

**COFNOD O BENDERFYNIAD BRYG GAN O'R AELOD O'R
CABINET AR FATERION GWASANAETHAU CYMUNED I
OEDOLION A'R GYMRAEG, Y CYNGHORYDD G HOPKINS.
RECORD OF URGENT DECISION OF THE CABINET MEMBER
FOR ADULT COMMUNITY SERVICES AND THE WELSH
LANGUAGE, COUNCILLOR G HOPKINS.**

Yn unol ag Adran 3A Ran 3 (paragraff 3) o Gyfansoddiad y Cyngor.
In accordance with Section 3A of Part 3 (paragraph 3) of the Council's
Constitution.

ANNUAL MONITORING REPORT – WELSH LANGUAGE STANDARDS 2019/20

DIBEN YR ADRODDIAD | PURPOSE OF THE REPORT:

The purpose of the report is to provide information on the Council's performance against the statutory Welsh Language Standards 2019/20.

The report has been prepared to accompany the intended Urgent Decision of the Cabinet Member for the Welsh Language in accordance with Section 3A (paragraph 3) of Part 3 of the Council's Constitution.

PENDERFYNIAD | DECISION:

Agreed:

- To publish the report on the Council's website by 30th June;
- To publicise the fact that the report is on the website; and
- To ensure copies of the report will be available at Council offices when they re-open to the public.



**Llofnod yr Aelod o'r Cabinet /
Cabinet Member's Signature**

Geraint Hopkins

Priflythrennau /Print Name

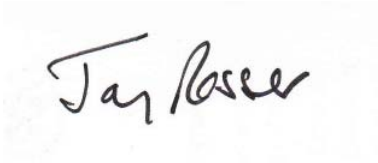
14.05.20

**Dyddiad /
Date**

YMGYNGHORIAD | CONSULTATION

Yn dilyn ymgynghoriad gydag aelodau eraill o'r Cabinet cyn dod i'r penderfyniad yma, cytunodd pawb y dylai'r argymhellion yn adroddiad y Swyddog gael eu dwyn ymlaen.

Following consultation with other Cabinet Members in advance of taking the Decision, all were in agreement with the recommendations in the Officer report being taken forward.



14/05/20

LLOFNOD YR AELOD YMGYNGHOROL O'R CABINET
CONSULTEE CABINET MEMBER SIGNATURE

DYDDIAD | DATE



1405/20

LLOFNOD YR UWCH SWYDDOG YR YMGYNGHORWYD AG – P MEE
SENIOR OFFICER CONSULTEE SIGNATURE – P MEE

DYDDIAD | DATE

RHEOLAU'R WEITHDREFN GALW-I-MEWN | CALL IN PROCEDURE RULES.

A YW'R PENDERFYNIAD YN UN BRYN A HEB FOD YN DESTUN PROSES GALW-I-MEWN GAN Y PWYLLGOR TROSOLWG A CHRAFFU?:

IS THE DECISION DEEMED URGENT AND NOT SUBJECT TO CALL-IN BY THE OVERVIEW AND SCRUTINY COMMITTEE:

YDY | YES NAC YDY | NO

Rheswm dros fod yn fater brys | Reason for Urgency:

The position with Covid 19 is changing quickly and immediate decisions will continue to be made in accordance with the officer and members' schemes of delegation detailed in the Council's Constitution.

.....
Os yw'n cael ei ystyried yn fater brys - llofnod y Llywydd, y Dirprwy Lywydd neu Bennaeth y Gwasanaeth Cyflogedig yn cadarnhau cytundeb fod y penderfyniad arfaethedig yn rhesymol yn yr holl amgylchiadau iddo gael ei drin fel mater brys, yn unol â rheol gweithdrefn trosolwg a chraffu 17.2:

If deemed urgent - signature of Presiding Member or Deputy Presiding Member or Head of Paid Service confirming agreement that the proposed decision is reasonable in all the circumstances for it being treated as a matter of urgency, in accordance with the overview and scrutiny procedure rule 17.2:



14/05/20

.....
(Llywydd | Presiding Member)

.....
(Dyddiad | Date)

DS - Os yw hwn yn benderfyniad sy'n cael ei ail-ystyried yna does dim modd galw'r penderfyniad i mewn a bydd y penderfyniad yn dod i rym o'r dyddiad mae'r penderfyniad wedi'i lofnodi.

NB - If this is a reconsidered decision then the decision Cannot be Called In and the decision will take effect from the date the decision is signed.

AT DDEFNYDD Y SWYDDFA YN UNIG | FOR OFFICE USE ONLY

DYDDIADAU CYHOEDDI A GWEITHREDU | PUBLICATION & IMPLEMENTATION DATES

CYHOEDDI | PUBLICATION

Cyhoeddi ar Wefan y Cyngor | Publication on the Council's Website:- _____14.05.20_____

DYDDIAD | DATE

GWEITHREDU'R PENDERFYNIAD | IMPLEMENTATION OF THE DECISION

Nodwch: Fydd y penderfyniad hwn ddim yn dod i rym nac yn cael ei weithredu'n llawn nes cyn pen 3 diwrnod gwaith ar ôl ei gyhoeddi. Nod hyn yw ei alluogi i gael ei "Alw i Mewn" yn unol â Rheol 17.1, Rheolau Gweithdrefn Trosolwg a Chraffu.

Note: This decision will not come into force and may not be implemented until the expiry of 3 clear working days after its publication to enable it to be the subject to the Call-In Procedure in Rule 17.1 of the Overview and Scrutiny Procedure Rules.

Yn amodol ar y drefn "Galw i Mewn", caiff y penderfyniad ei roi ar waith ar / Subject to Call In the implementation date will be

N/A

DYDDIAD / DATE

WEDI'I GYMERADWYO I'W GYHOEDDI: ✓ | APPROVED FOR PUBLICATION :✓



RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

REPORT TO ACCOMPANY THE DECISION OF THE CABINET MEMBER

27 APRIL 2020

**WELSH LANGUAGE STANDARDS COMPLIANCE REPORT
TO THE WELSH LANGUAGE COMMISSIONER
2019 – 2020**

AUTHORS: Wendy Edwards, Service Director – Community Services
Steffan Gealy, Service Manager, Welsh Language Services

1. PURPOSE OF THE REPORT

- 1.1 This report provides an overview of the Council's performance against the statutory Welsh Language Standards for the 2019/20 financial year.

2. RECOMMENDATIONS

- 2.1 To note the content of the Annual Monitoring Report at Appendix 1;
- 2.2 To approve the report for publication on Rhondda Cynon Taf County Borough Council's website, by no later than 30 June 2020 so that it is made available to the public;
- 2.3 Approve arrangements for publicising the fact that the Annual Monitoring Report has been published;
- 2.4 To approve the distribution of a copy of the report to Council offices as soon as they re-open to the public.

3. REASONS FOR RECOMMENDATIONS

3.1 Standards 158, 164 and 170 of the Compliance Notice issued under section 44 of the Welsh Language (Wales) Measure 2011 requires the Council to produce a report (an “annual report”) in relation to each financial year which outlines the way in which the Council has complied with:

- the Service Delivery Standards with which the Council were under a duty to comply during the year in question;
- the Policy Making Standards with which the Council were under a duty to comply during the year in question;
- the Operational Standards with which the Council were under a duty to comply during the year in question.

4. BACKGROUND

4.1 Rhondda Cynon Taf received its final Compliance Notice from the Welsh Language Commissioner on 30th September 2015 which outlined the Council’s duty to meet 171 of the statutory Welsh Language Standards introduced by the Welsh Government under the Welsh Language (Wales) Measure 2011.

4.2 An application to challenge 14 of the Standards was presented to the Commissioner on 29 March 2016. This resulted in the imposition date for achievement of aspects of 3 of the standards (52, 58 and 64) being postponed until 31 March 2018. These latter standards required full compliance in respect of all Council websites (52) and social media accounts (58) while Standard 64 required all areas defined as ‘reception services’ (for example libraries, leisure centres etc) to be compliant with the relevant standards.

4.3 The report at Appendix 1 covers the fourth full year of the implementation of the standards – from 1 April 2019 to 31 March 2020. Standard 158 requires the report to be published on the Council’s website no later than 30 June 2020. There is also a requirement for a copy of the report to be placed in each of the Council’s offices that are open to the public by 30th June. Currently, due to the impact of Covid-19, Council offices are closed to the public so that the report will not be placed in Council offices until such time as they are once again open to the public.

4.4 The Council is under a statutory duty to publicise the fact that it has published an Annual Monitoring Report.

4.5. As well as complying with the aforementioned Standards in 3.1, the Annual Monitoring Report must include the following:

- the number of complaints that were received during the year that relate to the Council's compliance with the (i) service delivery (ii) policy making (iii) operational standards with which it was under a duty to comply;
- the number of employees who have Welsh language skills at the end of the year in question;
- the number of members of staff who attended training courses offered by the Council in Welsh during the year in question;
- the percentage of the total number of staff who attended training courses offered in Welsh by the Council during the year in question;
- the number of new and vacant posts that the Council advertised during the year which were categorised as posts where - (i) Welsh language skills were essential, (ii) Welsh language skills needed to be learnt when appointed to the post, (iii) Welsh language skills were desirable, or (iv) Welsh language skills were not necessary during the year in question.

5. **CURRENT POSITION**

5.1 The Annual Monitoring Report at Appendix 1 describes in detail the work undertaken by the Council to ensure compliance with the Welsh Language Standards. Of particular note are the following:

- The delivery of Welsh language tuition to 542 members of staff (March 2020) at all levels;
- Developing mapping search functionality on our website to allow residents to search by using a Welsh address;
- RCT Council now ensures that all mobile phones of staff who work in our social care services include the app 'Gofalu Trwy'r Gymraeg' as a mandatory part of the phone's build;
- The creation and dissemination of an RCT Council Estates & Works Signage Manual to support community partners in producing Temporary Roads Signage bilingually;
- Launching a Welsh Language Buddy Scheme to help and support intermediate learners and fluent speakers by providing regular opportunity to practice their Welsh Language Skills;
- Targeted investment in Welsh medium books and online resources which has resulted in an increase in book loans;

- South Wales Parking Group phone queries are dealt with by our centralised Contact Centre resulting in a fully bilingual service;
- 'Corporate Induction Videos' for roll out during 2020-2021 that discuss the standards and their implications for staff in a more interactive way using infographics and animation;
- Eisteddfod yr Urdd, Diwrnod Shwmae, Diwrnod Owain Glyndŵr and St David's Day were promoted as part of Welsh language awareness campaigns;
- Worked with Members of the Executive and Welsh Language Commissioner officers to approve a revised List of Welsh Place-names as applicable to Rhondda Cynon Taf;
- The Welsh Language has been recognised as an integral part of the RCT Tourism Strategy.

5.2 Despite the good progress made by the Council, challenges remain as we seek to achieve full compliance. Particular areas that remain challenging include the following:

- The continuing need to increase the number of Welsh speaking staff;
- Capacity to meet the increased demand for Welsh language tuition;
- Monitoring the partnership elements of the 5 Year Strategy;
- Ensuring that all Council related websites and social media feeds are bilingual, including third-party systems;
- Responding to the increasing demand for simultaneous translation provision;
- Challenges surrounding the availability of Welsh IT systems at point of procurement;
- Continuous training and awareness regarding Welsh Language Standards.

5.3 Even in the face of some of the challenges identified at 5.2, feedback from the Welsh Language Commissioner during the annual meeting with their Compliance Officers continues to be very positive in respect of the progress made in Rhondda Cynon Taf.

6. EQUALITY AND DIVERSITY IMPLICATIONS

An Equalities Impact Assessment is not needed as the contents of the report are for information purposes only.

7. CONSULTATION

A consultation process was not deemed required for the purposes of this report. However it should be noted that all service areas contributed data to the report through their service self-evaluations.

8. FINANCIAL IMPLICATION(S)

There are no financial implications aligned to this report. However, there may be costs and resources as yet not fully ascertained in respect of implementation of any recommendations by the Welsh Language Commissioner as well as continued implementation of the 171 Standards. Non-compliance with a Standard could incur financial penalties of up to £5,000.

9. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED

Welsh Language (Wales) Measure 2011 and Welsh Language Statutory Standards 2015 regulate this area of work.

10. LINKS TO THE CORPORATE AND NATIONAL PRIORITIES AND THE WELL-BEING OF FUTURE GENERATIONS ACT.

10.1 The Welsh language is a cross-cutting theme in the Corporate Plan and underpins all corporate priorities as the Council is required to comply with the amended Compliance Notice issued by the Welsh Language Commissioner in September 2016.

10.2 The Annual Compliance Report outlines the work undertaken by the Council to comply with the Welsh language statutory standards that will contribute to the Welsh Government's longer-term goal of 1 million Welsh speakers by 2050. The work undertaken to achieve these standards involves working collaboratively with partners and residents to facilitate a wide range of opportunities for the use of the Welsh language in communities across the county. Achievement of the standards will prevent complaints from residents who have been unable to access services in the Welsh language.

