CEREDIGION COUNTY COUNCIL'S ANNUAL REPORT ON WELSH LANGUAGE STANDARDS 2024/25

Cyngor Sir
CEREDIGION
County Council

CONTENTS

Introduction

"We want to see the Welsh language and Welshness belong to everybody in Ceredigion and feel a sense of pride amongst all the counties' residents."

This is Ceredigion County Council's annual report on the implementation of the Welsh Language Standards in accordance with the Welsh Language (Wales) Measure 2011. The main purpose of this report is to share information on how we complied with Welsh language standards here in Ceredigion between 2024-2025. It's an opportunity for us to look back and reflect over the past year and report on how we promoted and facilitated opportunities to use the language.

The report will focus on highlights of the reporting year including the publication of the Welsh Language Promotion Strategy 2024-2029, tailored Welsh lessons for Council employees and also the ongoing commitment of Council services to comply with Welsh Language Standards. Looking back at the year we have to look forward to 2025-2026 when we will launched the 'Y Gymraeg' page on the county Council's website and continue to work with the People and Organisation service to investigate the effectiveness of the Language Framework.

The Corporate Strategy 2022-2027 has Ceredigion County Council's vision of **"delivering sustainable and bilingual public services that offer value for money in order to sustain a strong economy, support a healthy environment and promote the well-being of our people and communities"**

Hwb i Economi Ceredigion Strategy for Action 2020-35 emphasises on the **"opportunities to help the Welsh language thrive through positive economic development actions. Essentially, this will be achieved by ensuring that Welsh speakers have the confidence, skills and opportunities to develop businesses, to work in higher value jobs, and to see Ceredigion as a thriving and vibrant place to live and work."**

In concluding the introduction I would like to highlight the steps taken in 2024 to restructure our Language Forum – Ceredigion Bilingual Futures Forum. It was decided to reform the remit which has enabled the Forum to collaborate with its partnerships in a more effective manner by expanding the membership of the Forum.

We look forward to Summer 2025 when we will hold our first Language Conference in Ceredigion. This will be an opportunity to bring members of the Forum and others together to celebrate the ongoing effort to promote the Welsh language in our County.

Highlights: 2024/25

Publication of the Strategy for the Promotion of the Welsh Language 2024-2029 for the next 5 years.

The ongoing commitment of Council services to comply with Welsh Language Standards.

An increase in the conscientious effort by services to look at the impact of the Welsh language when making consultations.

To promote the use of the Welsh Language in the workplace and locally.

Tailor-made Welsh lessons for Council employees.

2024 Estyn Inspection - feedback on the Welsh language is encouraging.

Measuring our successes: Looking back over 2024-2025

The main purpose of this report is to demonstrate our compliance with Welsh language standards over the past year and to draw attention to the highlights. The report sets out developments to promote our Welsh language services and increase our internal use of the language.

Publication of the Welsh Language Promotion Strategy 2024 – 2029 for the next 5 year period

Our Strategy for the Promotion of the Welsh Language was published in December 2024 for the next 5 years in accordance with Standard 145/146. Our Language Forum, 'Ceredigion Bilingual Futures Forum ', is responsible for creating the actions of our strategy. Over the past year we have taken steps to restructure our forum in order to ensure more strategic and proactive approaches. In restructuring we have revised our remit which will be reviewed annually, as well as expanding the membership of the forum to ensure an effective partnership involving a range of stakeholders that will reach a wider audience.

In Summer 2025 we will be holding our first Language Conference in Ceredigion, this will be an opportunity to bring the forum's partnerships together to celebrate the ongoing effort to promote the Welsh language in our County.

The Council's ongoing commitment to comply with Welsh Language Standards

Following a recent self-assessment questionnaire for all Council services it is clear that our Lead Officers have confidence in their services in terms of Compliance with Welsh Language Standards. The responses show that the confidence and awareness of Welsh Language Standards permeates through the services and this ongoing conscientious effort can be seen in continuing to develop our internal use of the language.

We work regularly with the Welsh Language Commissioner in responding to questionnaires and attending working groups which ensure that he or she has the latest information on what we are required to do in order to comply with the Welsh Language Standards.

Increased conscientious action by services to look at the impact of the Welsh language when making consultations

In October 2024 the Welsh Language Commissioner received a complaint doubting a lack of compliance with consultation documents in the process of school closures, in relation to the policy-making standards.

This was followed by a Corporate workshop drawing the attention of Officers and Managers to the processes involved in Consultations and the conscientious effort to consider the impact to the Welsh language when consulting. The Language Policy Officer and the Equality and Inclusion Manager now ensure collaboration between services from the outset when discussing an Integrated Impact Assessment and have prepared questions about the Welsh language to be included in the Impact Assessment.

To promote the use of the Welsh Language in the workplace and locally

There have been innovative developments in promoting and promoting the use of the Welsh Language in the workplace and locally

Our campaigns relating to the Welsh language continue this through regular posts on the social media, on 'Diwrnod Shwmae', during the 'Use your Welsh' campaign and on March the First to note just a few.

Following a request from Porth Gofal service we have had the special opportunity to promote awareness of culture and Welshness in two residential homes in Ceredigion. This has been a huge success as we organised various activities on the Welsh Music Day and celebrate St Dwynwen's day.

In Ceredigion we can share and promote Welsh language in our communities due to our resources. Our Menter Iaith CERED succeeds in promoting the Welsh language through a range of activities and for a range of ages. Their activities range from lego clubs, walks (AR GERED) and Sauna and Talk on the Prom in Aberystwyth. Theatr Felinfach offers a wealth of experiences to the residents of Ceredigion through performances in the theatre and also through a variety of activities from a Tic Toc session for 2-3 year olds and a session for people over fifty.

Ceredigion has benefited greatly over the last two years from ARFOR funding. ARFOR is the Welsh Government's economic support programme which focuses on strengthening the Welsh language and local economies with the aim of creating opportunities for people to stay in or return to their communities, support Welsh businesses, and generally foster a vibrant Welsh language culture. Reflecting on the difference ARFOR has had on individuals in Ceredigion. Here is a quote from Anwen James of Ani-benod, a clothing and stationery company based in Ceredigion. Anwen says;

"It has enabled us to secure the employment of 5 people now. It also creates innovative, unique and interesting jobs within our community. As the Welsh language is at the core of our business, it helps to develop awareness and importance of the language across Wales and beyond. It has supported a young Mum to be able to work flexibly around her children, while being able to raise her children in her own home, rather than looking for creative jobs in the big city, we have been able to establish this at home, in Ceredigion". <u>*Anwen, Ani-bendod*</u>

Tailor-made Welsh lessons for Council employees – Welsh in the Workplace Training Officer

