escalation through to the democratic decision making process as required.

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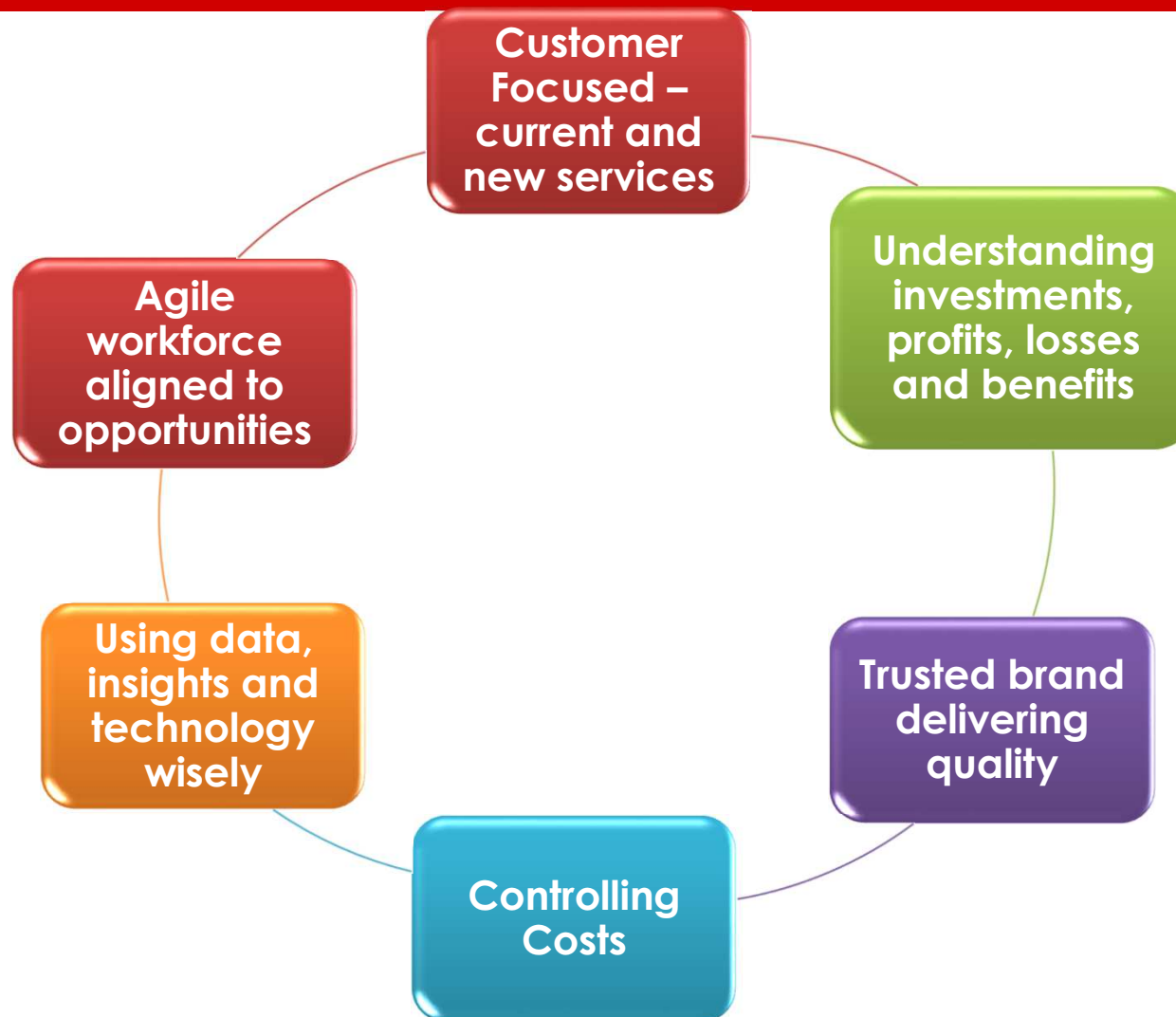
Blaenau Gwent County Borough Council