10.3 The content of this report is directly related to Goal 6 of the Well-being of Future Generations Act - a Wales of vibrant culture and thriving Welsh language. Compliance with the standards will support the normalisation

of the Welsh language and ensure that the Welsh language is treated no less favourably than the English language. It also contributes to the creation of a more equal Wales by providing opportunities for Welsh speakers to access Council services in the medium of Welsh if they so wish.

11. CONCLUSION

- 11.1 This is the fifth Annual Monitoring Report published by the Council in respect of the way it has complied with the Statutory Standards which it is under a duty to comply with under the Welsh Language (Wales) Measure 2011. The report outlines the good progress made by service areas in embedding arrangements for delivering services through the medium of Welsh.
- 11.2 It is recognised that further work must be done, especially considering the need to meet the additional standards (52, 58 and 64) which are a challenge. However, the Council is confident that the systems developed to monitor compliance are robust and that support is available for service areas to further improve their performance where required.

Other Information:-

Relevant Scrutiny Committee:

Overview & Scrutiny / Welsh Language Cabinet Steering Group

Contact Officer - Wendy Edwards, Service Director – Community Services



RHONDDA CYNON TAF

CYNGOR BWRDEISTREF SIROL

RHONDDA CYNON TAF

Adroddiad Cydymffurfio â Safonau'r Gymraeg

2019 – 2020

Wedi'i baratoi yn unol â gofynion

Mesur y Gymraeg (Cymru) 2011

Ebrill 2020

CYNNWYS

Cyflwyniad	tudalen 3
Uned Gwasanaethau Cymraeg	tudalen 4
Cwynion	tudalen 8
Sgiliau Cymraeg Staff	tudalen 11
Hyfforddiant	tudalen 14
Llenwi Swyddi Gwag	tudalen 14
Manylion cyswllt i gael rhagor o wybodaeth	tudalen 14
Atodiad 1 – Sut mae'r Cyngor wedi cydymffurfio	tudalen 15

CYFLWYNIAD: Safonau'r Gymraeg

Derbyniodd Cyngor Rhondda Cynon Taf ei Hysbysiad Cydymffurfio terfynol gan Gomisiynydd y Gymraeg ar 30 Medi 2015. Roedd yr Hysbysiad yn ymdrin â'r ddyletswydd sydd ar y Cyngor i fodloni 171 o Safonau sy'n ymwneud â'r Gymraeg, a gafodd eu pennu gan Lywodraeth Cymru o dan Fesur y Gymraeg (Cymru) 2011. Cafodd cais i herio 14 o'r Safonau ei gyflwyno i'r Comisiynydd ar 29 Mawrth 2016. Yn dilyn ystyriaeth ac ymgynghori pellach, penderfynodd Comisiynydd y Gymraeg na ddylid cymhwyso unrhyw gamau i 9 o'r Safonau oedd yn destun her ac y dylid cymhwyso amrywiad i 5 o'r Safonau oedd yn destun her. Cafodd yr Hysbysiad Cydymffurfio diwygiedig ei gyflwyno i Gyngor Bwrdeistref Sirol Rhondda Cynon Taf ar 9 Medi 2016. Mae modd ei weld yn llawn [yma](#).

Gweledigaeth

Mae Cyngor Rhondda Cynon Taf wedi ymrwymo i greu amgylchedd sy'n annog ei drigolion i ddefnyddio'r Gymraeg wrth gysylltu â'r Cyngor. Mae'r Cyngor hefyd yn cefnogi'i staff i ddefnyddio'r Gymraeg yn y gweithle. Yn ogystal â gweithio tuag at gydymffurfio'n llawn â gofynion Safonau'r Gymraeg, bwriad y Cyngor yw sicrhau ei fod yn darparu gwasanaethau yn unol â holl bolisïau a strategaethau allweddol Llywodraeth Cymru mewn perthynas â'r Gymraeg.

Llywodraethu ac atebolrwydd

Yn 2014, sefydlodd y Cyngor Grŵp Llywio'r Cabinet ar faterion y Gymraeg yn is-bwyllgor o Gabinet y Cyngor. Grŵp traws-bleidiol yw hwn sy'n cynnwys cynrychiolwyr o'r gymuned. Mae'r Grŵp Llywio'r Cabinet ar faterion y Gymraeg yn goruchwyllo datblygiadau strategol, yn trafod adroddiadau gan adrannau perthnasol ar faterion sy'n ymwneud â'r Gymraeg, yn cyflwyno argymhellion i Gabinet y Cyngor ac yn monitro datblygiadau Cyngor cyfan. Mae cyfrifoldeb arno i asesu Cynllun Gweithredu Strategaeth Hyrwyddo'r Gymraeg, a monitro cynnydd y Cyngor wrth iddo geisio cydymffurfio â Safonau'r Gymraeg. O 2020, bydd Pwyllgor Trosolwg a Chraffu y Cyngor hefyd yn craffu ar effeithiolrwydd gwasanaethau o ran cyflenwi gwasanaethau trwy gyfrwng y Gymraeg.

Dolenni cyswllt i Bolisïau a Blaenoriaethau'r Cyngor

Mae ymrwymïadau'r Cyngor o dan Safonau'r Gymraeg yn cael eu cynnwys ym mhrif ddogfennau sefydliadol yr awdurdod gan gynnwys y Cynllun Corfforaethol (Gwneud Gwahaniaeth) a'r Cynllun Strategol Cymraeg mewn Addysg. Yn ogystal â hyn, mae polisïau mewnol, megis polisïau Adnoddau Dynol, hefyd yn prif ffrydio materion y Gymraeg sy'n fwy effeithiol na pharatoi polisïau unigol i fynd i'r afael â materion y Gymraeg. Mae blaenoriaethau'r Cyngor hefyd yn cael eu llywio gan ddeddfwriaeth gan gynnwys Deddf Llesiant Cenedlaethau'r Dyfodol (Cymru) 2015 a Deddf Gofal Cymdeithasol a Llesiant 2016, sy'n gosod dyletswydd ar y Cyngor i gryfhau'r Gymraeg. Mae'r Ddeddf gyntaf yn ei gwneud hi'n ofynnol i gyrrff cyhoeddus weithio tuag at saith nod llesiant. Un o'r rhain yw 'Cymru â diwylliant bywiog lle mae'r Gymraeg yn ffynnu'. Mae'r ail Ddeddf yn gofyn i sefydliadau gwasanaeth cyhoeddus ystyried anghenion ieithyddol eu defnyddwyr wrth ddarparu gwasanaethau gofal a chymorth.

Rhoi Adroddiad

Dyma'r bedwaredd flwyddyn lawn o roi Safonau'r Gymraeg ar waith yn unol â Mesur y Gymraeg (Cymru) 2011.

Mae'r adroddiad (ynghyd ag Atodiad 1), fydd yn cael eu cyhoeddi erbyn 30 Mehefin, yn bodloni Safonau 158 a 164 ac yn nodi sut mae'r Cyngor wedi cydymffurfio â'r Safonau Atodol canlynol:

- Safonau Cyflenwi Gwasanaethau;

- Safonau Gweithredu;
- Safonau Llundain Polisïau.

Mae'r adroddiad hefyd yn cyflwyno data ar y dangosyddion gofynnol, hynny yw:

- nifer y staff sy'n meddu ar sgiliau Cymraeg (Safon 151);
- nifer y staff a fynychodd y cyrsiau hyfforddi a restrir yn Safon 128 os cawson nhw eu cynnig yn Gymraeg (Safonau 152);
- canran cyfanswm y staff a fynychodd unrhyw gyrsiau a restrir yn Safon 128 (Safonau 152);
- nifer y swyddi newydd a'r swyddi gwag a gafodd eu categorio fel swyddi sy'n gofyn (i) bod sgiliau yn y Gymraeg yn hanfodol; (ii) bod angen dysgu sgiliau yn y Gymraeg unwaith y bydd rhywun yn cael ei benodi i'r swydd; (iii) bod sgiliau yn y Gymraeg yn ddymunol; neu (iv) nad oedd sgiliau yn y Gymraeg yn angenrheidiol;
- nifer y cwynion y cafodd y Cyngor.

Yr Uned Gwasanaethau Cymraeg

Mae'r Cyngor yn cydnabod y dylid rhoi blaenoriaeth uchel i Safonau'r Gymraeg o ystyried y risgiau sydd ynghlwm â pheidio â chydymffurfio â nhw ac hefyd oherwydd ei ymrwymiad i greu amgylchedd sy'n annog ei drigolion i ddefnyddio'r Gymraeg wrth gysylltu â'r Cyngor ac i gefnogi staff i ddefnyddio'r Gymraeg yn y gweithle. Mae'n cydnabod bod angen cefnogaeth y Cyngor cyfan i allu cynnig a hyrwyddo Gwasanaethau Cymraeg o'r cyswllt cyntaf.

Mae'r Cyngor yn buddsoddi mewn Uned Gwasanaethau Cymraeg gadarn sy'n cynnwys 17 o weithwyr. Mae'r Uned yn gweithio i gefnogi holl wasanaethau'r Cyngor drwy wneud y canlynol:

- rhoi cyngor a chymorth i'r holl wasanaethau ynglŷn â'u cyfrifoldebau statudol o dan y Safonau;
- cyfieithu dogfennau ar gyfer y cyhoedd;
- darparu tiwtor Cymraeg mewnol;
- nodi meysydd lle ma diffyg cydymffurfiaeth posibl;
- cofnodi cwynion cwsmeriaid;
- adrodd ar ddatblygiadau i Grŵp Llywio'r Cabinet ar faterion y Gymraeg;
- cyfieithu ar y pryd yng nghyfarfod y Cyngor llawn ac mewn cyfarfodydd eraill sy'n agored i Aelodau (e.e. pwyllgorau craffu);
- rhoi cymorth cyfieithu ar y pryd i bob maes gwasanaeth arall fel gwasanaethau cyfreithiol, adnoddau dynol;
- bod yn bresennol yng nghyfarfodydd Fforwm Iaith;
- cydweithio â sefydliadau Cymraeg yn y gymuned fel sy'n briodol;
- cynrychioli'r Cyngor mewn cyfarfodydd allanol a bod yn brif gyswllt â Chomisiynydd y Gymraeg ac Adrannau perthnasol yn Llywodraeth Cymru;
- Cymorth ar draws adrannau ar gyfer hyrwyddo'r Gymraeg yn gyffredinol.

Mae'r Cyngor yn buddsoddi mewn Uned fel ymateb rhagweithiol i'r amgylchedd statudol newydd a'r math o waith y mae angen ei wneud i geisio cynorthwyo holl wasanaethau'r Cyngor i fodloni'r Safonau mewn modd mwy cost-effeithiol a chyson.

Mae Swyddog Cydymffurfio yn monitro cyflawniad y gwasanaethau ar draws y Cyngor ac yn sicrhau eu bod nhw'n cydymffurfio â'r Safonau hynny sy'n berthnasol iddyn nhw. O ganlyniad i hyn, mae'r rôl yn rhoi cyfle i'r Cyngor ddarparu cymorth i feysydd gwasanaeth ar nodi unrhyw wendidau posibl, a rhoi cyngor ar eu datrys, o ran bodloni gofynion y Safonau, yn ogystal â pharhau â rhai o ddyletswyddau mwy traddodiadol yr hen swydd Swyddog y Gymraeg. Mae Swyddog Comisiynydd y Gymraeg wedi bod yn hael o ran rhoi adborth cadarnhaol am y ffordd y mae Cyngor Bwrdeistref

Sirol Rhondda Cynon Taf yn cyflawni'i ddyletswyddau o ran y Safonau. Mae'r bartneriaeth gadarnhaol yma wedi annog sgysiau mwy agored ac adeiladol pan fo o'r farn nad yw'r Cyngor wedi cyrraedd nod ar achlysuron.

Mae Tiwtor y Gymraeg rhan-amser hefyd yn trefnu a chynnal cyrsiau a sesiynau dysgu Cymraeg i holl weithwyr y Cyngor. Yn y gorffennol, bu'r Cyngor yn talu darparwyr allanol (e.e. Canolfan Cymraeg i Oedolion Prifysgol De Cymru) i gynnal sesiynau i staff mewnol ond doedd y rhain ddim yn llwyddiannus gan nad oedden nhw'n berthnasol i'r meysydd gwasanaeth priodol. Hyd yn hyn (31 Mawrth 2020), mae'r tiwtor mewnol wedi tiwtora 542 o aelodau o staff ar bob lefel.

Mae'r nifer yma yn parhau i gynyddu bob blwyddyn gan ddangos y dylanwad cadarnhaol y mae ein tiwtor yn ei gael ar ein gweithle. Mae'r Cyngor yn parhau i weithio mewn partneriaeth â phrosiect Cymraeg Gwaith Llywodraeth Cymru gan sicrhau bod modd i staff y Cyngor fanteisio ar gymorth a thiwora ar-lein. Yn ogystal â hyn, mae'r Cyngor, ar nifer o achlysuron, wedi cefnogi unigolion i gyflawni cwrs preswyl am wythnos yn Nantgwytheryn – un o'r prif ganolfannau ar gyfer dysgu Cymraeg yn ddwys, a gefnogir gan Lywodraeth Cymru.