We have benefited from the fact that our **Welsh in the Workplace Training Officer** works in-house. Ceredigion County Council's Welsh Language Work programme 2024/2025 has proven successful in many ways. It can be seen that the Cymraeg Gwaith programme has provided education at all levels of learning at the National Centre for Learning Welsh, from Entry level to Advanced 3. The numbers are healthy across the learning levels. These courses were run throughout the academic year, with staff members attending weekly classes led by the Training Officer. It is noted that 20 have registered for the WJEC Learn Welsh exams which will be held in summer 2024/2025 based on their studies this year. Special review sessions are organised for the learners, and it is carried out by a 'Ffrind Iaith' Exam from among the Council's staff who are Welsh speakers. The learners and the 'Ffrindiau Iaith' are provided with review resources prepared by the Training Officer, so that they can practice and review jointly. New courses were developed and delivered in the area of the Social Care Sector in 2024/2025. They were drawn up on the basis of a need identified by workers in the sector in Ceredigion and by the County Council's Learning and Development team. They were delivered twice during the reporting period, with each course comprising three sessions. These courses were attended by 14 learners. Based on their success, they are planned to be offered twice again during 2025. In addition, #Gwena monthly internal newsletter was run during 2024/2025. The Training Officer contributed to #Gwena in two main ways.

- He produced an informative video for each issue, discussing aspects of the grammar, history, and sociology of the Welsh language;
- He arranged 10 interviews with learners from the Cymraeg Gwaith programme to be included as 'Inspiration of the Month' in the newsletter. It was ensured that the learners selected represented a range of learning levels of the Cymraeg Gwaith programme, and that each came from different departments of the Council.

Estyn 2024 report on the Welsh language was encouraging

In June 2024 there was a review of Education Services at Ceredigion County Council by ESTYN. As part of the survey we looked at how effective the local authority's arrangements were for the development of the Welsh language. The report follows

ESTYN which clearly stated, ***"The corporate strategy sets a bespoke direction for the Council's work in the development of the Welsh language, ensuring that the language is at the forefront of the work of each department............ The authority's arrangements for the development of the Welsh language are a significant strength, where many aspects of excellence are seen among its provision and practices. ."*** *ESTYN 2024*

Following the ESTYN Survey in June 2024 our Welsh in Education Strategic Plan was described as '***ambitious and clear in terms of the authority's objectives to develop the Welsh language,' Report on Ceredigion County Council June – ESTYN 2024***. As a result of the WESP's developments, 89 people have received Welsh lessons including assistants, teachers and also parents. Moving towards the WESP has been an excellent opportunity to develop the Welsh language within our schools. Funding from the ARFOR scheme has been successful in creating tailored podcasts for teachers in order to develop and refine their language in school.

Actions:
Welsh Services

Ceredigion County Council's commitment to provide services in Welsh to the public.

This section highlights Ceredigion County Council's commitment to providing services in Welsh to the public. These Standards ask officials to consider what impact their policy decisions will have on people's ability to use the language and on the principle of not treating Welsh less favourably than English.

In line with its commitment to comply with the Welsh Language Standards, the Council has published a Policy Statement, which is available on the Council's corporate website, to inform the public that the Welsh language can be used when contacting the Council; by mail, face-to-face services, by phone or online.

That Policy Statement states:

"Ceredigion County Council is committed to supporting the Welsh language and culture, ensuring that its services and activities promote and promote the use of the Welsh language throughout the County."- Ceredigion County Council's Welsh Language Policy Statement

There is also a Customer Charter which can be found on the corporate website. That charter clarifies that the Council provides a wide range of services and seeks to do so in a way that suits the needs of the user and in a convenient and courteous way. The Customer Charter describes the level of service that users can expect when contacting the Council, and this includes providing the service in Welsh or English, in accordance with the user's language preference. We continue to share messages reminding people to follow our Welsh and English pages, and have 'pinned' the message to the top of the page. This means that this is the first message people will see when they visit our page. We also continue to treat Welsh and English equally, publishing statements, newsletters, social media messages, and sharing messages bilingually, putting Welsh first.

Factsheet

28 Community Grant delivered in Welsh.

2,966 watched the Council's webcasts through the medium of Welsh.

Cymraeg

The Youth Council's Giving Your Opinion campaign reported promoting the Welsh Language as one of their hot topics and placed 8th (out of 22)

Increase in the number of followers on the Council's Welsh social media.

2,873 followers on the Council's Cymraeg Facebook Platform.

75% increase in Support for Welsh language users across Admission to the Advanced Welsh Language courses.

94% have the opportunity to use their Welsh skills during their working day according to the 2024 People Survey – the County Council's internal survey.

Ceredigion County Council's Language Committee

The group meets four times a year to share information, to make decisions, to approve documents and to consider how to promote and develop the use of the Welsh language in the most effective way. During our committees a variety of issues are discussed including:

- o improving communication with elected members when sharing information about Welsh language developments
- o accessibility of the County Council website in relation to the Welsh language material
- o the effectiveness of our existing Language framework
- o annual report by CERED and Theatr Felinfach
- o report on the Strategy for the Promotion of the Welsh Language
- o Street and Housing Naming Policy update
- o Welsh skills for the Corporate Workforce
- o Learning Welsh in the Workplace Training report

Self-assessment – Reflection on Corporate Lead Officer Questionnaires

Once again, we carried out a review into the compliance of advice services with Welsh Language Standards, This year steps were taken to reform the self-regulation process in order to carry out a more accessible and effective investigation. The 13 Corporate Lead Officers within the County Council were contacted. Overall reassurance was given and it was noted that there was a positive commitment across our services confidently meeting the requirements of the standards. The fact that Ceredigion County Council is able to ensure fair access to services, whether in funding opportunities, consultations, or business support, is a central theme that runs across all areas.

This self-assessment is an opportunity to reflect and aim to raise awareness among the 13 main services about the Council's commitments in relation to Welsh Language Standards. The assessments also assists the services in sharing good practice, identifying challenges, developing a programme of relevant interventions and training, as well as preparing to be able to respond effectively to the demand for a corporate self-assessment by the Welsh Language Commissioner.

Attention was drawn to the fact that the Welsh language is at the core of all activities, whether in partnerships, internal policies, or publicly facing services. The focus on ensuring bilingual communication (Welsh first) across all services highlights a shared commitment to ensuring that Welsh speakers have access to services in their chosen language.

A key theme is the focus on the needs of the customer (whether it is internal staff or external stakeholders). The service prioritises creating an environment where Welsh speaking individuals can easily access services and communicate in their chosen language, ensuring that Welsh speakers feel valued and supported at all points of contact and also

There is a conscientious effort across the Council's services that we are well compliant and aware of what is needed in order to comply with the Welsh Language Standards. In drawing the attention of the Corporate Lead Officers to comply with Welsh language duties within services, one section speaks of the importance of the Welsh Language and Culture in supporting care and support in the county's Residential Homes, there are regular visits from CERED our Menter Iaith to support this. There are a large number of highlights to note including the use of Welsh corporate signs and awareness of Welsh language provision when engaging with others in Welsh. It is noted that fluent Welsh speakers support learners and offer support on the learners' journey. The Leadership Group Support Team sends emails through the medium of Welsh to each other so that the learner becomes familiar with the language and becomes familiar with the terms.