Commercial Strategy and Work Programme

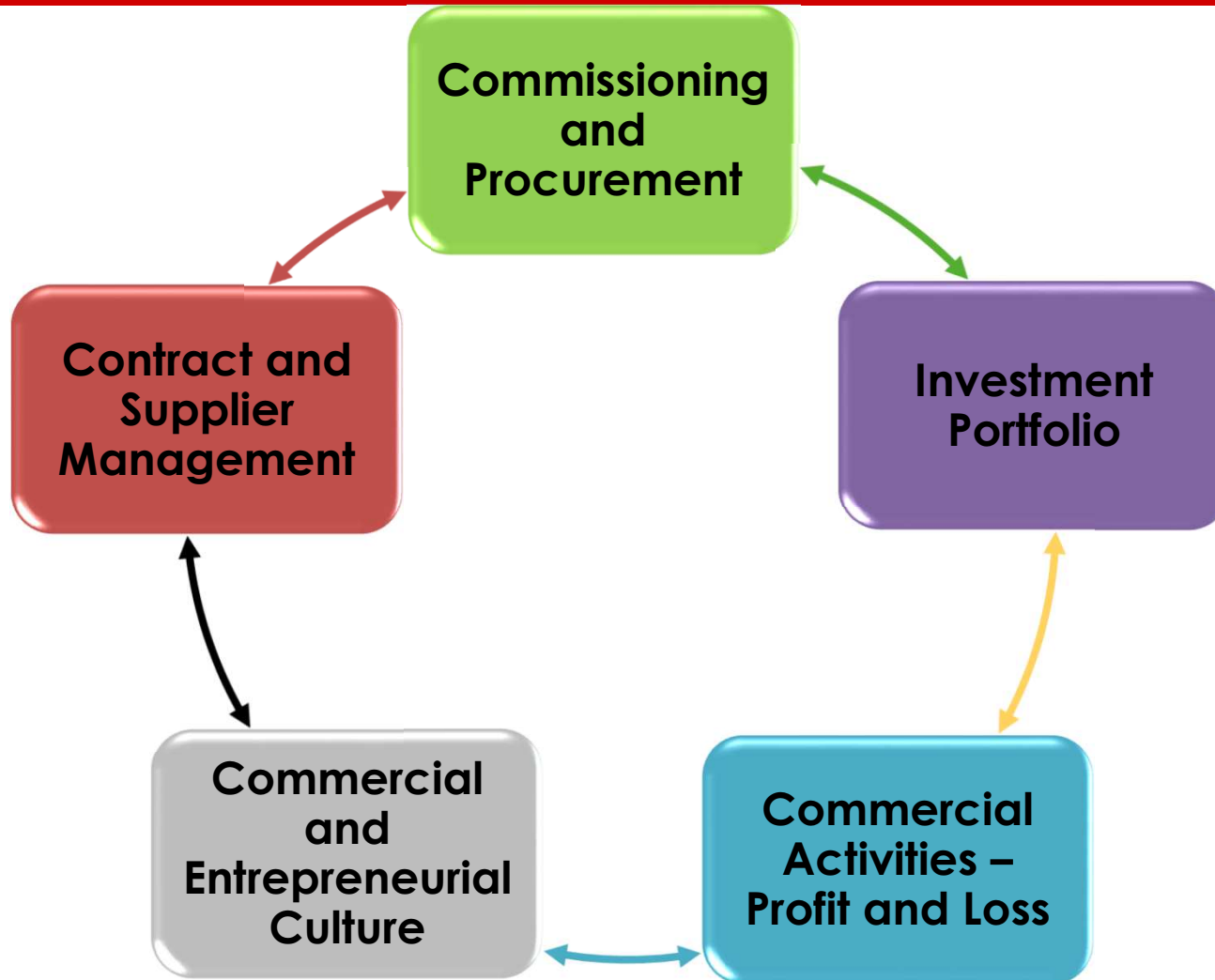
Commercial ambitions for Blaenau Gwent

Blaenau Gwent County Borough Council

Thinking like a commercial organisation



Blaenau Gwent County Borough Council Commercial Ambitions



Blaenau Gwent's Commercial Ambitions

- **Commissioning and Procurement**

Commissioning the right services in the right way to ensure value for money and delivering better outcomes