Er mwyn cydnabod y flaenoriaeth wedi'i rhoi i'r Gymraeg gan y Gwasanaethau Democrataidd a Swyddfa'r Cabinet, mae gan Uned Gwasanaethau Cymraeg uwch-gyfieithwyr penodol i ddarparu cymorth cyfieithu testun a chyfieithu ar y pryd i Aelodau ac Uwch Swyddogion o ran cyfarfodydd y Cyngor a Phwyllgorau. Mae hyn yn rhagori ar yr hyn sy'n ofynnol yn ôl y Safonau. Er mwyn sicrhau'r deilliannau gorau posibl a chefnogi aelodau eraill o staff, mae dau aelod o staff wedi dechrau tystysgrif ôl-radd mewn cyfieithu ar y pryd.

Yn ogystal â hyn, cafodd Swyddog Prosiect yr Eisteddfod ei benodi yn 2019-2020. Prif amcanion y swyddog fydd cysylltu â swyddogion yr Eisteddfod Genedlaethol a Chadeirydd y Pwyllgor Gwaith ar ran y Cyngor mewn perthynas â chynnal yr Eisteddfod Genedlaethol (Rhondda Cynon Taf) 2023. Bydd y Swyddog Prosiect – Eisteddfod hefyd yn gweithio gyda holl feysydd gwasanaeth y Cyngor, grwpiau cymunedol a'r sector preifat wrth i raglen o weithgareddau gael ei datblygu a fydd yn cefnogi'r awdurdod lleol i gyrraedd ei darged cyfrannu penodol o £350,000 tuag at gynnal Eisteddfod Genedlaethol (Rhondda Cynon Taf) 2023.

Mae dogfennau ac adnoddau cyfarwyddyd yn parhau i gael eu llunio a'u dosbarthu yn ystod 2019-20, fel sydd wedi'i nodi isod.

Llawlyfr Arwyddion Adeiladau ac Arwyddion Gwaith Cyngor RhCT

Ar ôl i nifer o gwynion ddod i law yn ystod 2018-2019 o ran arwyddion ffyrdd dros dro y Cyngor, cydlynodd y Cyngor lawlyfr o arwyddion a chyfieithiadau wedi'u cymeradwyo i holl bartneriaid ei ddefnyddio. Cafodd mesurau hyrwyddo'r llawlyfr eu rheoli gan Reolwyr Caffael a Chontract ac mae ar gael i'w ddarllen [yma](#).

Gofalu Trwy'r Gymraeg – AP

Mae Cyngor RhCT yn sicrhau bod gan bob ffôn symudol aelodau o staff y gwasanaethau gofal cymdeithasol yr ap 'Gofalu Trwy'r Gymraeg'. Mae'r adnodd yma, sydd ar gael yn genedlaethol, wedi cael ei groesawu gan staff y rheng flaen yn gasgliad defnyddiol o ymadroddion sylfaenol mae modd eu defnyddio gyda chleientiaid sy'n siaradwyr Cymraeg.

Fideos y Rhaglen Ymsefydlu Corfforaethol

Mae Cyngor RhCT wedi llunio fideos ymsefydlu corfforaethol i'w defnyddio yn ystod 2020-2021 sy'n trafod y safonau a'u goblygiadau i staff mewn ffordd fwy rhagweithiol trwy ddefnyddio ffeithluniau ac animeiddiadau.

Ymgyrchoedd Diwylliant

Hyrwyddodd Gwasanaethau Cymraeg yr Ymgyrchoedd Diwylliant isod yn ystod 2019-2020.

Eisteddfod yr Urdd

Bob blwyddyn, mae nifer o ysgolion yn cymryd rhan yn Eisteddfod yr Urdd. Roedd y Cyngor yn awyddus i ddathlu'r achlysur ledled ein Bwrdeistref Sirol. Hyrwyddodd y Cyngor yr ymgyrch yma trwy ychwanegu newyddion ar ei mewnwyd gan annog pobl i fynd i'r wyl gyda'u teuluoedd, mynd i'r ysgolion a oedd yn cymryd rhan yn y cystadleuaethau i dynnu lluniau i'w defnyddio yn ymgyrchoedd cyfryngau cymdeithasol y Cyngor a gweithio ar y cyd â'r Urdd fel partner cymunedol allweddol gan hedfan baner yr Urdd ym Mhencadlys y Cyngor yn ystod yr wyl.

Diwrnod Shwmae

Mae Diwrnod Shwmae yn gyfle unigryw i ddathlu'r amrywiaeth o sgiliau Cymraeg yn ein gweithle ac ein cymuned. Eleni, rhoddodd yr awdurdod lleol fideo at ei gilydd o staff a phartneriaid cymunedol yn defnyddio ein ffram 'hunlun' a byrddau wrth ddweud 'Shwmae'. Roedd hyn yn cynnwys staff o adrannau gwahanol ein sefydliad gan gynnwys y Prif Weithredwr, Aelodau'r Uwch Garfan Rheoli, Gwasanaethau Gwastraff, Gwasanaethau Llyfrgelloedd a gweithwyr Addysg i Oedolion. Cafodd tri bore coffi eu trefnu yn ein prif safleoedd y Cyngor a lansiwyd ni ddau boster corfforaethol i'w defnyddio ar draws ein safleoedd.

- a) 'Cofiwch ddechrau eich sgwrs gyda Shwmae, Bore Da neu Prynawn Da' i atgoffa staff bob dydd.
- b) 'BOG Standards' – cyfres o ymadroddion sylfaenol sydd wedi'u sillafu'n ffonetig i bobl eu hymarfer. Fel y mae'r enw yn awgrymu, mae'r rhain yn cael eu harddangos mewn toiledau o gwmpas safleoedd yr awdurdod lleol.

Diwrnod Owain Glyndŵr

Roedd y Cyngor yn dymuno nodi, yn rhan o un o'i ymgyrchoedd, elfen hanesyddol felly penderfynodd ar Ddiwrnod Owain Glyndŵr. Cafodd 6 ysgol (bron i 200 o ddisgyblion) eu gwahodd i'n llyfrgelloedd am sesiwn adrodd stori a chrefftau ar Owain Glyndŵr, yn ogystal â negeseuon codi ymwybyddiaeth ar y cyfryngau cymdeithasol.

Dydd Gŵyl Dewi

Roedd dathliadau Dydd Gŵyl Dewi yn cynnwys negeseuon i'n cymunedau ar ein cyfrifon cyfryngau cymdeithasol, bore coffi yn un o'n prif safleoedd y Cyngor a negeseuon ar ein mewnwyd gan roi gwybodaeth am Ddewi Sant i staff. Y prif ganolbwynt oedd lansio ein Cynllun Cyfoedion Cymraeg corfforaethol.

Comisiynydd y Gymraeg – Rhestr o Enwau Lleoedd Safonol

Mae'r Uned yn parhau i weithio gydag Aelodau a Swyddogion Comisiynydd y Gymraeg i gymeradwyo Rhestr ddiwygiedig o Enwau Lleoedd Cymraeg sy'n berthnasol i Rondda Cynon Taf, ac eithrio'r pedwar prif newid mewn perthynas â Threorci, Rhydfelen, Llanwynno a Threfforest.

Strategaeth 5 mlynedd i hwyluso a hyrwyddo'r Gymraeg

Mae'r Uned wedi parhau i arwain ar Strategaeth 5 mlynedd y Cyngor i hwyluso a hyrwyddo'r Gymraeg. Mae'n canolbwyntio ar wneud cynnydd o 6.8% yn nifer y bobl sy'n gallu siarad Cymraeg i 29,670 erbyn 2021, gan gynyddu defnydd y Gymraeg ym mhob agwedd ar fywyd y cyhoedd a bywyd y gymuned, a chodi ymwybyddiaeth o bwysigrwydd y Gymraeg yn rhan hanfodol o hunaniaeth ddiwylliannol a chymeriad cymoedd De Cymru.

Mae adroddiad sy'n amlinellu cynnydd Strategaeth Hybu'r Gymraeg a'r Cynllun Gweithredu yn cael ei gyflwyno bob blwyddyn i Grŵp Llywio'r Cabinet ar faterion y Gymraeg ei drafod. Mae unrhyw argymhellion wedi'u cymeradwyo gan Aelodau yn cael eu rhoi ar waith.

Cynllun Cyfoedion Cymraeg

Mae Uned Gwasanaethau Cymraeg yn derbyn adborth yn rheolaidd sy'n dweud mai prin iawn yw'r cyfleoedd i staff ymarfer eu Cymraeg yn y gweithle proffesiynol, yn enwedig y rheiny ar lefel 3 a 4. Mae'r Cynllun Cyfoedion Cymraeg wedi cael ei sefydlu i alluogi staff i gwrdd â siaradwr Cymraeg bob mis yn ein safle peilot, a hynny i fagu eu hyder a helpu i'w hannog nhw i ddefnyddio'r Gymraeg yn fwy.

Meysydd gwasanaeth eraill

Gan gryfhau'r berthynas rhwng yr Uned Gwasanaethau Cymraeg a meysydd gwasanaeth eraill y Cyngor, cytunwyd y byddai pob maes gwasanaeth yn parhau i adrodd am ddatblygiadau perthnasol yn eu Hunanwerthusiadau Blynyddol o'r Gwasanaeth oherwydd pwysigrwydd y Safonau. Mae'r manylion sydd wedi'u nodi gan bob gwasanaeth i'w gweld yn Atodiad 1, yn unol â Safonau 158, 164 a 170.

CWYNION: SAFON 158(2) 164(2) 170(2)(d)

Cafodd y cwynion canlynol eu derbyn, neu parhawyd i ymchwilio iddyn nhw, yn ystod/yn 2019 - 2020:

Dyddiad gŵyn	y	Math	Gan	Deiliant/Ymateb
Ebrill 2019		Gwasanaethau Hamdden: Camsillafu mewn hysbyseb ar Facebook.	Aelod o'r cyhoedd.	Cwyn ddilys. Atgoffa'r Adran Marchnata i wirio sillafu cyn ychwanegu hysbyseb newydd.
Ebrill 2019		Priffyrdd: Arwyddion ffyrdd gyda fersiwn Gymraeg anghywir.	Cynghorydd y Fwrdeistref Sirol.	Cwyn ddilys. Cafodd arwyddion cywir eu gosod.
Mai 2019		Priffyrdd: Honiad o fethu â gosod arwyddion dwyieithog.	Aelod o'r cyhoedd.	Doedd y gŵyn ddim yn ddilys. Roedd yr arwydd yn cael ei osod mewn 2 ran o ganlyniad i faint. Cafodd y fersiwn Gymraeg ei gosod yn fuan ar ôl y Saesneg. Cafodd y cwsmer wybod mai'r Cyngor Cymunedol oedd yn berchen ar yr arwydd a dydy e ddim yn dod o dan ofynion Safonau'r Gymraeg.
Mai 2019		Gwasanaethau Parcio: Proses talu dirwy ar-lein trwy gyfrwng y Saesneg yn unig.	Aelod o'r cyhoedd.	Cwyn ddilys. Mae Gwasanaethau Parcio (Grŵp Parcio De Cymru) bellach wedi lansio gwefan ddwyieithog gan gynnwys yr opsiwn talu (Ionawr 2020).
Mai 2019		Y Gwasanaethau Celfyddydau a Diwylliannol: Methu â gosod poster i'r gymuned yn Saesneg yn unig.	Aelod Seneddol ar ran aelod o'r cyhoedd.	Cwyn ddilys yn rhannol. Eglurwyd dehongliad Cyngor RhCT o Safonau'r Gymraeg; mae modd arddangos posteri i'r gymuned yn Saesneg yn unig, a hynny yn ôl disgrisiwn rheolwr yr adeilad. Cafodd gwybodaeth ei rhoi i staff am ein dull i osgoi sefyllfa debyg yn y dyfodol.
Mai 2019		Priffyrdd: Arwyddion ffyrdd gyda fersiwn Gymraeg anghywir.	Aelod o'r cyhoedd.	Cwyn ddilys. Arwyddion newydd wedi'u gosod.
Mai 2019		Priffyrdd: Honiad o fethu â gosod arwyddion dwyieithog.	Aelod o'r cyhoedd.	Doedd y gŵyn ddim yn ddilys. Wrth ymchwilio'n bellach, roedd hi'n amlwg i'r arwydd gael ei osod cyn i'r Safonau gael eu cyflwyno. Mae arwyddion newydd yn cael eu creu'n ddwyieithog.
Mai 2019 (cwyn wrthi'n		Gwasanaeth Addysg: Honiad o fethu â	Comisiynydd y Gymraeg (CSG548)	Mae'r Cyngor wedi ymateb i'r broses ymchwilio ac mae wrthi'n aros am