Turning to the challenges it is seen that recruitment in specialist areas continues to be a challenge for a variety of services e.g. in the planning department, care workers and the legal department. However, it is important to note that there is a desire from new recruits to learn Welsh. It should also be noted that services are successful in recruiting officers with the appropriate skills. Another key cross-cutting theme is the offer to undertake Welsh learning training provided by our Welsh in the Workplace Training Officer, however, due to work commitments, it is not always possible to attend the training.

Complaints

It is important to note that only one complaint was recorded by the Complaints Department. The complaint was to the Finance and Procurement department and the Local Taxation Service. The complaint was upheld and an apology was received to the user and a message was sent to all staff at the service to remind them of the standards.

In October 2024 the Welsh Language Commissioner received a complaint from a member of the public raising suspicions of non-compliance with Llangwyryfon school closure consultation documents, in relation to the policy-making standards. In this case, there was no need to conduct an investigation in order to take action to bring about a change in the Council's conduct. The Council was committed to doing so voluntarily as a matter of priority. As a result of the above information as part of the Council's Consultation Framework, a set of questions has been developed that officers can use when conducting their consultation in order to consider what public opinion is on the proposed impact of the decision on the Welsh language.

2 complaints about the implementation of the Welsh language standards 2024/25. Down **33%** from last year (*one complaint less*).

---

1 complaint to the Complaints Department relating to the Finance and Procurement of a Local Taxation Service.

---

1 complaint to the Welsh Language Commissioner

Actions:
Internal Use of Welsh

This section deals with the Council's use of Welsh internally, and provides rights for employees in the context of receiving their HR service in their chosen language. The set of Standards asks the Council to look at ways to increase and facilitate the use of Welsh internally, in order to contribute to the Welsh Government's vision to see more people speaking and using Welsh on a daily basis.

Welsh Language Working Group

The Welsh Language Working Group was established in October 2024. The main aim of the working group is to cover a variety of topics including the use of Welsh in the workplace, to discuss the basics of Welsh Language Standards including recruitment challenges, the Council's Language Framework and also to promote the Welsh language through our Welsh in the Workplace lessons. Officers from the Schools, Lifelong Learning and Culture service and People and Organisation service are the members of this group.

Recruit

The Council continues to measure the language skills of staff using the ALTE (The Association of Language Testers in Europe) framework. This framework sets the level of language skills between 0-5, and sets 'bespoke ability statements'. Each member of staff will self-assess their language skills against these statements of proficiency, and record them on the Ceri system – the Council's internal system.

The Welsh Language Working Group has already discussed issues relating to the language framework, working with the Welsh Language Policy Officer, to support the review of Welsh language requirements levels across all roles and the implementation of 'easy-to-use language proficiency guidelines' for managers. As a county Council we have benefited from the **Bilingual Workforce Recruitment Pack** – County Council officers have been involved in the research process for this innovative resource designed by Bangor University to support organisations to recruit staff with Welsh language skills.

Training

The Learning and Development team organises and provides training for the Council's workforce. It is committed to maintaining Welsh language standards in the provision of training and is proactive in providing Welsh-medium and bilingual courses.

Any training/courses offered are promoted through our intranet system which is available in the language of choice and through Learning and Development Newsletters and a bilingual Website.

E-learning modules are available to Council staff on our Learning Management system, Ceredigion Learning Pool and the system is available in Welsh and English and users can choose to undertake e-learning modules in the language of their choice. A total of 8 e-learning modules are compulsory for all staff and are available in Welsh and English, including the Welsh Language Awareness eLearning module.

The Council's Welsh in the Workplace Training Officer sits within the learning and development team and offers a range of Welsh language courses to staff. During the reporting year the target of supporting Welsh language users across Admission to the Advanced was exceeded which was an increase of 75%.

In order to promote the 'Active Offer'/'More than Words only' within social care services, a dedicated Welsh language programme of 3 sessions has been delivered twice a year for external social care providers, this aims to encourage staff to use Welsh with individuals and families who have access to social care services. As a pilot programme, the tutor has also begun delivering a series of bespoke sessions at Hafan y Waun one of the Council's adult residential homes, and this programme will be evaluated and possibly replicated.

The Learning and Development team has started using virtual reality content within the delivery of training, this year in collaboration with the provider and team manager for Community Youth Work and Prevention and a specialist Welsh-medium film company, we have enabled the content of the film and captions to be translated into Welsh and used in youth work interventions with young people.

#Gwena

We continue to share our monthly e-newsletter #Gwena with the workforce, '#Gwena' main aim is to promote the Welsh language in a variety of forms including advertising various events promoting the Welsh language in Ceredigion and sharing learning Welsh podcasts, news, music, and quizzes. The 'Inspiration of the Month' slot has proven very popular – here we hear the experiences of Council employees who have made an effort to improve their Welsh language skills. This slot is an opportunity for them to share their journey towards learning and using Welsh. This e-newsletter is a link between the Council's Culture Team, the Welsh in the Workplace Training Officer with Welsh learners, less confident Welsh speakers and Welsh speakers in the Council's workplace. #Gwena has evolved over the course of the year and following feedback from the workforce, the e-newsletter is now more accessible to the user. The Welsh in the Workplace Training

Officer along with the Council's Culture Team continues to contribute to the development and monthly newsletter of Gwena.

Looking Forward: 2025/26

Launch the Welsh Language Page on the Council's website, to ensure the accessibility of information about the Welsh language.

Review appraisal processes to gain a better understanding of ALTE levels when starting the process of switching ALTE to CEFR.

Continue to work with the People and Organisation service to investigate the effectiveness of the Language Framework and our methods of monitoring the linguistic ability of Council staff.

Creating Welsh Language Standards Training.

To offer support to students attending formal Welsh lessons with a 'Welsh Work Training Officer' as they return to the workplace.

Launch the Welsh Language Page on the Council's website, to ensure the accessibility of information about the Welsh language.

Work on designing a brand new page for Welsh Ceredigion issues is underway. The Welsh language page on the Council's website will ensure a much more accessible way for the user and will contain a range of information relating to the Welsh language in Ceredigion including, 'Welsh in Business' and 'Welsh in Education' note but a few. It will be possible to share events and venues that offer Welsh-medium activities in Ceredigion in the form of an interactive map.

Review appraisal processes to gain a better understanding of ALTE levels when starting the process of switching ALTE to CEFR.