- **Investment Portfolio**

Shaping the investment options based on robust business cases, risk assessment and market intelligence

- **Commercial Activities – Profit and loss**

Identification of truly commercial opportunities based on market intelligence, assessment of business opportunities and strong profit and loss accounting

- **Commercial and Entrepreneurial Culture**

Involvement of staff and partners in identifying opportunities along side the ability to create robust business cases, seek investment and have capacity to scale operations

- **Contract and Supplier Management**

Improved contract management and negotiation skills working with our suppliers to control costs, achieve value for money and deliver innovative solutions

Ambition 1 – Commissioning and Procurement

Commissioning the right services in the right way to ensure value for money and delivering better outcomes

Commissioning and Procurement



Ambition 2 – Investment Portfolio

Shaping the investment options based on robust business cases, risk assessment and market intelligence

**Investment
Portfolio**

**Agreeing options for investments
linked to our investment strategy**

Year 1

**Agreeing our risk and reward
yields**

Year 1

Exploring investment vehicles

Year 2

**Strong governance for
investment management**

Year 2

Ambition 3 – Income

Identification of truly commercial opportunities based on market intelligence, assessment of business opportunities and strong profit and loss accounting

**Commercial
Activities
Profit and
Loss**

- Review of current commercial activities Year 1
- Create business plans to support existing commercial activities Year 1
- Agree a vehicle for identifying commercial opportunities Year 2
- Agree appropriate business case development Year 2
- Agree triggers to end commercial activities that are not profitable Year 2
- Agree further investments to scale and grow successful commercial activities Year 3

Ambition 4 – Commercial and Entrepreneurial Culture

Involvement of staff and partners in identifying opportunities along side the ability to create robust business cases, seek investment and have capacity to scale operations

Commercial and Entrepreneurial Culture

- Create a vehicle for capturing ideas for commercial activities Year 1
- Identify roles that have the freedoms to be entrepreneurial Year 1
- Build the skills to assess market opportunities Year 2
- Build the skills to assess best commissioning options Year 2
- Identify the organisational barriers Year 2
- Agree investment routes to build new commercial activities Year 3
- Agree governance arrangements to ensure quality is achieved and risks mitigated Year 3

Ambition 5 – Contract and supplier management

Improved contract management and negotiation skills working with our suppliers to control costs, achieve value for money and deliver innovative solutions

Contract and supplier management



Commercial Governance

CLT

Strategic Commercial Board

Commissioning and Procurement base on strategic imperatives

Commercial and Entrepreneurial opportunities

Investment Strategy Programme

Monitor Commercial Activities and projections

Other Inputs: Senior Managers from Service Areas - Legal, Procurement, Finance, Communications etc.



Commercial Strategy

Feedback

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Blaenau Gwent County Borough Council - Integrated Impact Assessment

This integrated impact assessment (IIA) has been designed to help support the Council in making informed and effective decisions to promote equality and improve outcomes for groups with protected characteristics.

- 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
Lee Williams	Bernadette Elias	Commercial Services - Procurement	March 2024

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 following proposal is to set the **Commercial Strategy 2024-2027**

As a Council we are ambitious and focused, we want to create an environment that is connected and rich with opportunities, a place which is great for jobs and businesses and where people thrive in education, in their career and in their spare time.

We have an annual budget in excess of £200 million, high levels of community need and we are clear on the difficult financial climate for local government in Wales. This means we have to plan and find innovative ways to change how we deliver public services.