cael ei hymchwilio)	chydymffurfio â safonau ymgynghori wrth ymgynghori ar ad-drefnu arfaethedig ysgolion yn ardal Pontypridd.		ymateb ffurfiol gan Gomisiynydd y Gymraeg.
Mehefin 2019	Y Gwasanaeth Mynediad a Chynhwysiant: Gohebiaeth Saesneg yn unig wedi'i derbyn er mai Cymraeg oedd y dewis iaith wedi'i nodi.	Aelod o'r cyhoedd.	Cwyn ddilys. Cynhaliodd y maes gwasanaeth weithdai gyda'r Swyddog Cydymffurfio – Y Gymraeg i drafod darpariaeth gwasanaethau, Coeden Benderfyniad – Gohebiaeth â'r Cyhoedd a chamau gweithredu i gydymffurfio yn y dyfodol.
Mehefin 2019	Gofal i Gwsmeriaid a Gwasanaethau Cymdeithasol i Oedolion: Gohebiaeth Cynllun Adnewyddu Bathodyn Glas yn Saesneg yn unig.	Aelod o'r cyhoedd.	Cwyn ddilys. Cafodd system newydd ei rhoi ar waith i sicrhau bod holl ohebiaeth bellach yn cael ei hanfon yn ddwyieithog. Mae data yn cael ei ddarparu gan adran Llywodraeth y DU nad yw'n cofnodi dewis iaith. Felly, mae dull dwyieithog wedi cael ei roi ar waith i fodloni gofynion y Safonau.
Mehefin 2019	Y Gwasanaethau Celfyddydau a Diwylliannol: Cyfeiriad lleoliad ar gyfrif cyfryngau cymdeithasol yn Saesneg yn unig.	Aelod o'r cyhoedd.	Cwyn ddilys. Cafodd y cyfeiriad ei ddiweddarau.
Mehefin 2019	Gofal i Gwsmeriaid: Methu â sicrhau bod tudalen we Gymraeg i'w gweld ar ôl cwblhau ffurflen Gymraeg ar-lein.	Comisiynydd y Gymraeg (CSG570)	Derbyniodd y Cyngor y bai ond roedd modd osgoi ymchwiliad ffurfiol trwy ddangos y camau rhagweithiol y mae Swyddogion Cydymffurfio, Monitro a Gofal i Gwsmeriaid wedi'u cymryd dros y flwyddyn ddiwethaf i sicrhau bod prosesau cyhoeddi gwefannau a sicrwydd ansawdd yn cael eu rheoli'n fwy llym. Ysgrifennodd y Comisiynydd aton ni'n ffurfiol ar 4 Gorffennaf i roi gwybod na fyddai'n cynnal ymchwiliad llawn.
Mehefin 2019	Refeniw a Budd-daliadau: Gohebiaeth Saesneg yn unig wedi'i derbyn er mai Cymraeg oedd y dewis iaith wedi'i nodi.	Aelod o'r cyhoedd.	Cwyn ddilys. Rhoddwyd gohebiaeth Gymraeg i'r cwsmer.

Mehedin 2019	Ddim yn gwybod: Honiad o roi derbynneb Saesneg yn unig.	Aelod o'r cyhoedd.	Roedd asiantau Gofal i Gwsmeriaid wedi cysylltu â'r aelod o'r cyhoedd i gasglu rhagor o wybodaeth ond penderfynodd beidio â pharhau â'r gŵyn.
Medi 2019	Cludiant: Arwyddion i'r cyhoedd gyda chyfieithiad Cymraeg anghywir.	Aelod o'r cyhoedd.	Cwyn ddilys. Cafodd arwyddion eu gwneud a'u gosod.
Hydref 2019 (cwyn wrthi'n cael ei hymchwilio)	Y Prifweithredwr: Honiad nad yw'r sawl sy'n gwneud penderfyniadau wedi ystyried gofynion Safon 88 a 89 wrth wneud penderfyniadau ynghŷn ag ad- drefnu ysgolion yn ardal Pontypridd.	Comisiynydd y Gymraeg (CSG633)	Cyflwynodd y Cyngor ei ymateb cychwynnol i'r Hysbysiad Tystiolaeth dyddiedig 4 Tachwedd 2019 ar 28 Tachwedd 2019 ac mae wrthi'n aros am ohebiaeth gan swyddfa'r Comisiynydd.
Hydref 2019	Gofal i Gwsmeriaid: Ciw Cymraeg wedi datgysylltu'r alwad heb drosglwyddo i'r asiant.	Swyddog Comisiynydd y Gymraeg	Cwyn ddilys. Sicrhaodd Rheolwyr Gwasanaeth fod y broses wedi'i thrwsio ar ôl i wall ddigwydd pan gafodd negeseuon wedi'u recordio ymlaen llaw eu rhoi ar waith. Bydd swyddogion sy'n siaradwyr Cymraeg yn rhoi prawf ar linellau cyn eu gwneud nhw'n fyw yn y dyfodol.
Tachwedd 2019	Gofal i Gwsmeriaid / Genedigaethau, Marwolaethau a Phriodasau: Roedd gan y ffurflen ar-lein sawl camgymeriad yn y cynnwys Cymraeg.	Aelod o'r cyhoedd.	Cwyn ddilys. Cafodd y ffurflen ei diweddarau.
Tachwedd 2019	Refeniw a Budd- daliadau: Darpariaeth gwefan yn Saesneg yn unig.	Aelod o'r cyhoedd.	Prosesau e-gyfrif ar gael yn Saesneg yn unig. Mae'r adran yn ymrwmo i sicrhau cysondeb yn gynnar yn 2020 yn ein hymateb i'r cwsmer.
Ionawr 2020	Gwasanaethau Llywodraethol: Doedd ochr Gymraeg y wefan ddim wedi'i diweddarau.	Aelod o'r cyhoedd.	Cwyn ddilys. Cafodd y wefan ei diweddarau a chafodd y dogfennau PDF eu cyfieithu.
Ionawr 2020	Gwasanaethau Etholiadol: Gohebiaeth yn Saesneg yn unig	Aelod o'r cyhoedd.	Cwyn ddilys. Bydd pob llythyr yn cael ei anfon i Uned Gwasanaethau Cymraeg i'w brawffdarllen yn y dyfodol.

	neu lle mae'r Gymraeg yn cael ei defnyddio, mae sawl camgymeriad.		
Chwefror 2020	Refeniw a Budd-daliadau: Roedd gan y neges 'allan o'r swyddfa' Gymraeg sawl camgymeriad.	Comisiynydd y Gymraeg (CSG701)	Mae'r Cyngor wedi derbyn cyfrifoldeb ac mae wrthi'n aros am hysbysiad tystiolaeth. Yn y cyfamser, mae holl negeseuon 'allan o'r swyddfa' yr adran wedi cael eu diweddarau ac mae templedi ar gael i'w diwygio yn y dyfodol. Mae negeseuon ychwanegol wedi cael eu hanfon at bob Rheolwr Gwasanaeth i atgoffa staff y Cyngor.
Mawrth 2020	Gwasanaethau Addysg: Darpariaeth gofal plant yn y 7 prif hwb/canolfan a gafodd eu sefydlu yn ystod y pandemig Covid-19 yn Saesneg yn unig.	Aelod o'r cyhoedd.	Cwyn wrthi'n cael ei hymchwilio.

SGILIAU CYMRAEG Y STAFF: SAFON 170(2)(a)

Mae'r adran yma'n nodi nifer y gweithwyr/deiliaid swyddi oedd â sgiliau Cymraeg ar ddiwedd 2019-2020 (Mawrth 2020). Mae'r ffigurau yma'n seiliedig ar y cofnodion sy'n cael eu cadw yn unol â Safon 151, yn seiliedig ar ofynion Safon 127.

Blwyddyn	Staff*	Math o staff	Dim sgiliau**	%
17 - 18	7061	Staff sydd ddim yn gweithio ysgolion mewn	4730	66.99%
18 - 19	7067	Staff sydd ddim yn gweithio ysgolion mewn	3871	54.78%
19 - 20	7181	Staff sydd ddim yn gweithio ysgolion mewn	3134	43.64%
Blwyddyn	Staff*	Math o staff	Rhugl	%
17 - 18	7061	Staff sydd ddim yn gweithio ysgolion mewn	402	5.69%

18 - 19	7067	Staff sydd ddim yn gweithio ysgolion mewn	491	6.95%
19 - 20	7181	Staff sydd ddim yn gweithio ysgolion mewn	569	7.92%
Blwyddyn	Staff*	Math o staff	Cymraeg Lefel 1	%
17 - 18	7061	Staff sydd ddim yn gweithio ysgolion mewn	1562	22.12%
18 - 19	7067	Staff sydd ddim yn gweithio ysgolion mewn	2261	31.99%
19 - 20	7181	Staff sydd ddim yn gweithio ysgolion mewn	2658	37.01%
			Cymraeg Lefel 2	%
18 - 19	7067	Staff sydd ddim yn gweithio ysgolion mewn	315	4.46%
19 - 20	7181	Staff sydd ddim yn gweithio ysgolion mewn	349	4.86%
			Cymraeg Lefel 3	%
18 - 19	7067	Staff sydd ddim yn gweithio ysgolion mewn	129	1.83%
19 - 20	7181	Staff sydd ddim yn gweithio ysgolion mewn	137	1.90%
			Cymraeg Lefel 4	%
18 - 19	7067	Staff sydd ddim yn gweithio ysgolion mewn	119	1.68%
19 - 20	7181	Staff sydd ddim yn gweithio ysgolion mewn	143	1.99%
			Cymraeg Lefel 5	%
18 - 19	7067	Staff sydd ddim yn gweithio ysgolion mewn	372	5.26%

19 - 20	7181	Staff sydd ddim yn gweithio mewn ysgolion	426	5.93%
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*Dydy'r nifer yma ddim yn cynrychioli nifer y gweithwyr - mae'n cynnwys cyflogaeth luosog, hynny yw, mae un gweithiwr wedi'i gyfrif ar gyfer pob swydd sydd gydag ef. Mae'n cynnwys gweithwyr achlysurol hefyd.

**Mae'r ffigur hefyd yn cynnwys staff sydd heb ymateb i'r holiadur eto.

HYFFORDDIANT AR GYFER STAFF: SAFON 170 (2)(b) a (c)

Does dim newid wedi bod ers y sefyllfa yn 2019-2020 o ran hyfforddiant ar gyfer Recriwtio a Hysbysebu, Rheoli Cyflawniad, Gweithdrefnau Cwyno a Disgyblu, Ymsefydlu, Delio â'r Cyhoedd ac Iechyd a Diogelwch, yn seiliedig ar y cofnodion a gafodd eu cadw yn unol â Safon 152 sy'n seiliedig ar ofynion Safon 128.

LLENWI SWYDDI GWAG: SAFON 170 (ch)

Caiff y ffigyrau canlynol eu cadw yn unol â Safon 154, yn seiliedig ar ofynion Safon 136. Ers mis Medi 2017, mae'n hanfodol bod pob swydd newydd yn gofyn am Gymraeg Lefel 1 (Cymraeg sylfaenol) gydag opsiynau i reolwyr recriwtio ar lefel 2 i lefel 5 gan ddibynnu ar y swydd. Mae nifer y swyddi ar y lefel rhwng 2 a 5 fel a ganlyn:

Lefelau Sgiliau Cymraeg	L1	432
Lefelau Sgiliau Cymraeg	L2	6
Lefelau Sgiliau Cymraeg	L3	2
Lefelau Sgiliau Cymraeg	L4	1
Lefelau Sgiliau Cymraeg	L5	6

Mae cynnydd yn y maes yma wedi bod yn araf gan ystyried y ffigyrau y llynedd a'r ffaith bod meysydd gwasanaeth wedi cyfaddef bod angen rhagor o sgiliau siarad Cymraeg. Mae angen cynnal rhagor o waith i godi ymwybyddiaeth rheolwyr o bwysigrwydd asesiadau recriwtio yn rhan hanfodol o waith cynllunio'r gweithlu. Bydd cynyddu nifer y swyddogion sy'n siaradwyr Cymraeg yn lliniaru unrhyw bryderon ynglŷn â chynnal gwasanaethau trwy gyfrwng y Gymraeg.

Rhagor o wybodaeth:

Yr Uned Gwasanaethau Cymraeg

Cyngor Bwrdeistref Sirol Rhondda Cynon Taf

Pafiliwn D

Cwm Clydach

Tonypandy

Rhondda Cynon Taf

CF40 2XX

Ffôn: 01443 570001

Atodiad 1 – Sut mae'r Cyngor wedi cydymffurfio

Mae'r canlynol yn nodi camau gweithredu mae pob maes gwasanaeth wedi'u cymryd i gydymffurfio â gofynion Safonau'r Gymraeg a dyfyniadau o'u Hunanwerthusiadau o'r Gwasanaeth.

Gwasanaethau Iechyd a Diogelwch y Cyhoedd

Mae'r gwasanaeth yn gweithio gyda'r Uned Gwasanaethau Cymraeg i sicrhau bod ein holl brosesau a gohebiaeth yn cydymffurfio â Safonau'r Gymraeg. Rydyn ni wedi datblygu Siart Gwneud Penderfyniadau ynglŷn â Gohebiaeth er mwyn helpu swyddogion i gydymffurfio. Cafodd hyn ei nodi'n arfer da gan y Swyddog Cydymffurfio – Y Gymraeg ac mae wedi cael ei roi ar waith o ran adrannau eraill o'r Cyngor.