The Welsh Language Working Group has begun discussing the process of changing the current language framework from ALTE to CEFR by aligning the two frameworks. The aim of the working group is to create a tailored framework that will be in line with the requirements of the Welsh Language and Education (Wales) Bill. This framework will be a standard method for describing ability in Welsh based on the common reference levels of the Common European Framework of Reference for Languages (CEFR).

Continue to work with the People and Organisation service to investigate the effectiveness of the Language Framework and our methods of monitoring the linguistic ability of Council staff.

When making staff appraisals it is intended to make a conscientious effort to ask specific questions in order to review language skill levels. This will ensure a discussion about what could help them move their language skills forward. The Welsh Language Working Group will plan and share a programme of ideas about potential activities with colleagues that will enrich their experiences in advancing their language skills.

Creating Welsh Language Standards Training.

Information about Welsh Language Standards is already part of the Corporate Induction Session Training – which is the County Council's induction session but in accordance with a request from the learning and development department to create specific training on Welsh Language Standards – what they are and what they mean for us. By doing this good practice about compliance can be shared and also highlighted any areas that can be improved. This proposal to managers would reinforce areas that they

need to consider when complying with the duties of the Welsh language.

To offer support to students attending formal Welsh lessons with a 'Y as they return to the workplace.

Following a response to questionnaires from our Corporate Lead Officers in self-assessing the way services comply with Welsh Language Standards, there is a desire for resources and ideas as Council employees attending formal Welsh lessons with a Welsh in the Workplace Training Officer return to the workplace. A toolkit and enrichment pack will be created to support the employees back in the workplace. This pack will support workers at entry level to the higher level and there will be a conscientious effort here to tailor the package to specific services.

Appendices

Appendix 1: Complaints Data

- There was one complaint to the county Council's Complaints Department regarding the implementation of Welsh language standards during the reporting year. See below the nature of the complaint along with the result.

Service	The Nature of the White	Result
Finance & Procurement - Local Taxation Service	Complainant has received a response in English only	Complaint upheld. Apologies and a message to all staff in the service to remind them of the standards.

- One complaint was sent to the Welsh Language Commissioner regarding the implementation of Welsh language standards during the reporting year. See below the nature of the complaint along with the result.

Service	The Nature of the White	Result
Schools Service	A complaint by a member of the public of non-compliance of Llangwyryfon school closure consultation documents, in relation to the policy making standards.	In this case, there was no need to conduct an investigation in order to take steps to ensure a change in the Council's behaviour; "You are committed to doing so voluntarily as a matter of priority."

Appendix 2: Employment, training and recruitment data

Language Skills Data 2024-25

1.1   Overview of the number of staff with skills in Welsh

- Speaking and Listening Skills
- Writing Skills
- Reading Skills

Listen / Speaking		
Level	**Number of Staff**	**%**
No skills	57	**2.64%**
Level 1	455	**21.05%**
Level 2	316	**14.62%**
Level 3	312	**14.43%**
Level 4	333	**15.40%**
Level 5	652	**30.16%**
No record (e.g. TUPE)	37	**1.71%**
TOTAL	2162	**100.00%**

Writing		
Level	**Number of Staff**	**%**
No skills	132	**6.11%**
Level 1	547	**25.30%**
Level 2	352	**16.28%**
Level 3	267	**12.35%**
Level 4	330	**15.26%**
Level 5	493	**22.80%**
No record (e.g. TUPE)	41	**1.90%**
TOTAL	2162	**100.00%**

Reading		
Level	**Number of Staff**	**%**
No skills	118	**5.46%**
Level 1	503	**23.27%**
Level 2	341	**15.77%**
Level 3	272	**12.58%**
Level 4	324	**14.99%**
Level 5	568	**26.27%**
No record (e.g. TUPE)	36	**1.67%**
TOTAL	2162	**100.00%**

Overview of Staff Language levels

	A lot	%
Staff with Welsh language skills (of any kind)	2068	95.65
Staff with no skills in Welsh (no skills)	57	2.64
Unknown	37	1.71

Speaking and Listening Skills

1.2   Overview Per Number of Services with Welsh Language Skills

a) Speaking and Listening Skills

Service	Number of staff and Welsh language skills		Percentage of staff â Welsh language skills	
Customer Contact, ICT & Digital	No skills:	3	No skills:	2.21
	Level 1:	11	Level 1:	8.09
	Level 2:	16	Level 2:	11.76
	Level 3:	12	Level 3:	8.82
	Level 4:	46	Level 4:	33.82
	Level 5:	48	Level 5:	35.29
	No entry:	0	No entry:	0
	Total:136			
Democratic Service	No skills:	1	No skills:	.80
	Level 1:	19	Level 1:	15.20
	Level 2:	12	Level 2:	9.60
	Level 3:	18	Level 3:	14.40
	Level 4:	25	Level 4:	20.00
	Level 5:	47	Level 5:	37.60
	No entry:	3	No entry:	2.40
	Total	125		
Economy and Regeneration Service	No skills:	10	No skills:	4.42
	Level 1:	83	Level 1:	36.73
	Level 2:	40	Level 2:	17.70
	Level 3:	29	Level 3:	12.83
	Level 4:	23	Level 4:	10.18
	Level 5:	41	Level 5:	18.14
	No entry:	0	No entry:	0
	Total	226		
Finance and Procurement Service	No skills:	1	No skills:	0.95
	Level 1:	15	Level 1:	14.29
	Level 2:	25	Level 2:	23.81
	Level 3:	13	Level 3:	12.38
	Level 4:	18	Level 4:	17.14
	Level 5:	30	Level 5:	28.57
	No entry:	2	No entry:	1.90
	Total	104		
Highway and Environmental Services	No skills:	5	No skills:	1.92
	Level 1:	74	Level 1:	28.46
	Level 2:	52	Level 2:	20.00
	Level 3:	39	Level 3:	15.00
	Level 4:	40	Level 4:	15.38
	Level 5:	49	Level 5:	18.85
	No entry:	0	No entry:	0