This strategy will set out our commercial approach to service delivery for our communities. This Commercial Strategy has been developed to support the Council in the delivery of its corporate objectives and important public services it provides.

It is a key element of the medium-term financial strategy and is set against a backdrop of financial challenges and the desire to have the best possible outcomes for local residents and businesses. The strategy aims deliver wider and better social outcomes for Blaenau Gwent through optimizing our financial sustainability by managing and reducing costs, maximizing use of our assets, generating more income and improving customer journeys.

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:

- Maximize 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

As well as linking to the following plans and strategies

- Medium Term Financial Strategy, Bridging the Gap Programme and Business Case Framework
- Workforce Strategy
- Regeneration/ Growth Strategy
- Digital Transformation Strategy
- Customer Service Strategy
- Climate Emergency/ Decarbonization
- Communication Strategy

This strategy demonstrates the Council's commitment and investment into becoming a commercially minded organization by:

- supporting learning and developing skills
- providing equal access to services
- identifying and developing the right technology in the right way
- driving further transformation and modern, commercial service delivery models for the Council
- improving collaboration with others to innovative ways to change how we deliver public services

We believe this strategy shows how we as an organisation is thinking like a business where we use data, control our costs, maximise opportunities, procure effectively/responsibly whilst providing a good customer journey. This is a vital step forward in order to take Blaenau

Gwent Council into the future

NOTE: This strategy has been written as a tool that sits alongside the Integrated Impact Assessment process in order to ensure that any decisions taken are informed and fully understood in or to mitigate negative outcomes for those living and working in Blaenau Gwent as well as contributing the overall corporate vision.

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) 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>)	We believe that the Commercial Strategy will have a positive impact on all categories as it allows for better understanding of alignment in achieving positive outcomes by aiming to increase the value of community and social benefits delivered through Council Services, value of community benefits delivered. The strategy also explains how the WFG act goals are considered in particular for Long Term,	No as we believe the strategy is written to assist officers to ensure the best possible outcomes for future generations of those living in the Blaenau Gwent community. The strategy also ensures that officers use the strategy along with IIA process to ensure any impacts are considered and fall in line with the overall vision for Blaenau Gwent and it's future.	We are committed to deliver wider and better social outcomes for Blaenau Gwent through optimizing our financial sustainability by managing and reducing costs, maximizing use of our assets, generating more income and improving customer journeys. This strategy will help to make Blaenau Gwent a community which maximises learning and skills for all, embraces environmental change, supports economic business growth, works in partnership to provide high quality services to meet local needs and improves the quality of life and well-being within the community.
Disability (<i>people with disabilities/ long term conditions</i>)			
Gender Reassignment (<i>anybody who's gender identity or gender expression is different to the sex they were assigned at birth</i>)			
Marriage or Civil Partnership (<i>people who are married or in a civil partnership</i>)			

<p>Pregnancy and Maternity (<i>women who are pregnant and/or on maternity leave</i>)</p>	<p>Integration, Involvement, Collaboration and Prevention as well ensuring that decisions are evidenced-based and consider the social and economic impact on our communities.</p>		
<p>Race (<i>people from black, Asian and minority ethnic communities and different racial backgrounds</i>)</p>			
<p>Religion or Belief (<i>people with different religions and beliefs including people with no beliefs</i>)</p>			
<p>Sex (<i>women and men, girls and boys and those who self-identify their gender</i>)</p>			
<p>Sexual Orientation (<i>lesbian, gay, bisexual, heterosexual, other</i>)</p>			

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

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>We believe that this Strategy will help us to deliver for the future for Blaenau Gwent Council as an organisation, staff and the communities we serve as we feel</p> <ul style="list-style-type: none"> • That the potential for generating income could not only support the organisation to maintain services but could potentially help support further development or 	<p>We do not believe the strategy will afford and negative impacts but in turn sets out how we will maximise opportunity to improve positive outcomes. We are committed to making Blaenau Gwent a community which maximises learning and skills for all, embraces environmental change, supports economic business growth, works in partnership to provide high quality services to meet local</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>Material Deprivation <i>(unable to access basic goods and services)</i></p>			