Yn rhan o'r arolwg, rydyn ni eisoes wedi cyflawni'r canlynol:

- Adolygiad parhaus o dudalennau'r wefan / dileu unrhyw dudalennau nad oedden nhw'n cydymffurfio.
- Adolygu a chyfieithu ffurflenni / llythyrau safonol.
- Pob neges ar Facebook yn Gymraeg a Saesneg.
- Rhoi systemau ar waith i gasglu dewis iaith ar ein prif gronfa ddata ac, wrth gasglu data (e.e. ffurflenni arolygu) i sicrhau ein bod yn ymateb yn briodol.
- Mae pob gohebiaeth gan y garfan Iechyd a Lles ar gael yn Gymraeg a Saesneg ac rydyn ni wedi ymgorffori adborth gan garfan Gwasanaethau Cymraeg ynglŷn â sut rydyn ni'n gwella'r ddarpariaeth.
- Cefnogi nifer o staff i ymgymryd â hyfforddiant Cymraeg canolradd yn ogystal â hyfforddiant sylfaenol.
- Mae cofrestrydd sy'n siaradwr Cymraeg ar gael ar gyfer cofrestru genedigaethau a marwolaethau, a gweinyddu priodasau; bydd hysbyseb am swyddogion cofrestru achlysurol yn annog siaradwyr Cymraeg i wneud cais.

- Mae nifer o arolygiadau bellach yn cael eu cynnal trwy gyfrwng y Gymraeg yn ôl cais y busnes.
- Mae swyddogion sy'n siaradwyr Cymraeg yn siarad yr iaith yn y swyddfa yn fwy aml i gynnal eu gallu; mae rhai swyddogion yn dewis cynnal calendrau Outlook yn Gymraeg.
- Mae llyfryn Scamiau Profedigaeth dwyieithog wedi cael ei lunio gan Safonau Masnach.

Uned Busnes y Cyngor:

- Mae'r gwasanaeth wedi codi proffil yr iaith yn sylweddol.

- Mae gwasanaethau cyfieithu ar y pryd yn cael eu darparu ar gyfer pob pwyllgor e.e. y Cyngor Llawn, Craffu a Rheoleiddio, gan gynnwys cyfleoedd hyfforddi i Aelodau.
- Mae cyfieithwyr penodol sy'n gweithio'n agos gydag Uned Busnes y Cyngor.
- Mae holl ddogfennau sydd ar gael i'r cyhoedd yn cael eu cyfieithu, gan gynnwys agendâu a chofnodion pwyllgorau, yn unol â Safonau'r Gymraeg. Bydd dull dwyieithog tuag at gyflwyniadau PowerPoint sy'n cael eu cyflwyno i Aelodau yng nghyfarfodydd y Cyngor a chyfarfodydd craffu yn cael ei roi ar waith.
- Gohebiaeth ddwyieithog â'r holl Aelodau Etholedig drwy e-bost.
- Darpariaeth i aelodau o'r cyhoedd siarad yng nghyfarfodydd craffu trwy gyfrwng y Gymraeg.
- Mae staff yn cael eu hannog i ddefnyddio'r Gymraeg yn y gweithle.
- Cynhaliwyd cyfarfod gweithdy 'Cyfieithu' cadarnhaol rhwng Aelodau / Swyddogion Uned Gwasanaethau Cymraeg ac Uned Busnes y Cyngor i drafod dulliau pellach ac i nodi rhwystrau i Aelodau o ran y Gymraeg.
- Darpariaeth yn rhaglen waith y Pwyllgor Trosolwg a Chraffu i graffu ar gydymffurfiaid y Cyngor â Safonau'r Gymraeg yn y dyfodol.
- Mae Grŵp Llywio'r Cabinet ar faterion y Gymraeg wedi cael ei gefnogi trwy gydol y flwyddyn. Mae'n grŵp trawsbleidiol o Aelodau a Swyddogion sy'n edrych ar ddatblygu polisïau a thueddiadau gwasanaethau i gryfhau'r Gymraeg ar draws y Cyngor er budd Aelodau.
- Wedi defnyddio ap Modern Gov, sy'n caniatáu i Aelodau benderfynu ar ddewis iaith wrth ddarllen papurau pwyllgorau.

Meysydd Posibl i'w Gwella

- Mae'n bosibl y bydd angen cynnal gwaith gydag Uned Gwasanaethau Cymraeg o ran derbyn E-ddeisebau trwy system Modern Gov fel sydd wedi'i nodi o'r blaen – er ein bod ni'n effro i adolygiad ehangach sy'n cael ei gynnal gan Lywodraeth Cymru.
- Gweithio gydag Uned Gwasanaethau Cymraeg i lunio modiwlau e-ddysgu i sicrhau eu bod nhw ar gael i Aelodau yn ddwyieithog.

Y Cabinet, Cyfathrebu a Gwasanaethau Digidol

- Mae Safonau'r Gymraeg yn cael eu hintegreiddio'n llawn yng ngwaith cyfathrebu – mae'r holl gyfryngau'n ddwyieithog.
- Mae cymorth wedi cael ei ddarparu ar gyfer y Gymraeg a diwylliant Cymreig trwy gydol y flwyddyn – mae enghreifftiau diweddar yn cynnwys hyrwyddo Diwrnod Owain Glyndŵr a Diwrnod Shwmae.

Meysydd Posibl i'w Gwella

- Parhau i weithio'n agos gydag Uned Gwasanaethau Cymraeg i roi cymorth cynnwys ar gyfer hyrwyddo'r Gymraeg.
- Sefydlu dulliau cyfathrebu gwell i hwyluso llunio cynnwys digidol.

Gwasanaethau Ymgynghori ac Ymgysylltu

- Mae'r holl ddogfennau Ymgynghori ac Ymgysylltu ar gael yn Gymraeg. Mae gennym berthynas waith ardderchog gydag Uned Gwasanaethau Cymraeg yr Awdurdod o ganlyniad i'r angen i gyfieithu'r mwyafrif helaeth o'r gwaith rydyn ni'n ei wneud. Rydyn ni hefyd yn cynorthwyo Uned Gwasanaethau Cymraeg gyda'u hymgyngoriadau eu hunain. Mae'r adran yn parhau i gefnogi aelodau o staff sydd am ddysgu Cymraeg er mwyn eu helpu i ymgysylltu â siaradwyr Cymraeg yn y gwahanol achlysuron rydyn ni'n cymryd rhan ynddyn nhw.
- Rydyn ni wedi cyflwyno cwestiwn newydd i'w ddefnyddio ar gyfer pob ymgynghoriad ar newid gwasanaeth er mwyn asesu'r effaith y bydd unrhyw newid yn ei gael ar y Gymraeg neu siaradwyr Cymraeg. Mae hyn yn unol â gofynion Mesur y Gymraeg.

Meysydd Posibl i'w Gwella

- Parhau i helpu staff i ddysgu Cymraeg er mwyn darparu gwasanaeth cwbl ddwyieithog i drigolion a lleihau dibyniaeth ar yr Uned Gwasanaethau Cymraeg.
- Sicrhau bod pob gwasanaeth yn mabwysiadu'r cwestiwn safonol yn unrhyw ymgynghoriadau newid gwasanaeth.

Llesiant a Chydnerthedd y Gymuned

Mae'r Gwasanaeth yn parhau i ymateb yn gadarnhaol i ofynion Safonau'r Gymraeg, gyda'r holl ddeunydd ysgrifenedig sydd ar gael i'r cyhoedd, gan gynnwys gwybodaeth a cheisiadau ar-lein, yn ddwyieithog erbyn hyn.

Caiff sgiliau iaith eu hatgyfnerthu trwy recriwtio lle bo hynny'n bosibl, er nad yw hi bob amser yn bosibl recriwtio unigolion sydd â'r sgiliau angenrheidiol ar gyfer y swydd ac sydd hefyd â'r sgiliau iaith Gymraeg angenrheidiol. Wrth ymgysylltu â gwasanaethau, gofynnir i deuluoedd bob amser am eu dewis iaith ac mae siaradwyr Cymraeg yn cael eu penodi i weithio gyda theuluoedd unigol.

Cymeradwywyd Cynllun Strategol Cymraeg mewn Addysg 2017-2020 gan Lywodraeth Cymru ar 15 Mawrth 2018. Mae'r cynllun yn manylu ar weledigaeth y Cyngor ar gyfer Addysg Cyfrwng Cymraeg a'r ffordd y caiff y Gymraeg ei dysgu. Mae'r Cynllun Strategol Cymraeg mewn Addysg yn cyd-fynd yn agos â'r strategaeth 5 mlynedd ar gyfer hyrwyddo'r Gymraeg. Cafodd ei lunio ochr yn ochr â rhanddeiliaid mewnol ac allanol gan gynnwys Sefydliadau Cymunedol Cyfrwng Cymraeg. Mae'r Cynllun Strategol Cymraeg mewn Addysg yn cynnwys cynllun gweithredu manwl am y tro cyntaf, a bydd yn cael ei fonitro trwy gyfarfodydd bob dwy flynedd i sicrhau bod cynnydd yn cael ei wneud yn erbyn y canlyniadau. Mae gan y Gwasanaeth Blynnyddoedd Cynnar a Chymorth i Deuluoedd a'r Gwasanaeth Ymgysylltu a Chyfranogiad leuenctid gyfrifoldebau am gyflawni camau gweithredu yn y Cynllun Strategol Cymraeg mewn Addysg.

Mae gan y Gwasanaeth Ymgysylltu a Chyfranogiad leuenctid (YEPS) Swyddog Ymgysylltu leuenctid sy'n siarad Cymraeg ym mhob un o'r 4 ysgol uwchradd Gymraeg. Mae'r Swyddog Ymgysylltu leuenctid yn cynnig cefnogaeth i bobl ifainc wella eu gwydnwch; yn darparu cyrsiau achrededig ac yn brif bwynt cyswllt ar gyfer yr holl ddarpariaeth ar ôl ysgol mae'r

gwasanaeth yn ei chynnig i bobl ifainc. Roedd gweithgareddau Cymraeg hefyd yn cael eu cynnig trwy gydol y gwyliau ysgol fel Cerdded Ceunentydd, Rafftio ac Adeiladu Tîm.

Mae gan y Gwasanaeth Ymgysylltu a Chyfranogiad Ieuenctid Gytundeb Lefel Gwasanaeth gyda Menter Iaith i gyflwyno rhaglen o weithgareddau mynediad agored i bobl ifainc sy'n byw yn Rhondda Cynon Taf a hynny drwy gyfrwng y Gymraeg. Mae hyn yn cynnwys 4 Fforwm Ieuenctid yn yr ysgolion uwchradd cyfrwng Cymraeg yn RhCT. Mae'r fforymau'n cyfarfod bob pythefnos gyda thua 6-10 o bobl ifainc fesul ysgol yn cymryd rhan. Mae'r Gwasanaeth hefyd yn hwyluso trafodaethau gyda phobl ifainc, gyda ffocws ar godi ymwybyddiaeth o'r Gymraeg a hyrwyddo'r cyfleoedd a ddarperir trwy gydol y flwyddyn i bobl ifainc fanteisio ar gyfleoedd dysgu ac ennill achrediad. Yn 2017/2018 darparodd y Fenter Iaith 15 sesiwn i 107 o bobl ifainc, a hynny drwy gyfrwng y Gymraeg.

Ar hyn o bryd, mae Cynnig Gofal Plant Dechrau'n Deg ar gael i bob teulu â phlant 2-3 oed sy'n byw mewn ardaloedd â chodau post cymwys. Mae'r cynnig ar gael trwy gyfrwng y Gymraeg a'r Saesneg, a bydd dewis rhieni bob amser yn cael ei ystyried. Ar hyn o bryd, mae 25% o holl ofal plant Dechrau'n Deg yn cael ei ddarparu trwy gyfrwng y Gymraeg, a hynny yn unol ag argaeledd addysg y brif ffrwd.

Mae'r gwasanaeth wedi sicrhau cyllid ar gyfer staff yr Awdurdod Lleol i ymgymryd â hyfforddiant iaith ychwanegol yn nhymer yr Hydref 2018. Y nod oedd cyflwyno'r hyfforddiant ehangach yn dilyn y cynllun peilot, a hynny i'r lleoliadau gofal plant Dechrau'n Deg a gomisiynwyd, a chafodd hyn ei gyflawni yn Nhymer yr Haf 2019. Mae sgoriau'r adnodd monitro ac asesu 2017-18 ar gyfer elfen iaith Gymraeg wedi cynyddu i 78%, gan ddangos cynnydd o 7%. Mae copïau o'r llyfryn Manteision Dwyieithrwydd wedi'u hanfon at yr holl lleoliadau gofal plant Dechrau'n Deg a'r Awdurdod Lleol er mwyn eu dosbarthu ymhlith rhieni.

Mae'r holl staff gofal plant wedi cael eu hyfforddi hyd at lefel 1 ac maen nhw'n defnyddio ymadroddion Cymraeg yn ystod grwpiau sy'n seiliedig ar dystiolaeth ac wrth ymwneud â'r rhieni a'r plant wyneb yn wyneb. Ar hyn o bryd mae staff Siarad a Chwarae yn defnyddio ymadroddion Cymraeg wrth gyfathrebu â rhieni/plant yn eu grwpiau. Mae'r gwasanaeth yn defnyddio 'ymadrod yr wythnos' er mwyn gwella sgiliau staff wrth ddefnyddio geiriau neu frawddegau Cymraeg allweddol. Mae'r holl lyfrau stori a ddefnyddir yn y grwpiau Siarad a Chwarae yn ddwyieithog fel bod modd adrodd y stori a benthycu'r llyfrau i rieni. Weithiau, bydd y garfan yn darllen y fersiwn Gymraeg o'r stori. Mae caneuon a rhigymau Cymraeg yn cael eu canu bob wythnos.