	Total	259			
Legal and Governance Service	No skills:	1	No skills:	5.26
	Level 1:	1	Level 1:	5.26
	Level 2:	4	Level 2:	21.05
	Level 3:	9	Level 3:	47.37
	Level 4:	2	Level 4:	10.53
	Level 5:	2	Level 5:	10.53
	No entry:	0	No entry:	0
	Total	19		
Lifelong Learning Service	No skills:	2	No skills:	0.68
	Level 1:	91	Level 1:	30.95
	Level 2:	28	Level 2:	9.52
	Level 3:	31	Level 3:	10.54
	Level 4:	31	Level 4:	10.54
	Level 5:	110	Level 5:	37.41
	No entry:	1	No entry:	0.34
	Total	294		
People and Organisation Service	No skills:	0	No skills:	0.00
	Level 1:	3	Level 1:	5.66
	Level 2:	8	Level 2:	15.09
	Level 3:	10	Level 3:	18.87
	Level 4:	10	Level 4:	18.87
	Level 5:	22	Level 5:	41.51
	No entry:	0	No entry:	0.00
	Total	53		
Policy, Performance and Public Protection Service	No skills:	0	No skills:	0
	Level 1:	7	Level 1:	11.86
	Level 2:	8	Level 2:	13.56
	Level 3:	9	Level 3:	15.25
	Level 4:	14	Level 4:	23.73
	Level 5:	18	Level 5:	30.51
	No entry:	1	No entry:	1.69
	Total	57		
Porth Cymorth Cynnar Service	No skills:	1	No skills:	0.40
	Level 1:	22	Level 1:	8.80
	Level 2:	34	Level 2:	13.60
	Level 3:	37	Level 3:	14.80
	Level 4:	64	Level 4:	25.60
	Level 5:	87	Level 5:	34.80
	No entry:	5	No entry:	2.00
	Total	250		
Porth Cynnal Service	No skills:	2	No skills:	1.80
	Level 1:	20	Level 1:	18.02
	Level 2:	24	Level 2:	21.62
	Level 3:	24	Level 3:	21.62
	Level 4:	15	Level 4:	13.51
	Level 5:	24	Level 5:	21.62

	No entry:	0	No entry:	0
	Total	113		
Porth Gofal Service	No skills:	28	No skills:	6.60
	Level 1:	107	Level 1:	19.79
	Level 2:	63	Level 2:	12.4
	Level 3:	85	Level 3:	17.94
	Level 4:	40	Level 4:	8.44
	Level 5:	64	Level 5:	15.3
	No entry:	20	No entry:	19.53
	Total	407		
School Service	No skills:	4	No skills:	2.38
	Level 1:	15	Level 1:	8.93
	Level 2:	14	Level 2:	8.33
	Level 3:	5	Level 3:	2.98
	Level 4:	10	Level 4:	5.95
	Level 5:	117	Level 5:	69.64
	No entry:	3	No entry:	1.79
	Total	168		

Writing Skills

1.2   Overview Per Number of Services with Welsh Language Skills

Service	Number of staff and Welsh language skills		Percentage of staff â Welsh language skills	
Customer Contact, ICT & Digital	No skills:	7	No skills:	5.19
	Level 1:	17	Level 1:	12.59
	Level 2:	21	Level 2:	15.56
	Level 3:	21	Level 3:	15.56
	Level 4:	32	Level 4:	23.70
	Level 5:	37	Level 5:	27.41
	No entry:	0	No entry:	0
	Total	135		
Democratic Service	No skills:	4	No skills:	3.25
	Level 1:	20	Level 1:	16.26
	Level 2:	14	Level 2:	11.38
	Level 3:	14	Level 3:	11.38
	Level 4:	30	Level 4:	24.39
	Level 5:	38	Level 5:	30.89
	No entry:	3	No entry:	3
	Total	123		
Economy and Regeneration Service	No skills:	16	No skills:	7.31
	Level 1:	97	Level 1:	44.29
	Level 2:	35	Level 2:	15.98
	Level 3:	23	Level 3:	10.50
	Level 4:	18	Level 4:	8.22
	Level 5:	29	Level 5:	13.24

	No entry:	1	No entry:	0.46
	Total	219		
Finance and Procurement Service	No skills:	3	No skills:	2.91
	Level 1:	24	Level 1:	23.30
	Level 2:	27	Level 2:	26.21
	Level 3:	10	Level 3:	9.71
	Level 4:	18	Level 4:	17.48
	Level 5:	21	Level 5:	20.39
	No entry:	0	No entry:	0
	Total	103		
Highway and Environmental Services	No skills:	19	No skills:	7.95
	Level 1:	91	Level 1:	38.08
	Level 2:	47	Level 2:	19.67
	Level 3:	38	Level 3:	15.90
	Level 4:	20	Level 4:	8.37
	Level 5:	23	Level 5:	9.62
	No entry:	1	No entry:	0.42
	Total	239		
Legal and Governance Service	No skills:	2	No skills:	10
	Level 1:	1	Level 1:	5
	Level 2:	7	Level 2:	35
	Level 3:	5	Level 3:	25
	Level 4:	3	Level 4:	15
	Level 5:	2	Level 5:	10
	No entry:	0	No entry:	0
	Total	20		
Lifelong Learning Service	No skills:	9	No skills:	3.05
	Level 1:	99	Level 1:	33.22
	Level 2:	37	Level 2:	12.42
	Level 3:	21	Level 3:	7.05
	Level 4:	52	Level 4:	17.45
	Level 5:	79	Level 5:	26.51
	No entry:	1	No entry:	0.34
	Total	298		
People and Organisation Service	No skills:	0	No skills:	0
	Level 1:	6	Level 1:	11.11
	Level 2:	10	Level 2:	18.52
	Level 3:	10	Level 3:	18.82
	Level 4:	8	Level 4:	14.81
	Level 5:	20	Level 5:	37.04
	No entry:	0	No entry:	0
	Total	54		
Policy, Performance and Public Protection Service	No skills:	0	No skills:	0
	Level 1:	10	Level 1:	16.13
	Level 2:	9	Level 2:	14.52
	Level 3:	13	Level 3:	20.97
	Level 4:	17	Level 4:	27.42

	Level 5:	10	Level 5:	16.13
	No entry:	3	No entry:	4.84
	Total	62		
Porth Cymorth Cynnar Service	No skills:	5	No skills:	2.24
	Level 1:	27	Level 1:	12.11
	Level 2:	39	Level 2:	17.49
	Level 3:	10	Level 3:	79.94
	Level 4:	45	Level 4:	20.18
	Level 5:	65	Level 5:	29.15
	No entry:	2	No entry:	0.90
	Total	223		
Porth Cynnal Service	No skills:	9	No skills:	7.96
	Level 1:	29	Level 1:	25.66
	Level 2:	26	Level 2:	23.01
	Level 3:	13	Level 3:	11.50
	Level 4:	13	Level 4:	11.50
	Level 5:	23	Level 5:	20.35
	No entry:	0	No entry:	0
	Total	113		
Porth Gofal Service	No skills:	52	No skills:	15.3
	Level 1:	64	Level 1:	17.94
	Level 2:	60	Level 2:	16.89
	Level 3:	46	Level 3:	13.46
	Level 4:	37	Level 4:	7.39
	Level 5:	47	Level 5:	9.76
	No entry:	73	No entry:	19.26
	Total	379		
School Service	No skills:	8	No skills:	4.76
	Level 1:	19	Level 1:	11.31
	Level 2:	8	Level 2:	4.76
	Level 3:	5	Level 3:	2.98
	Level 4:	14	Level 4:	8.33
	Level 5:	110	Level 5:	65.48
	No entry:	4	No entry:	2.38
	Total	168		