<p><i>i.e. financial products like life insurance, repair/replace broken electrical goods, warm home, hobbies etc.)</i></p>	<p>enhancement in the future.</p> <ul style="list-style-type: none"> • having a direct impact on overall spend, savings, value for money and the cost of service provision to the people of Blaenau Gwent; • helping to shape the delivery of services to meet the needs of citizens, communities and customers • To ensure that decisions consider how local market can best be supported. 	<p>needs and improves the quality of life and well-being within the community.</p>	
<p>Area Deprivation <i>(where you live (rural areas), where you work (accessibility of public transport) Impact on the environment?)</i></p>			
<p>Socio-economic Background <i>(social class i.e. parents education, employment and income)</i></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>			

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>How effectively we spend our money will have a direct impact on our ability to deliver all of our corporate ambitions and priorities. Thus, the Council recognises that an effective commercial strategy is fundamental to achieving organisational success and is instrumental in the delivery of the Corporate Plan, as it will:</p>
<p>Priority 2 - Respond to the nature and climate crisis and enable connected communities</p>	<ul style="list-style-type: none"> • Will present commercial opportunities as they arise • maximising our commercial advantage through effective commissioning, procurement and contract management activities;
<p>Priority 3 - An ambitious and innovative council delivering quality services at the right time and in the right place</p>	<ul style="list-style-type: none"> • have a direct impact on overall spend, savings, value for money and the cost of service provision to the people of Blaenau Gwent; • help shape the delivery of services to meet the needs of citizens, communities and customers; • contribute to the achievement of corporate and service objectives; and
<p>Priority 4 - Empowering and supporting communities to be safe, independent and resilient</p>	<ul style="list-style-type: none"> • be part of the process of delivering key policy objectives. <p>We are committed to the delivery of social value, and the development of the local and national foundational economies and we believe that the outlined commercial strategy will allow us to take Blaenau Gwent into the future by making Blaenau Gwent a community which maximises learning and skills for all, embraces environmental change, supports economic business growth, works in partnership to provide high quality services to meet local needs and improves the quality of life and well-being within the community.</p>

Section 4-Well-being of Future Generations (Wales) Act 2015 – The Five Ways of Working (ICLIP)
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)

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.</p> <p>The Commercial Strategy puts delivering economic, environmental, social and cultural well-being at the heart of what we do. How effectively we evolve into a commercial minded organisation and how we spend our money will have a direct impact on our ability to deliver our ambition and priorities now and in the future. Thus, the Council recognises that an effective an effective commercially minded strategy is fundamental to achieving organisational success and is instrumental in the delivery of the Corporate Plan, as it will:</p>
<p>Prevention</p> 	<ul style="list-style-type: none"> • have a direct impact on overall spend, savings, value for money and the cost of service provision to the people of Blaenau Gwent; • help shape the delivery of services to meet the needs of citizens, communities and customers;
<p>Integration</p> 	<ul style="list-style-type: none"> • contribute to the achievement of corporate and service objectives; and • be part of the process of delivering key policy objectives. <p><u>Through the commercial strategy we will ensure</u></p>

Collaboration



Involvement



- to address and consider the seven Well-being Goals and Five Ways of Working from the [Well-Being of Future Generations \(Wales\) Act 2015](#).
- embrace the opportunity presented to deliver further well-being benefits for the people of Blaenau Gwent through the supplier selection and award of contracts.
- The Council’s pledge of a [Climate Emergency](#) has placed additional responsibility on the role of Procurement within the Council and in delivering on these important agendas.
- We will start to include the principles of [Welsh Government’s Circular Economy Strategy](#) which will ensure a greener, fairer and more prosperous community in Blaenau Gwent.
- We support the development of the [Foundational Economy](#) in Blaenau Gwent which encourages us to develop new and existing supply chains to bid and to be successful in future council contracts.
- We will ensure as many of our suppliers and providers commit to Welsh Government's Ethical Procurement with reference to the [Code of Practice](#).
- We will ensure [Community Benefits and/or Social Value](#) Themes Outcomes and Measures (**TOMs**) are considered within all sourcing strategies to maximise the delivery of social value for our local communities.
- To making further use of technology in support of the Council becoming a more modern, dynamic organization