Rydyn ni'n parhau i gynnig defnydd rhad ac am ddim i awdurdodau lleol a sefydliadau'r trydydd sector o'r cyfleusterau yn y 3 Canolfan i Blant fel bod modd darparu cyrsiau hyfforddi yn Gymraeg.

Mae pob aelod newydd o staff ar draws y Gwasanaeth Cydnerthedd a Llesiant y Gymuned yn cael ei gefnogi i gwblhau hyfforddiant Cyflwyniad i Gymraeg yr Awdurdod Lleol, ac yn cael ei gefnogi'n llawn i gwblhau unrhyw hyfforddiant pellach yn ystod oriau gwaith.

Mae rhaid i holl bartneriaid wedi'u comisiynu gydymffurfio â Safonau'r Gymraeg lle bo'n berthnasol i'r gwasanaeth sy'n cael ei gyflawni. Mae Carfan Gomisiynu'r Gwasanaeth Cydnerthedd a Llesiant y Gymuned yn nodi p'un o'r 171 o Safonau yn berthnasol i'r gwasanaeth wedi'i gontractio ac mae'r rhain yn cael eu rhestru yn y manyleb gwasanaeth cyn tendro. Mae'r Swyddogion Monitro Contractau a Chydymffurfio yn cynnal ymweliadau monitro bob chwarter i sicrhau bod contractau'n cydymffurfio, gan gynnwys gwiriadau cydymffurfio ar Safonau'r Gymraeg. Bydd hyn yn cael ei roi ar waith o ran contractau gofal plant yn 2019/20.

Yn ystod 2018/19, cafodd ffurflen monitro Safonau'r Gymraeg ar wahân ei datblygu ac mae'r holl ddarparwyr bellach yn destun Archwiliad Safonau'r Gymraeg sy'n cael ei gynnal gan eu Swyddog Monitro Contractau a Chydymffurfio. Mae canlyniadau'r archwiliad yn cael eu

hanfon yn ôl at ddarparwyr yn rhan o'u cyfarfod adolygu cyflawniad blynyddol. Nodir bod angen camau gweithredu brys os oes unrhyw achosion o beidio â chydymffurfio.

Meysydd Posibl i'w Gwella

- Parhau i gefnogi staff sy'n dymuno datblygu eu sgiliau Cymraeg.
- Ymchwilio i ddulliau dysgu eraill er mwyn galluogi rhagor o staff i fanteisio ar hyfforddiant er mwyn gwella hyfedredd yn y Gymraeg ar draws ystod o rolau.
- Adolygu lleoliadau Gofal Plant wedi'u comisiynu gan raglen Dechrau'n Deg i sicrhau eu bod nhw'n cydymffurfio â Safonau'r Gymraeg wedi'u nodi yn eu contractau.
- Wrth ymgymryd â'r adolygiad comisiynu Gofal Plant Dechrau'n Deg, mae argaeledd darpariaeth cyfrwng Cymraeg yn cael ei chynnwys yn elfen allweddol.

Gofal i Gwsmeriaid

Mae'r polisi un drws ffrynt yn ei gwneud hi'n haws i RhCT fodloni Safonau'r Gymraeg, gan roi cynnig cyfartal ar y pwynt cyswllt cyntaf drwy ddefnyddio prosesau awtomataidd/seiliedig ar ymgynghorwyr.

- Mae Safonau'r Gymraeg yn enghraifft o sut y gall proses gyfuno gefnogi'n well na, er enghraifft, dderbynfeydd/switsfyrddau di-drefn ac ati.
- Gwefannau a thudalennau 'sblash' dwyieithog - gwefan ddwyieithog ar gyfer yr holl wybodaeth a thrafodion.
- Prosesau ar-lein y garfan we – wedi'u cyfieithu ymlaen llaw, newidiadau parhaus.
- Ymatebion e-bost - Erbyn hyn mae pob ffurflen fewnol yn anfon derbynebaw e-bost oddi wrth gwasanaethauigwsmeriaid@rctcbc.gov.uk os cwblhawyd y ffurflen yn Gymraeg.
- Cyfeiriadau Cymraeg – Edrych ar wefan 'In your neighbourhood'. – gwaith wrthi'n cael ei gynnal i ganiatáu i gwsmeriaid chwilio am le ac enw stryd Cymraeg wrth ddefnyddio ffurflenni mewnol.
- Rhifau allweddol 'gwasgwch 1' ar gyfer gwasanaeth Cymraeg (dim rhaid i'r sawl sy'n gwneud yr alwad aros yn hirach).
- Mae gan bob llinell (switsfyrddau rheng flaen a hen switsfyrddau) opsiwn 'gwasgwch 1' ar gyfer y Gymraeg – gyda chiwiau Cymraeg unigol sy'n cynnig yr un gwasanaeth (e.e. negeseuon ac ati) ag sydd ar gael i gwsmeriaid sy'n siaradwyr Saesneg.
- Dangosydd Perfformiad o 90% ar gyfer y Ganolfan Alwadau mewn perthynas ag Ymgynghorwyr sy'n Siarad Cymraeg.
- 2018/19 - Derbyniwyd 1,186 o alwadau ffôn (0.2% o'r holl alwadau) gydag amser ymateb cyfartalog o 126 eiliad (77 eiliad yn gynt na'r ciwiau eraill yn ystod y dydd).
- Mae apwyntiadau iBobUn yn cael eu cynnig a'u cynnal yn Gymraeg.
- Cefnogi'r Garfan Gwasanaethau Cymraeg a'r Comisiynydd trwy roi adborth amserol i unrhyw ymholiadau am ddarpariaeth gwasanaethau.

Mae ymgynghorwyr sy'n siarad Cymraeg yn cael sesiynau gloywi i sicrhau bod sgiliau'n cael eu cynnal.

Mae Grŵp Canolbwyntio ar Gwsmeriaid Cymru Gyfan (CFW) yn cysylltu â'r Comisiynydd yn rheolaidd.

Mewnwyd – tudalen 'sblash' a fersiynau Saesneg a Chymraeg o sawl rhan gan gynnwys y dudalen hafan. Lle mae tudalen ar gael yn y ddwy iaith, mae botwm yn caniatáu i staff newid iaith gan aros ar yr un dudalen. Mae adolygiad diweddar wedi nodi meysydd i wella nodweddion ymhellach.

Meysydd Posibl i'w Gwella

Recriwtio ymgynghorwyr sy'n siarad Cymraeg a hyfforddi'r rhai presennol.

Gwasanaethau Cymuned

Mae Gwasanaethau Cymuned yn ffodus o fod â nifer o siaradwyr Cymraeg ymhlith ei staff a rheolwyr, er bod hyn yn gymysg yn rhai meysydd ac mae heriau o hyd.

Dyma ganran y staff sy'n siarad Cymraeg yn rhugl ac sydd wedi cofnodi eu hunain yn Lefel 4 a 5:

- Addysg i Oedolion – 17.6%
- Celfyddydau (Gwasanaethau Diwylliannol) – 25.2%
- Datblygu Cymunedol – 14.2%
- Rhaglenni Cyflogaeth – 3.2%
- Llyfrgelloedd – 8.2%
- Gwasanaethau Cymraeg – 100%

Mae swyddog sy'n siaradwr Cymraeg ar gael ar draws pob maes gwasanaeth ond mae heriau mewn perthynas â sicrhau bod modd manteisio ar wasanaethau Cymraeg i gwsmeriaid o ran gwasanaethau lle mae lleoliadau cyflawni lluosog. Mae hyn yn arbennig o wir o ran llyfrgelloedd, darpariaeth Cymunedau am Waith a Mwy a darpariaeth celfyddydau. Serch hynny, aethpwyd i'r afael â rhai o hyn trwy gofrestru staff ar gyrsiau gloywi iaith (o ran llyfrgelloedd) a chymysgedd o gyrsiau lefel sylfaenol a chysiau lefel uwch (o ran Gwasanaeth y Celfyddydau ac Addysg i Oedolion).

Mae staff yn effro i bwysigrwydd cynnig gwasanaeth trwy gyfrwng y Gymraeg ac mae systemau ar waith yn eu meysydd gwasanaeth i sicrhau bod modd cyflawni hyn. Mae staff yn eglur o ran y gofyniad i nodi dewis iaith unigolyn ac i ymateb i unrhyw ohebiaeth sydd wedi dod i law yn yr iaith o'i ddewis. Mae datblygu dull cydgysylltiedig ar gyfer cofnodi'r wybodaeth yma yn her o hyd ac yn un sy'n gyffredin ar draws gwasanaethau cyhoeddus yng Nghymru yn amodol ar y safon yma.

Mae 50% o'r rheolwyr gwasanaeth yn rhugl yn y Gymraeg, yn ogystal â'r Cyfarwyddwr Gwasanaeth, fel bod modd cynnal yr adolygiadau cyflawniad a chyfarfodydd 1:1 misol rhwng y rheolwyr yma a'r Cyfarwyddwr Gwasanaeth yn Gymraeg. Yn ogystal â hynny, mae holl ohebiaeth rhynddyn nhw yn cael ei chynnal yn Gymraeg gan mai dyma eu dull naturiol o gyfathrebu (oni bai bod siaradwyr Saesneg yn rhan o'r ohebiaeth, lle byddan nhw'n mynd yn

ôl at siarad Saesneg). Mae hyn hefyd yn golygu bod modd delio ag unrhyw faterion sy'n ymwneud ag Adnoddau Dynol yn Gymraeg a hyrwyddo'r cynnig mewn perthynas â Safonau 101-109 ymhlith gweithlu'r gwasanaethau ehangach.

O safbwynt sgiliau Cymraeg staff, bydd angen annog y rheiny ar Lefelau 1-3 i wneud cynnydd pellach fel y bydd siaradwyr â'r sgiliau digonol ar draws gwasanaethau rheng flaen er mwyn ceisio bodloni safon penderfyniad Tribiwnlys y Gymraeg. Er enghraifft, mae 41 o aelodau o staff sydd, ar hyn o bryd, ar Lefel 2 a allai gael cynnig i wneud cynnydd pellach. (Mae rheolwyr yn cefnogi datblygu'r sgiliau yma ac yn barod i ryddhau staff rheng flaen i gyflawni hyn).

Mae holl ddogfennau a chyhoeddusrwydd ysgrifenedig yn cydymffurfio â Safonau'r Gymraeg perthnasol. Mae pob neges cyfryngau cymdeithasol yn ddwyieithog ac mae newidiadau i dudalennau gwe yn cael eu hanfon i'w cyfieithu fel bod unrhyw newidiadau ar gael yn y ddwy iaith ar yr un pryd.

Does dim cwyn swyddogol wedi bod mewn perthynas â chynnig Cymraeg gwasanaethau cymuned. Serch hynny, mae ambell i sylw wedi cael ei ddweud wrth staff, nad oedd modd iddyn nhw ddelio â holl ofynion cwsmer yn Gymraeg, gan nad oedd y cwsmer yn hapus am gael ei atgyfeirio at aelod arall o staff. (Yn yr amgylchiadau yma, roedd y cwsmeriaid o'r farn y dylai'r poster a arddangoswyd – 'Hapus i siarad Cymraeg' – olygu bod modd i'r unigolyn cyntaf maen nhw'n ymgysylltu â fe ddelio â nhw. (Doedd hyn ddim yn ofyniad yn ôl y Safonau adeg hynny).

Mae rhai adrannau o Wasanaethau Cymuned yn comisiynu darparwyr trydydd parti i gefnogi eu gwaith er enghraifft, mae nifer o glybiau gwaith Cymunedau am Waith a Mwy a sesiynau Dydd Gwener Digidol yn cael eu darparu gan sefydliadau trydydd parti. Manteisiwyd ar gymorth yr Uned Gwasanaethau Cymraeg i sicrhau bod y Cytundebau Lefel Gwasanaeth gyda'r holl bartïon wedi'u comisiynu yn tynnu sylw at y safonau penodol mae rhaid iddyn nhw eu bodloni. Mae elfen yma'r contract yn destun monitro gan y Garfan Gomisiynu.

Mae'r rhan fwyaf o wefannau'n ddwyieithog. Serch hynny, mae gwaith i'w wneud o hyd ar y wefan sydd â'r Archif Lluniau Digidol i sicrhau ei bod yn cydymffurfio'n llawn.

Mae'n werth nodi bod y Gwasanaeth Llyfrgelloedd yn rhagori ar y dangosydd ansawdd presennol wedi'i nodi gan Lywodraeth Cymru mewn perthynas â gwariant canrannol ar lyfrau ac adnoddau Cymraeg ar-lein. Effaith hyn oedd cynyddu nifer y benthyciadau llyfrau Cymraeg sy'n tueddu profi'r ffaith bod modd i ni, fel gwasanaethau, greu galw am wasanaethau yn Gymraeg yn hytrach na bod yn ymatebol.