Reading Skills

1.2   Overview Per Number of Services with Welsh Language Skills

Service	Number of staff and Welsh language skills		Percentage of staff â Welsh language skills	
Customer Contact, ICT & Digital	No skills:	4	No skills:	2.94
	Level 1:	15	Level 1:	11.03
	Level 2:	18	Level 2:	13.24
	Level 3:	19	Level 3:	13.97
	Level 4:	36	Level 4:	26.47

	Level 5:	44	Level 5:	32.35
	No entry:	0	No entry:	0
	Total	136		
Democratic Service	No skills:	4	No skills:	3.20
	Level 1:	17	Level 1:	13.6
	Level 2:	15	Level 2:	12
	Level 3:	13	Level 3:	10.4
	Level 4:	32	Level 4:	25.6
	Level 5:	41	Level 5:	32.8
	No entry:	3	No entry:	2.4
	Total	125		
Economy and Regeneration Service	No skills:	13	No skills:	5.75
	Level 1:	95	Level 1:	42.04
	Level 2:	32	Level 2:	14.16
	Level 3:	29	Level 3:	12.83
	Level 4:	22	Level 4:	9.73
	Level 5:	35	Level 5:	15.49
	No entry:	0	No entry:	0
	Total	226		
Finance and Procurement Service	No skills:	3	No skills:	2.86
	Level 1:	20	Level 1:	19.05
	Level 2:	20	Level 2:	19.05
	Level 3:	10	Level 3:	9.52
	Level 4:	20	Level 4:	19.05
	Level 5:	30	Level 5:	28.57
	No entry:	2	No entry:	1.9
	Total	105		
Highway and Environmental Services	No skills:	13	No skills:	5
	Level 1:	93	Level 1:	35.76
	Level 2:	47	Level 2:	18.08
	Level 3:	47	Level 3:	18.08
	Level 4:	27	Level 4:	10.38
	Level 5:	33	Level 5:	12.69
	No entry:	0	No entry:	0
	Total	260		
Legal and Governance Service	No skills:	2	No skills:	10.00
	Level 1:	1	Level 1:	5.00
	Level 2:	7	Level 2:	35.00
	Level 3:	5	Level 3:	25.00
	Level 4:	4	Level 4:	20.00
	Level 5:	1	Level 5:	5.00
	No entry:	0	No entry:	0.00
	Total	20		
Lifelong Learning Service	No skills:	8	No skills:	2.68
	Level 1:	96	Level 1:	32.21
	Level 2:	33	Level 2:	11.07
	Level 3:	23	Level 3:	7.72
	Level 4:	48	Level 4:	16.11
	Level 5:	90	Level 5:	30.20
	No entry:	0	No entry:	0

	Total	298		
People and Organisation Service	No skills:	0	No skills:	0
	Level 1:	6	Level 1:	11.11
	Level 2:	9	Level 2:	16.67
	Level 3:	9	Level 3:	16.67
	Level 4:	8	Level 4:	14.81
	Level 5:	22	Level 5:	40.74
	No entry:	0	No entry:	0
	Total	54		
Policy, Performance and Public Protection Service	No skills:	0	No skills:	0
	Level 1:	8	Level 1:	12.9
	Level 2:	11	Level 2:	17.74
	Level 3:	9	Level 3:	14.52
	Level 4:	15	Level 4:	24.19
	Level 5:	17	Level 5:	27.42
	No entry:	2	No entry:	3.23
	Total	62		
Porth Cymorth Cynnar Service	No skills:	3	No skills:	1.35
	Level 1:	26	Level 1:	11.66
	Level 2:	37	Level 2:	16.59
	Level 3:	44	Level 3:	19.73
	Level 4:	40	Level 4:	17.94
	Level 5:	71	Level 5:	31.84
	No entry:	2	No entry:	0.90
	Total	223		
Porth Cynnal Service	No skills:	9	No skills:	7.96
	Level 1:	25	Level 1:	22.12
	Level 2:	28	Level 2:	24.78
	Level 3:	11	Level 3:	9.73
	Level 4:	17	Level 4:	15.0
	Level 5:	23	Level 5:	20.35
	No entry:	0	No entry:	0
	Total	113		
Porth Gofal Service	No skills:	52	No skills:	13.72
	Level 1:	64	Level 1:	16.89
	Level 2:	60	Level 2:	15.83
	Level 3:	46	Level 3:	12.14
	Level 4:	37	Level 4:	9.76
	Level 5:	47	Level 5:	12.40
	No entry:	73	No entry:	19.26
	Total	379		
School Service	No skills:	6	No skills:	3.57
	Level 1:	15	Level 1:	8.93
	Level 2:	13	Level 2:	7.74
	Level 3:	7	Level 3:	4.17
	Level 4:	10	Level 4:	5.95
	Level 5:	114	Level 5:	67.86
	No entry:	3	No entry:	1.79
	Total	168		

Salary

1.3 Overview By Salary Scale Number of people with skills in Welsh:

	Level 0,1+2	Level 3,4+5	No Entry
APPR2: Level 02 Apprenticeship	100.00%		
CD00: Corporate director		50.00%	50.00%
CE00: Chief Executive		100.00%	
CLO1: Corporate Lead Officers A1	22.22%	77.78%	
CLO2: A2 Corporate Lead Officers	66.67%	33.33%	
GR02: Grade 02 Job Evaluated	45.90%	32.79%	20.98%
GR03: Grade 03 Job Evaluated	39.60%	57.43%	1.98%
GR04: Grade 04 Job Evaluated	21.25%	39.24%	39.51%
GR05: Grade 05 Job Evaluated	50.72%	46.41%	2.39%
GR06: Grade 06 Job Evaluated	31.46%	54.51%	14.03%
GR07: Grade 07 Job Evaluated	39.71%	56.86%	2.94%
GR08: Grade 08 Job Evaluated	22.99%	62.30%	14.71%
GR09: Grade 09 Job Evaluated	29.79%	65.43%	4.79%
GR10: Grade 10 Job Evaluated	27.47%	70.88%	0.55%
GR11: Grade 11 Job Evaluated	44.87%	52.56%	1.28%
GR12: Grade 12 Job Evaluated	32.84%	65.67%	1.49%
GR13: Grade 13 Job Evaluated	34.62%	61.54%	
GR14: Grade 14 Job Evaluated	33.33%	55.56%	11.11%
GR15: Grade 15 Job Evaluated	19.35%	80.65%	
GR16: Grade 16 Job Evaluated	20.00%	80.00%	
H01: Headteacher	3.23%	48.39%	48.39%
H02: Headteacher		66.67%	33.33%
H04: Headteacher		100.00%	
H06: Headteacher		100.00%	
H07: Headteacher			100.00%
HYW1	33.33%		66.67%
HYW10			100.00%
HYW11	100.00%		
HYW12	100.00%		
HYW2	100.00%		