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 promotes socially responsible processes including:

- Ensuring legal compliance and robust and transparent governance by ensuring Council staff have awareness of, and comply with, relevant legislation and the Council's Contract Procedure Rules.
- Promoting socially responsible activities and processes by increasing community and social value benefits delivered by us and delivery suppliers;
- Contributing to the Council's aim to be a Net Zero Council by 2030 by embedding a procurement process that addresses climate change and a circular economy approach.
- Improving Fair Work & Safeguarding practices within our supply chain by ensuring that fair work principles are promoted across the Council and procurement processes increase fair work practices that help tackle poverty and inequality.
- Securing value for money and managing demand through effective and robust contract management arrangements.
- Making procurement spend more accessible to local small businesses and third sector organisations;
- Ensuring that procurement decisions consider how local market can best be supported;
- Promoting innovative & best practice solutions
- Becoming and supporting the organisations as a whole to be commercially minded

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.

The Strategy promotes socially responsible processes including:

- Ensuring legal compliance and robust and transparent governance by ensuring Council staff have awareness of, and comply with, relevant legislation and the Council's Contract Procedure Rules.
- Promoting socially responsible activities and processes by increasing community and social value benefits delivered by us and delivery suppliers;
- Contributing to the Council's aim to be a Net Zero Council by 2030 by embedding a procurement process that addresses climate change and a circular economy approach.
- Improving Fair Work & Safeguarding practices within our supply chain by ensuring that fair work principles are promoted across the Council and procurement processes increase fair work practices that help tackle poverty and inequality.
- Securing value for money and managing demand through effective and robust contract management arrangements.
- Making procurement spend more accessible to local small businesses and third sector organisations;
- Ensuring that procurement decisions consider how local market can best be supported;
- Promoting innovative & best practice solutions
- Becoming and supporting the organisations as a whole to be commercially minded

We also believe the strategy sets out how we as an organisation can think differently, become a business who is commercially minded, who uses their assets to support income, to improve service delivery as well as making us more sustainable in the future, thus supporting us to maintain services and further developed services in the future

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.

To include all of the above as well as realising that what we are doing not only contrinutes to the current communities but the communities of our Future. By being commercially minded we could increase maintain or inccrease emolyment opportunities which will have wider benefits of health within our communities. Being more commercially minded could support us as an orgnaisation to be come more sustainable, leaving us less vulnerable to any future cuts as well as allowing us to maintain and potentially enhance services into the furture.

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).

As above

- Improving Fair Work & Safeguarding practices within our supply chain by ensuring that fair work principles are promoted across the Council and procurement processes increase fair work practices that help tackle poverty and inequality.
- Securing value for money and managing demand through effective and robust contract management arrangements.
- Making procurement spend more accessible to local small businesses and third sector organisations;
- Working with our service users to understand and enhance service design, aallows out services to be fit for purpose as well as ensuring they are accessuble for all.

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

By being a more commercially minded organisation we will create oppotunities for growth both as an organsation and our communities. By involving our communitirs in service design we will be able to shape services to meet the needs of the community, making them more accessible which will in turn ensure Blaenau Gwent is a pace where people want to come to love and work.

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.

The strategy will support national policies and strategies including:

- Well-being and Future Generations Act
- Welsh Procurement Policy
- Social Partnership and Public Procurement (Wales) Act
- Financial/treasury mgt...check with RH
- Decarbonisation Net zero 30 %0
- Digital Strategy for Wales

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.