Ers y hunanwerthusiad diwethaf, mae'r Gwasanaeth Llyfrgelloedd wedi gweithio i fynd i'r afael â'r materion wedi'u nodi yn yr Adroddiad Cydymffurfio 2018 gan gynnwys sicrhau bod holl bolisiâu'r llyfrgelloedd yn cael eu cyfieithu a'u diweddarau yn Gymraeg, prynu stampiau â dyddiadau dwyieithog, adfer dolenni gwefannau i dudalennau Cymraeg a sicrhau bod holl staff y llyfrgelloedd wedi mynychu cyrsiau gloywi Cymraeg.

Mae darpariaeth gwasanaethau ar gyfer meysydd gwasanaeth wedi'u nodi yn ystod yr ymgynghoriad yn 2016 ar ddatblygu Strategaeth 5 mlynedd fel meysydd blaenoriaeth i drigolion – mae hyn yn cynnwys Llyfrgelloedd, Addysg i Oedolion a'r Celfyddydau – wedi sicrhau eu bod yn cyfrannu at dargedau penodol y Cynllun Gweithredu. Yn ogystal â hyn, mae Cynllun y Gymraeg Gwasanaeth y Celfyddydau, a gafodd ei gyflwyno i Gyngor Celfyddydau Cymru yn rhan o'r cytundeb cyllid refeniw, yn cyfateb i Strategaeth y Cyngor ar gyfer hyrwyddo'r iaith ac yn tynnu sylw at gamau gweithredu i gynyddu nifer y cyfleoedd i blant a phobl ifainc gymryd rhan trwy gyfrwng y Gymraeg.

Meysydd Posibl i'w Gwella

- Cefnogi staff i wella eu sgiliau ieithyddol ymhellach.
- Parhau i weithio ar yr Archif Lluniau Digidol i sicrhau ei bod yn cydymffurfio'n llawn.

Adnoddau Dynol

Rydyn ni'n parhau i weithio'n agos gyda gwasanaethau i fynd i'r afael â hyfforddiant lefel 1 ac i archwilio ffyrdd mwy effeithiol o weithio, yn enwedig o ran gweithwyr achlysurol rhan amser.

Rydyn ni wedi parhau i flaenoriaethu darpariaeth gwasanaeth Cymraeg ac wedi gwneud cynnydd o un siaradwr Cymraeg. Rydwn ni'n parhau i adolygu'r holl ddogfennau a pholisïau i sicrhau bod y fersiynau Cymraeg wedi'u hintegreiddio ac ar gael. Trwy gyfarfodydd misol gyda'r Swyddog Cydymffurfio, mae'r adran yn gweithio trwy bolisïau y mae'r rhan fwyaf wedi cael eu cyfieithu erbyn hyn, a mynd i'r afael â materion data ar gyfer darpariaeth Gymraeg. Rydwn ni hefyd yn parhau i fynd i'r afael â'r bwch gwybodaeth o ran gallu yn y Gymraeg gyda gwiriadau hyfforddiant lefel 1 a gwiriadau ôl-weithredol ar staff presennol. (gweler y tabl)

2019	12 Mawrth	6 Mehefin	13 Awst	27 Medi
Gwag	609	445	493	442
Lefel 0	3299	3240	3142	3218
Lefel 1	2228	2419	2485	2520

Meysydd Posibl i'w Gwella

Mae'r Garfan Datblygu Pobl yn gweithio gyda darparwr RCTSource i asesu'r cyfleoedd i ddatblygu safle cyfrwng Cymraeg. Gyda throsiant staff, mae'r siaradwyr Cymraeg wedi symud i swyddi gwahanol yn yr adran Adnoddau Dynol sydd wedi cael effaith. Bydd hyn yn parhau i gael ei adolygu.

Gwasanaethau i Blant

Mae Gwasanaethau i Blant yn parhau i gydymffurfio â Safonau'r Gymraeg. Mae pob aelod o staff yn gwybod am y gofynion o ran y Gymraeg a sut bydd hyn yn effeithio ar ei faes gwasanaeth. Mae gwasanaethau rheng flaen, sy'n ymdrin yn uniongyrchol â defnyddwyr gwasanaethau, yn gwneud cynnig gweithredol i gyfathrebu yn Gymraeg ac mae trefniadau wedi cael eu gwneud gyda siaradwyr Cymraeg sy'n rhan o'r gwasanaeth i ymdrin ag ymholiadau o'r fath yn ôl yr angen. Mae defnyddwyr gwasanaethau sy'n dewis cyfathrebu yn Gymraeg yn cael eu nodi ar system WICCIS.

Mae staff yn cael eu hannog a'u cefnogi i ymgymryd â hyfforddiant fydd yn eu galluogi i ddysgu Cymraeg. Mae gwybodaeth wedi cael ei rhoi i reolwyr a staff mewn cyfarfodydd ac maen nhw wedi ymgymryd â modiwlau e-ddysgu mewn perthynas â'r Gymraeg. Caiff unrhyw ddiweddariadau eu rhoi i'r staff mewn cyfarfodydd carfan.

Mae'r holl gyhoeddiadau yn ddwyieithog.

Meysydd Posibl i'w Gwella

Parhau i bwysleisio'r neges ac annog staff i ddysgu a siarad Cymraeg.

Gwasanaethau Ffyniant a Datblygu

Mae'r Gwasanaeth wedi parhau i weithio'n agos gyda'r Uned Gwasanaethau Cymraeg i sicrhau ei fod yn cydymffurfio â Safonau'r Gymraeg. Mae'r holl ddogfennau a gwasanaethau ar gael yn ddwyieithog, gan gynnwys yr holl ohebiaeth a chyhoeddiadau. Mae gan y Gwasanaeth hefyd nifer o siaradwyr Cymraeg sy'n gallu hwyluso trafodaethau wyneb yn wyneb, galwadau ffôn a chyfarfodydd. Mae'r gwasanaeth hefyd wedi derbyn ei gais cynllunio Cymraeg cyntaf. Cafodd y cais yma ei brosesu a'i benderfynu yn Gymraeg ac o fewn yr un amserlenni ag unrhyw gais arall wedi'i gyflwyno trwy gyfrwng y Saesneg (hynny yw, doedd dim oedi wrth gyfathrebu â'r Cyngor yn Gymraeg).

Mae'r gwasanaeth wedi gweithio ochr yn ochr â'r Uned Gwasanaethau Cymraeg i sicrhau bod yr holl dudalennau gwe a dolenni yn ddwyieithog.

Hyd yn hyn, dydyn ni ddim wedi derbyn unrhyw gwynion gan y cyhoedd nac ymchwiliadau ffurfiol gan y Comisiynydd. Deliwyd â materion sydd wedi'u codi ynglŷn â darparu gwasanaethau neu wybodaeth yn Gymraeg mewn ffordd gyflym ac effeithiol.

Mae natur y gwaith a wnaed gan y gwasanaeth a'r systemau swyddfa gefn a ddefnyddir yn golygu bod cofnodi a dadansoddi'r defnydd o'r Gymraeg a cheisiadau am wasanaethau yn anodd. Mae hyn wedi cael ei fwydo yn ôl i'r Uned trwy Gais am Wybodaeth gan Gomisiynydd y Gymraeg.

Mae'r gwasanaeth wedi prynu a gosod pecyn o'r enw Linguaskin sy'n broses enfawr yn ein gallu i gynnig gwasanaeth cwbl Gymraeg i'n cwsmeriaid.

Mae'r gwasanaeth yn mynd ati'n weithredol i hyrwyddo'r Gymraeg yn y gweithle trwy annog staff i ddysgu a siarad Cymraeg. Yn ogystal â hyn, mae rhaid i staff sydd wedi cael dyrchafiad yn y gwasanaeth fynd ar gwrs Cymraeg.

Mae Uned Gwasanaethau Cymraeg yn mynd i bob cyfarfod Pwyllgor Cynllunio a Datblygu y Cyngor a chaiff siaradwyr o'r cyhoedd wybod bod dewis gyda nhw wneud hynny yn Gymraeg.

Mae'r iaith Gymraeg yn rhan bwysig o ddiwylliant Cymru, ac mae wedi cael ei chydabod yn Strategaeth Twristiaeth RhCT. Bydd ymwelwyr yn cael eu cyflwyno i'r iaith yn neunydd marchnata twristiaeth (megis y canllaw twristiaeth) mewn ffordd hwyl a chynhwysol. Mae busnesau twristiaeth hefyd yn cael eu hannog i hyrwyddo'r iaith Gymraeg yn bwynt gwerthu unigryw.

Byddwn ni'n gofyn am ddewis iaith pob unigolyn sy'n rhan o gyfarfodydd yr Hwb a Bwrdd Twristiaeth a bydd darpariaeth Gymraeg ar gael yn unol â hynny. Mae holl ohebiaeth ysgrifenedig yn ddwyieithog ac unrhyw negeseuon e-bost i grwpiau.

Mae deunydd twristiaeth yn cael ei lunio'n ddwyieithog yn unol â Safonau'r Gymraeg Llywodraeth Cymru ac mae unrhyw geisiadau am newid gan yr Uned Gwasanaethau Cymraeg yn cydymffurfio.

Mae'r Gwasanaeth Achlysuron hefyd yn parhau i weithio'n agos gydag Uned Gwasanaethau Cymraeg i sicrhau ei fod yn cydymffurfio â Safonau'r Gymraeg. Mae'r holl ddeunydd marchnata yn ddwyieithog ac mae holl negeseuon a hysbysebion ar y cyfryngau cymdeithasol yn Gymraeg ac yn Saesneg. Yn ogystal â hynny, cydymffurfir ag argymhellion am newidiadau (e.e. cynnwys gwefannau).

Yn dilyn seminar diweddar gyda chynrychiolwyr Comisiynydd y Gymraeg, mae templed taenlen wedi cael ei greu sy'n cofnodi nifer y ceisiadau am wybodaeth o ran twristiaeth ac achlysuron sy'n dod i law yn Gymraeg. Bydd hyn yn ein caniatáu ni i ddechrau asesu'r raddfa mae trigolion/ymwelwyr yn defnyddio'r Gymraeg wrth ymgysylltu â'r gwasanaethau am y tro cyntaf.

Bydd hyn yn fwyfwy pwysig dros y blynyddoedd nesaf gan fod y Cyngor wedi cyflwyno cais llwyddiannus i gynnal Eisteddfod Genedlaethol Cymru yn 2022, achlysur sydd â nod o hyrwyddo'r Gymraeg a diwylliant Cymru. Bydd angen i'r gwasanaeth weithio'n agos gyda threfnwyr yr Eisteddfod i sicrhau bod mesurau ar waith i'w chynnal yn llwyddiannus ac yn ddiogel. Yn rhan o sicrhau ei bod hi'n Eisteddfod llwyddiannus, bydd darpariaeth gwasanaethau trwy gyfrwng y Gymraeg yn cael ei hasesu.

Ar hyn o bryd ac wrth baratoi at yr Eisteddfod, mae'r gwasanaeth wedi cefnogi Menter Iaith ac yn parhau i wneud hynny. Mae hyn yn cynnwys gwybodaeth ac arbenigedd penodol am achlysuron a chyfraniad ariannol (Cyngor cyfan a marchnata) i gefnogi Parti Ponty, gŵyl celfyddydau a cherddoriaeth Cymreig sy'n cael ei chynnal ym Mhontypridd bob blwyddyn.

Meysydd Posibl i'w Gwella

Mae angen gwella gwaith ar y cyd â sefydliadau Cymraeg gan fod cyfleoedd i nodi a datblygu prosiectau twristiaeth diwylliannol er budd ymwelwyr (PGU) a thrigolion (sgiliau).

Gwasanaethau i Oedolion

Mae Gwasanaethau i Oedolion yn parhau i ymateb yn effeithiol i ofynion Safonau'r Gymraeg a "Fframwaith Strategol Dilynol ar gyfer Gwasanaethau Cymraeg mewn lechyd a Gwasanaethau Cymdeithasol" Llywodraeth Cymru - gan weithio yn agos â chydweithwyr Uned Gwasanaethau Cymraeg y Cyngor a fforwm chwarterol "Mwy na Geiriau" Cwm Taf i sicrhau ein bod ni'n cydymffurfio â'r gofynion wedi'u nodi uchod.

Yn y Gwasanaethau i Oedolion, mae staff rheng flaen yn gwneud cynnig rhagweithiol i gyfathrebu yn Gymraeg os mai dyna ddewis unigolyn. Yna, mae trefniadau yn cael eu gwneud i aelod o staff sy'n siarad Cymraeg sgwrsio a gweithio gyda'r unigolyn. Rydyn ni'n cofnodi dewis iaith pobl ar System Wybodaeth Gofal Cymunedol Cymru (WCCIS) sy'n llywio cyfathrebu yn y dyfodol. Rydyn ni'n gwirio dewisiadau iaith pan fo data craidd yn cael ei wirio. Chafodd Gwasanaethau i Oedolion mo cwynion ynglŷn â gwasanaethau yn Gymraeg.