HYW3		33.33%	66.67%
HYW4	50.00%		50.00%
HYW7	100.00%		
HYW9	100.00%		
L00: Assistant Headteacher	4.17%	20.83%	75.00%
P00: Advanced qualified teacher	9.12%	46.20%	44.68%
P01: Advanced qualified teacher	33.33%	33.33%	33.33%
P02: Advanced qualified teacher	10.00%	33.33%	56.67%
P03: Advanced qualified teacher			100.00%
P04: Senior qualified teacher	5.77%	23.08%	71.15%
P05: Senior qualified teacher		25.00%	75.00%
P06: Senior qualified teacher	9.09%	40.91%	50.00%
P07: Senior qualified teacher		41.67%	58.33%
P09: Senior qualified teacher	33.33%		66.67%
T00: Soulbury Education Improvement Professional	12.50%	87.50%	
T01: Soulbury Educational Psychologist	33.33%	66.67%	
T02: Soulbury Senior and Chief Educational Psychologists		100.00%	
T03 Soulbury Assistant Educational Psychologist		100.00%	
U04: Unqualified Teacher	30.00%	50.00%	20.00%
V01: Deputy Headteacher		63.16%	36.84%
V02: Deputy Headteacher			100.00%
V05: Deputy Headteacher		100.00%	
W00: Qualified teacher	23.97%	71.07%	4.96%
W02: Qualified teacher	40.00%	60.00%	
W04: Qualified teacher		100.00%	
W07: Qualified teacher		100.00%	

Recruitment to Vacancies

The Council continues to advertise for fluent Welsh language skills, ALTE 5 in a number of posts (13%); the maximum number of jobs are advertised by asking for ALTE language level 3 (39%) ALTE level 3 requires a person to be able to understand and participate in normal day-to-day conversations in the office, where level 5 means complete fluency in Welsh. The Council ensures that persons are given a choice of language when conducting their job interview, in accordance with Standard 137.

Number of jobs advertised during the year requiring Welsh language skills, categorised with ALTE levels – 2024 – 2025

	Number	Percentage
Number of jobs where there are skills in Welsh Level 5	106	13%
Number of jobs where there are skills in Welsh Level 4	154	18%
Number of jobs where there are skills in Welsh Level 3	329	39%
Number of jobs with skills in Welsh Level 2	56	7%
Number of jobs where there are skills in Welsh Level 1	195	23%
Total number of jobs advertised	**840**	

Number of jobs where there are skills in Welsh Level 1: 2024-25 23%, 2023-24 19%
Number of jobs where there are skills in Welsh Level 2: 2024-25 7%, 2023-24 6%
Number of jobs where there are skills in Welsh Level 3: 2024-25 39%, 2023-24 36%
Number of jobs where there are skills in Welsh Level 4: 2024-25 18%, 2023-24 23%
Number of jobs where there are skills in Welsh Level 5: 2024-25 13%, 2023-24 17%
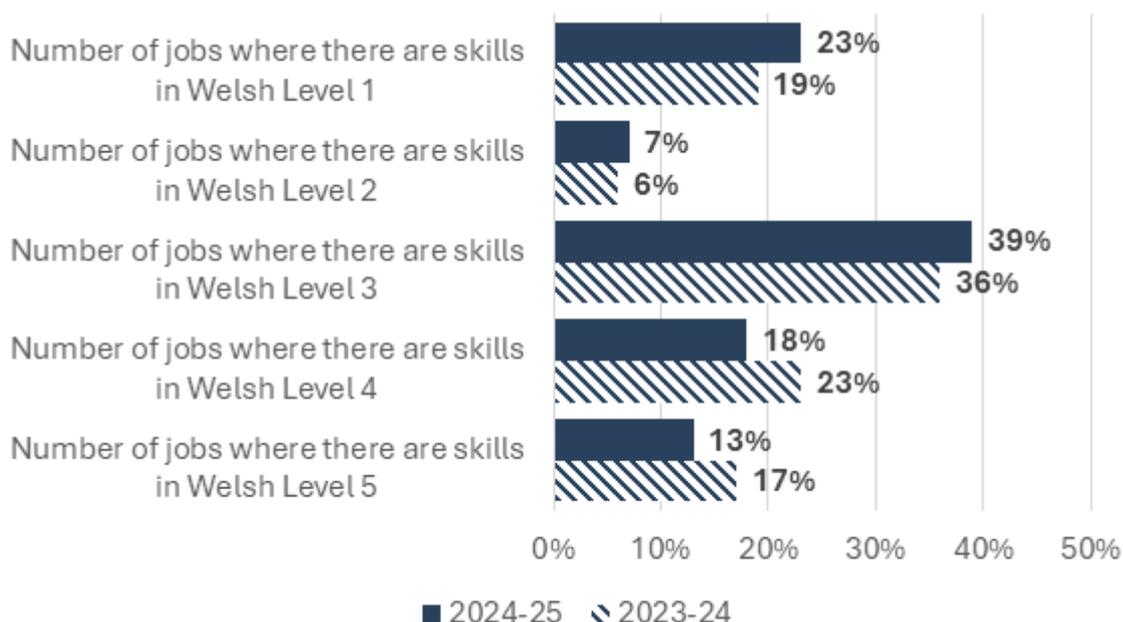
■ 2024-25   ◪ 2023-24

Report on Ceredigion County Council's Welsh Language Work Programme – 2024/2025

Number of staff who attended training courses to learn or improve their Welsh language skills 2023/24 & 2024/25
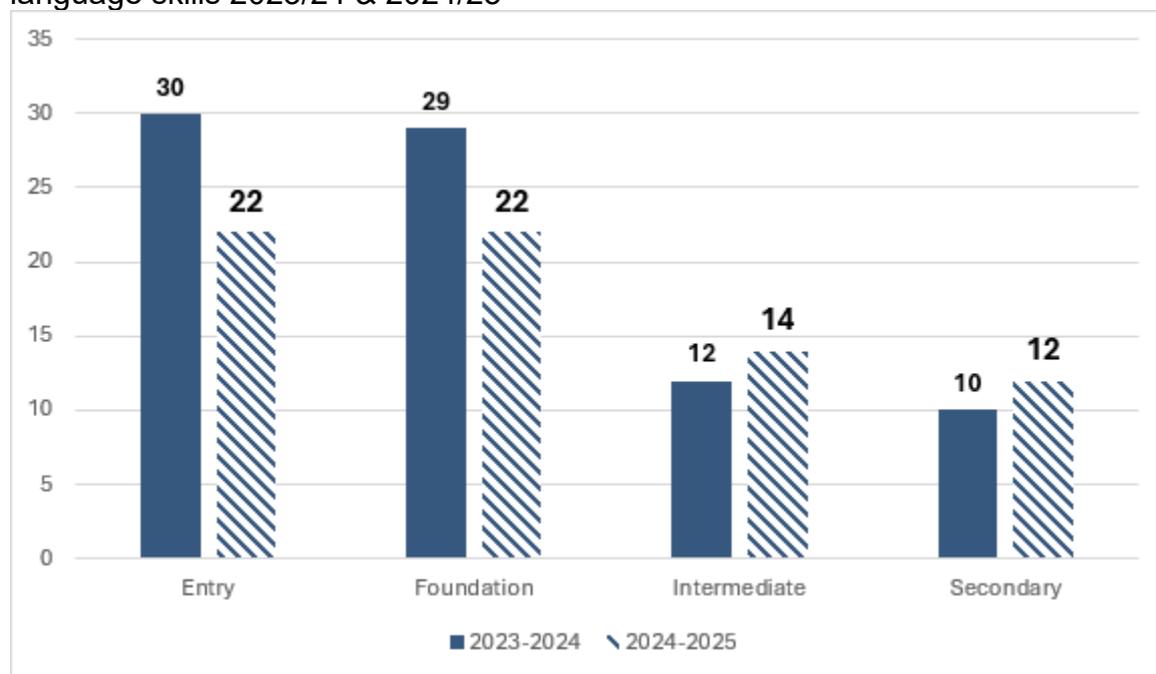
Level	Numbers
Admission	22
Foundation	22
Intermediate	14
Senior 1	5
Senior 2	5
Advanced 3	2
Total	**70**