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 strategy sets out

- Managing 3rd party spend through effective procurement, commissioning and contract management;
- Maximizing income opportunities, including fees and charges;
- Digital solutions to drive down cost, increase efficiencies and provide a good customer offer;
- Service redesign and transformation – understanding the customer journey;
- Optimizing investment and development opportunities;

This strategy demonstrates the Council’s commitment and investment into becoming a commercially minded organization by:

- supporting learning and developing skills

- providing equal access to services
- identifying and developing the right technology in the right way
- driving further transformation and modern, commercial service delivery models for the Council
- improving collaboration with others to innovative ways to change how we deliver public services

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.
Compliance with the Welsh Language Standards. <i>Specifically Standards 88 - 93</i>	The strategy requires officers to consider the WLS in their individual commissioning and procurement activities to;- <ul style="list-style-type: none"> • Improve the services Welsh-speakers can expect to receive from specified organisations in Welsh; 	Regular monitoring on the application of the strategy will mitigate any negative impacts.	Procurement opportunities are advertised bilingually Bidders are permitted to respond either in Welsh or English Individual specifications, consider WL
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>			
What opportunities are there for a person or person to use the Welsh Language? <i>e.g. staff, residents and visitors</i>			

<p>Has the Welsh Language been considered in order to treat the Welsh language no less favourably than the English language?</p>	<ul style="list-style-type: none"> • Increase the use people make of Welsh-language services; • Make it clear to organisations what they need to do in terms of the Welsh language; and • Ensure that there is an appropriate degree of consistency in terms of the duties placed on bodies in the same sectors. 		
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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.

Protected characteristics	Will the proposal have any positive impacts on the Children’s Rights Approach?	Will the proposal have any negative impacts on the Children’s Rights Approach?	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>Participation (child or young person as someone who actively contributes to society as a citizen)</p>	<p>The commercial strategy is designed to ensure that any decisions taken have the best possible outcomes for the organisation and the community. We will use the strategy in line with integrated impact</p>		<p>It is the Council’s responsibility to manage money efficiently and effectively to achieve Council objectives. The purpose of this strategy is to set out how we are undertaking becoming a more commercially minded organisation to provide the vision and strategic direction necessary to better achieve our objectives.</p> <p>This strategy aligns with the commissioning strategy which aims to promote effective commissioning and procurement across the whole organisation.</p>
<p>Provision (the basic rights of children and young people to survive and develop)</p>			

<p>Protection (children and young people are protected against exploitation, abuse or discrimination)</p>	<p>assessment process to allow officers to understand any impacts a decision taken may have on Children & Young People. Any decisions taken will look to support C & YP to:-</p> <ul style="list-style-type: none"> • Actively contribute to society • Access services and support that meet their needs • To remain safe and provide protection 		<p>It is felt through this focussed commercial strategy we will help to make Blaenau Gwent a community which maximises learning and skills for all, embraces environmental change, supports economic business growth, works in partnership to provide high quality services to meet local needs and improves the quality of life and well-being within the community.</p>
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Section 7– Community Safety

Duty to Consider Crime and Disorder Implications

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.

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.	
Crime (consider impact on each: victims, offenders and neighbourhoods)	We believe if the strategy is followed along with the Integrated Impact Assessment process, decisions take will look at the potential positive or negative impacts in order to understand fully the implications of decisions being made to align the corporate objectives and achieve positive outcomes for the community of Blaenau Gwent		Note: the commercial strategy has been developed as a forward thinking to support Blaenau Gwent as organisation to fulfill its duties on providing services that meet the needs of those communities. The strategy will sit alongside our Integrated Impact Assessment process to allow officers to consider positive/negative impacts and how this aligns to Blaenau Gwent achieving its vision to “Increase in the resilience of Communities, where everyone is welcome and safe and which minimises dependency and maximises independence” <ul style="list-style-type: none"> • Tackle racism, discrimination and their outcomes 	
Anti-Social Behaviour and behaviour adversely affecting the local environment (consider impact on each: victims, offenders, neighbourhoods and green spaces)				
Misuse of drugs, alcohol and other substances				