WJEC Learn Welsh Exams 2024 / 2025.

Level	Numbers registered for Summer 2025
Admission	8
Foundation	8
Intermediate	4
Total	**20**

Number of Social Care Sector Courses 2024/25.

Level	Numbers 2024 / 2025
Care Sector Courses 2024 / 2025	14

Welsh Lessons April 1st 2024 – March 31 2025

T2 School Class Assistants - release funded through Welsh in Education grants

Course	Numbers
Blas ar y Gymraeg (face to face -Rhagoriaith) 10 afternoon = 30 hours	6 Foundation Learning Class assistants T2 schools
Entry Level (face to face with tutor support) – 60 hours	10 Classroom assistants Foundation Learning T2 schools

Sabbatical

Course	Numbers
Higher	2 teachers T2 Schools
Foundation and Intermediate (2 seasons 2 levels)	1 teacher

Welsh at Home – Parents of T2 Schools

Course	Numbers
Taster	5
Entry 1	14
Entry 2	19
Base 1	15
Base 2	7
Intermediate	4
Higher	6

Training through the medium of Welsh

- **736 training sessions** offered by the Council to staff *(excluding school events or e-learning).*

- **4,783** staff attended **training sessions** offered.

- **43 (6%)** of **the training sessions offered in Welsh to** staff – *25 of these were cancelled, 22 due to low numbers.*

- An increase **(+13)** in the **number of training sessions offered in Welsh to** staff since 2023-24.

- **101 (14%)** of **the training sessions were offered bilingually** to staff – *62 of these cancelled, 43 due to low numbers.*

- **133 (3%)** of staff members have **attended training through the medium of Welsh**.

- A decrease **(-53)** in the number of staff who have **attended training through the medium of Welsh** since 2023-24.

Number of Courses delivered in 2024-25.

Course Title	Number of sessions delivered	Number of attendees	% attending Welsh version	Number of sessions cancelled
Carers and Community Support Team - Service Presentation	2	2	5%	9 - Insufficient numbers
Ceredigion Manager Annual Update 2024	2	12	7%	0
Mandatory Manager Briefing Sessions: Policy Update	1	9	4%	0
Risk Assessment Awareness Training	1	4	4%	1 – Insufficient numbers
Safeguarding Children Level 2	1	15	6%	1 – Tutor unavailable
Using Microsoft Teams for Meetings and Training - The Basics	1	1	8%	0

Bilingual courses delivered in 24/25:

Course Title	Number of sessions delivered	Number of attendees	Number of sessions cancelled
End of Life Care	2	24	0
Manual Handling Passport (People) for Externals	18	104	9 – 2 due to palliative circumstances, 1 due to insufficient numbers, and 6 due to tutor unavailable
Single Carer Training for Externals	1	2	13 – 1 due to palliative circumstances, 9 due to insufficient numbers, and 3 due to tutor unavailable

	Total number of completions	Completions in Welsh	% completed in Welsh
Welsh Language Awareness eLearning (mandatory for all staff)	659	44	7%

Appendix 3: Background to the report

Purpose of the report

- This is Ceredigion County Council's annual report on the implementation of the Welsh Language Standards in accordance with the Welsh Language (Wales) Measure 2011. The main purpose of this report is to share information on how we complied with Welsh language standards in Ceredigion between 2024-2025. It's an opportunity for us to look back and reflect over the past year and report on how we promoted and facilitated opportunities to use the language.

Background to the report

- The Welsh Language (Wales) Measure 2011 establishes a legal framework to impose a duty on Ceredigion County Council, amongst other public organisations, to comply with Standards relating to the Welsh Language.

  The purpose of the Standards is:
  - Providing more clarity to organisations on their duties about the Welsh Language
  - To provide Welsh speakers with more clarity about the services available in Welsh
  - Ensuring greater consistency of Welsh-language services and improving their quality

- 5 Main Standards with **a total of 167** sub-standards have been imposed on Ceredigion County Council by way of a Compliance Notice, with the first implementation date 30 March 2016. A full list of the Standards that Ceredigion County Council is required to comply with is available on the Council's corporate website.

Internal Arrangements

- The responsibility for maintaining a strategic overview of issues relating to the Welsh language lies with the Corporate Lead Officer, Culture and Lifelong Learning.
- The Welsh Language Policy Officer has responsibility for the active handling of Welsh language issues on a day-to-day basis within the Council.
- Any Policy decisions are scrutinised by the Leadership Group, which consists of the Chief Executive, the two Strategic Directors along with the thirteen Corporate Lead Officers.

- The Welsh Language Standards Monitoring Report will be scrutinised by Members of the Language Committee, who will recommend proposals to the Council's Cabinet. The Language Committee, is made up of cross-party councillors and is chaired by a Cabinet Member for Welsh Language and Culture.

- The Language Committee provides political direction for the promotion and facilitation of the Welsh Language in Ceredigion, and to support its efforts to improve the use of the Welsh language through the organisation.

- The report will be finalised by the Council's Cabinet Committee, and then published on the Council's corporate website.

| Leadership Group | Language Committee | Cabinet | Publishing on Council's website |

- It is required to publish a document explaining how the Council will comply with the requirements of the Welsh Language Standards, you can read more about the Council's arrangements to meet the requirements of the Standards on the corporate website.

Publish on the Council's website

This Annual Report is required to be published on our corporate website by 30 June. The Report reports on good practice, as well as setting out how the Council has complied with the class of Standards as follows:

- o Service Delivery Standards
- o Policy Making Standards
- o Internal Operating Standards
- o Promotion Standards
- o Record Keeping Standards