<p>(Think vulnerable children, adults, families and communities)</p>			<ul style="list-style-type: none"> • We want to create a Gwent that has friendly, safe and confident communities • To support crime reduction whilst also implementing preventative measures to ensure long-term reductions in crime and disorder, with a focus on Integration
<p>Re-offending (Think young people and adults, victims, families, communities)</p>			
<p>Serious Violence (Think vulnerable young people, vulnerable adults, victims, families, communities)</p>			
<p>Counter Terrorism (People and places that are vulnerable to terrorism or violent extremism)</p>			
<p>Community Cohesion (Asylum seekers, Migrants, Victims or Hate Crime, Community tensions)</p>			

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.
<p>Health</p> <ul style="list-style-type: none"> • Provision of services • Planning and funding • Co-operation between bodies and professionals <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. 	<p>We believe if the strategy is followed along with the Integrated Impact Assessment process, decisions take will look at the potential positive or negative impacts in order to understand fully the implications of decisions being made to align the corporate objectives and achieve positive outcomes for the community of Blaenau Gwent</p>		<p>Note: the procurement strategy has been developed as a forward thinking to support Blaenau Gwent as an organisation to fulfill its duties on providing services that meet the needs of those communities. The strategy allows officers to consider positive/negative impacts and how this aligns to Blaenau Gwent achieving its vision to</p> <ul style="list-style-type: none"> • Create fair employment and good work for all • Ensure a healthy standard of living for all • Create fair employment and good work for all • Give every child the best start in life • Enable all children, young people and adults to maximise their capabilities and have control over their lives

<ul style="list-style-type: none"> • 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 • 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 			

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?
		<ul style="list-style-type: none"> -WIMD data -Local intelligence -Covid community impact assessments -Local data resources -Reports both national and local -Internal survey
Are there any data or information gaps and if so what are they and how do you intend to address them?		

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?

The key themes and priorities to this strategy have been developed through user engagement with customers, staff engagement, senior management workshops, elected member engagement sessions, discussions with public sector partners including WLGA, SOLACE and CIPFA. Recommendations made by Audit Wales have also been integrated into this document as has Welsh Government and UK Government policy and obligations.

Have the findings been considered in regards to the decision?

The comments and findings were considered and included within the current strategy.

Section 11-Monitoring and Review	
How will the implementation of the proposal be monitored, including the impacts or changes made?	The Strategic Commercial Commissioning Board will oversee the delivery of this Commercial Strategy.
What monitoring tools will be used?	<p>This strategy is one of a set of strategic commercial programmers designed to secure the future sustainability across the community and deliver improved outcomes for our residents and businesses.</p> <p>A set of quantitative and qualitative metrics and performance measures will be developed and reported via the established democratic processes.</p> <p>In addition, the strategy will be subject to a mid-term review to ensure we keep pace with on-going changes to commercial innovation, technologies and customer expectations.</p>
How will the results be used for future development?	Results will be considered as part of the continued application of the Strategy and where relevant will be incorporated into future version.
How and when will it be reviewed?	
Who is responsible for ensuring this happens?	Chief Officer

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 <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Continue with proposal but take into account reasonable steps to mitigate any negative impacts of the proposal	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

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Name of person completing the IIA

Name:	Lee Williams
Job Title:	Service Manager Business & Commercial
Date:	2 nd April January 2024

Head of Service Approval

Name:	Bernadette Elias		
Job Title:	Chief Officer Commercial and Customer		
Signature:		Date:	2 nd April 2024

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.

By virtue of paragraph(s) 14,15 of Part 1 of Schedule 12A of the Local Government Act 1972.

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