Mae pob gohebiaeth a deunydd ysgrifenedig sydd ar gael i'r cyhoedd, gan gynnwys gwybodaeth ar-lein a DEWIS, bellach ar gael yn ddwyieithog i sicrhau cydymffurfiaeth â'r Safonau. Mae pob aelod o staff yn gwybod am ofynion y Safonau a sut bydd hyn yn effeithio ar ei waith. Rydyn ni hefyd yn monitro ein holl ddarparwyr gwasanaeth allanol i sicrhau eu bod nhw'n cydymffurfio â'r Safonau. Mae'r fframwaith monitro contractau'r Gwasanaethau i Oedolion yn monitro pob darparwr allanol i sicrhau ei fod yn cydymffurfio â'r Safonau – cafodd dim problemau eu nodi.

Ym mis Mawrth 2019, cynhaliodd Uned Gwasanaethau Cymraeg archwiliad o wasanaethau rheng flaen i fesur cydymffurfiaid y Cyngor yn erbyn dangosyddion cyflawniad allweddol wedi'u cyhoeddi gan Swyddfa Comisiynydd y Gymraeg. O safbwynt Gwasanaethau i Oedolion, cafodd dim pryderon arwyddocaol eu nodi. Mae dadansoddiad o'r canlyniadau isod:

Gohebiaeth

1. Ymateb i ohebiaeth trwy e-bost yn Gymraeg - wedi cydymffurfio'n llawn â'r safon briodol
2. Yr iaith Gymraeg yn cael ei thrin yn llai ffafriol (Amser/Cynnwys) – mae angen cynnal gwaith ychwanegol i gydymffurfio'n llawn â'r safon. Roedd oedi o 6 awr gwaith yn hwy na'r hyn a gafodd

ei gytuno sef 3 awr o dderbyn gohebiaeth Saesneg – cafodd staff eu hatgoffa fod angen blaenoriaethu cyfieithiadau fel nad oes oedi o ganlyniad i ddewis iaith.

3. Llofnodion negeseuon e-bost dwyieithog – mae angen cynnal gwaith ychwanegol i gydymffurfio'n llawn â'r safon. Roedd y Saesneg i'w gweld yn gyntaf yn yr ymateb – cafodd y staff eu hatgoffa am yr angen i sicrhau bod y Gymraeg i'w darllen yn gyntaf o safbwynt llofnodion ar negeseuon e-bost.

4. Datganiad parthed: Croesawu gohebiaeth yn y Gymraeg - wedi cyflawni hyn i gydymffurfio'n llawn â'r safon briodol.

Achlysuron Ymgynghori

5. Deunydd hyrwyddo cyfarfodydd â'r cyhoedd yn croesawu defnyddio'r Gymraeg – mae angen cynnal gwaith ychwanegol i gydymffurfio'n llawn â'r safon. Doedd deunydd hyrwyddo'r ymgynghoriad ar Ganolfannau Oriau Dydd ddim wedi cynnwys cynnig rhagweithiol i ddinasyddion ddefnyddio'r Gymraeg yn y cyfarfodydd – mae angen mynd i'r afael â hyn yn gorfforaethol

Meysydd Posibl i'w Gwella – dim byd wedi'i nodi

Y Gwasanaeth Cyfrifeg a'r Gwasanaeth Rheoli Cyflawniad

Y ddau wasanaeth:

- Cydymffurfio â Safonau'r Gymraeg a cheisio cyngor gan Uned Gwasanaethau Cymraeg y Cyngor ar sail barhaus;
- Rhoi prawf ar drefniadau gweithredol yn erbyn safonau perthnasol yn achlysurol;
- Cyhoeddi dogfennau statudol yn ddwyieithog; a
- Nifer digonol o swyddogion dwyieithog sy'n gallu cefnogi anghenion y gwasanaeth.

1. Safonau'r Gymraeg a cheisio cyngor

- Ceisio cyngor gan Uned Gwasanaethau Cymraeg y Cyngor yn nhermau gofynion dwyieithog o ran cyhoeddi dogfennau statudol (Datganiad o Gyfrifon ac Adroddiad Cyflawniad Corfforaethol y Cyngor wedi'u llunio'n ddwyieithog).
- Rhoi canllawiau gweithredol ar waith i helpu staff (e.e. cronfa ganolog i gasglu dewis iaith cwsmeriaid).
- Heb dderbyn unrhyw gwynion gan y cyhoedd ynglŷn ag achosion o beidio â chydymffurfio â Safonau'r Gymraeg.
- Yn rhan o waith datblygu'r we, mae'r gwasanaeth wedi gweithio gydag adran TGCh ac Uned Gwasanaethau Cymraeg i sicrhau bod tudalennau gwe wedi'u diweddarau a'u bod nhw ar gael yn ddwyieithog e.e. pob tudalen dalu ar gael yn ddwyieithog.

2. Swyddogion dwyieithog

- Mae 7 swyddog (6 yn 2018) yn gallu sgwrsio yn Gymraeg (8% o weithlu'r gwasanaeth), mae un swyddog wedi cadarnhau bod modd iddo ddelio ag ymholiadau sy'n ymwneud â gwaith yn Gymraeg (ac mae bellach yn gwneud hyn lle bo'n addas);
- Dros y 12 mis diwethaf, mae'r 7 swyddog wedi cefnogi gofynion gwaith y gwasanaeth o ran cydymffurfio â Safonau'r Gymraeg mewn ffordd addas.

Mae Hunanwerthusiad o'r Gwasanaeth a threfniadau asesu corfforaethol yn nodi'r lefel gydymffurfio ar draws y Cyngor. Mae'r wybodaeth yma wedi cael ei defnyddio'n rhan o lunio Adroddiad Cydymffurfio â Safonau'r Gymraeg y Cyngor i Gomisiynydd y Gymraeg. Bydd y broses yma yn parhau.

<p>Cynnydd meysydd 2018 i'w gwella</p> <p>Ystyried yr 'angen busnes' i unigolion nad ydyn nhw'n siarad Cymraeg fanteisio ar gyfle i fynd i hyfforddiant Cymraeg.</p>	<p>Cynnydd wedi'i wneud i fynd i'r afael â meysydd i'w gwella wedi'u nodi yn y Hunanwerthusiad o'r Gwasanaeth 2018.</p> <p>Mae hyn wedi cael ei gefnogi yn ystod y flwyddyn (mae aelod o'r garfan cefnogi partneriaethau wedi mynychu hyfforddiant).</p>
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Meysydd Posibl i'w Gwella

Cafodd dim gwelliannau pellach eu nodi i'w rhoi ar waith yn 2020/21.

TGCh

Mae'r gwasanaeth yn rhoi cymorth i wasanaethau rheng flaen sy'n cefnogi darpariaeth Gymraeg yn y Cyngor, yn unol â Safonau'r Gymraeg. Serch hynny, mae'r gwasanaeth yn gyfarwydd â Mesur y Gymraeg ac yn cydymffurfio ag ef. Mae'n darparu'r cymorth canlynol –

- Troedynnau e-bost dwyieithog, gwas 'allan o'r swyddfa';
- Bwletinau Digidol a Rheoli Gwybodaeth dwyieithog;
- Rhoi negeseuon e-bost cyffredinol i bob aelod o staff, Aelodau ac ysgolion yn ddwyieithog;
- Gosod offer rhyngwyneb iaith Gymraeg drwy MS Office (Cysgeir) i holl staff y Cyngor.

Yn ogystal â hyn,

- Cynnig offer meddalwedd cyfieithu iaith Gymraeg (Cysill) y mae modd i staff eu defnyddio os oes angen;
- Cynnig cymorth Desg Wasanaeth drwy gyfrwng y Gymraeg a'r Saesneg;
- Cynorthwyo Ysgolion Cyfrwng Cymraeg i ddarparu TGCh;
- Cefnogi prynu systemau a meddalwedd iaith Gymraeg;
- Darparu'r modd i fanteisio ar MS Office llawn trwy gyfrwng y Gymraeg;
- Staff i fynychu cyrsiau Cymraeg;
- Meddalwedd Gymraeg ar gael trwy gyflwyno 365;

<http://inform/en/supportservices/translationandwelshservices/relateddocuments/3.icthelpatyourfingertips.pdf>

Mae Carfan Data a Systemau Gofal Cymdeithasol yn cefnogi staff gofal cymdeithasol rheng flaen i gyflawni eu rhwymedigaeth statudol i wneud y cynnig rhagweithiol o gyfathrebu ac asesu trwy gyfrwng y Gymraeg trwy sicrhau bod yr holl ddogfennau WCCIS perthnasol yn cynnwys yr wybodaeth berthnasol Gymraeg.

Meysydd Posibl i'w Gwella

- Parhau i weithio gyda gwasanaethau i gefnogi darpariaeth Gymraeg trwy ddefnyddio technoleg.
- Parhau i annog staff i gymryd rhan yng nghyfleoedd datblygu personol.

Eiddo'r Cyngor

Mae'r gwasanaeth yn effro i'w rwymedigaethau o dan Safonau'r Gymraeg. Rydyn ni'n eglur o ran yr agweddau o'n gwasanaeth mae angen eu cyfieithu a sicrhau bod pob dull cyfathrebu yn bodloni'r safon gofynnol. Er enghraifft, rydyn ni'n sicrhau'n rheolaidd fod cylchlythyron prosiectau yn cael eu cyfieithu pan fyddan nhw ar gael i'r gymuned ehangach. Mae'r Garfan Dylunio wedi adolygu ei

themped dylunio safonol i sicrhau ei fod yn cydymffurfio ac mae gwasanaeth cyfieithu yn cael ei gynnig yn rhan o drefniadau cadw ystafell.

Mae'r gwasanaeth yn parhau i fodloni gofynion Safonau'r Gymraeg fel ateb y ffôn, ymatebion 'allan o'r swyddfa' a throednodiadau negeseuon e-bost/gohebiaeth sy'n cynnig cyfathrebu trwy'r Gymraeg.

Mae staff wedi cael eu hasesu ac maen nhw wedi cael hyfforddiant Cymraeg lefel 1. Mae holl staff yn cael eu hatgoffa'n aml trwy e-bost am eu rhwymedigaethau o dan Safonau'r Gymraeg. Mae canran y siaradwyr Cymraeg wedi cynyddu ers y Hunanwerthusiad blaenorol o'r Gwasanaeth.

Mae cydymffurfio â Safonau'r Gymraeg yn eitem safonol ar agenda cyfarfodydd Carfan Reoli Adrannol y Gwasanaeth ac mae gofynion Cymraeg yn cael eu nodi mewn negeseuon e-bost i staff a thrwy gyfarfodydd carfan yn ôl yr angen.

Mae arwyddion y gweithle ac arwyddion allanol wedi cael eu gwirio a'r gwella gan y gwasanaeth. Mae derbynfydd, o dan gyfrifoldeb Eiddo'r Cyngor, wedi cael eu gwella i gydymffurfio â'r Safon.

Mae'r gweithle (Tŷ Trevithick) yn cynnal achlysuron Cymraeg fel diwrnodau Shwmae.

Meysydd Posibl i'w Gwella

Cyfieithu ffurflenni safonol sy'n cael eu defnyddio gan y cyhoedd i arbed amser pan fydd angen anfon ffurflenni dwyieithog.

Cynnal a Chadw/Rheoli Cerbydau

Mae Safonau'r Gymraeg yn cael eu hystyried wrth recriwtio ac mae'r gofyniad wedi cael ei ychwanegu at y fersiwn ddiweddaraf o'n disgrifiadau swyddi.

Mae Safonau'r Gymraeg bellach yn bwnc parhaol ar agendâu cyfarfodydd cyson y garfan.

Mae'r ffurflen gorchymyn 3 blynedd wedi cael ei chyfieithu i'r Gymraeg ar gyfer defnyddwyr mewn ysgolion cyfrwng Cymraeg.

Er nad ydyn ni'n delio'n uniongyrchol â'r cyhoedd yn aml, byddai unrhyw ohebiaeth fyddai'n dod i law yn cael ei hateb yn Gymraeg.

Yn nhermau effaith bosibl arall ar y cyhoedd, byddai hon yn dod yn anuniongyrchol – megis gwaith graffig dwyieithog ar gerbydau a chyfarwyddiadau dwyieithog mewn cerbydau sy'n hygyrch i gadeiriau olwyn. (Dyma nodwedd unigryw). Mae holl arwyddion mewnol ac allanol cerbydau (lle mae deddfwriaeth yn caniatáu hynny) yn ddwyieithog. Pe bai angen dogfennau ar gyfer y cyhoedd, byddai'r rheiny'n ddwyieithog.

Meysydd Posibl i'w Gwella

Dim meysydd i'w gwella wedi'u nodi

Cynnal a Chadw/Rheoli'r Priffyrdd

Mae'r Gwasanaeth Cynnal a Chadw Priffyrdd yn parhau i fabwysiadu Safonau'r Gymraeg ac felly wedi ehangu'r gwasanaethau y mae'n eu darparu trwy gyfrwng y Gymraeg.

Yn dilyn ymgyrch recriwtio diweddar mae chwe aelod o staff o fewn y Gwasanaeth sydd â sgiliau Cymraeg llafar ac ysgrifenedig rhesymol, ac mae nifer o staff sy'n dilyn cyrsiau i ddysgu'r iaith ar hyn o bryd. Yn ogystal â hynny, o'r 3 phrentis a gyflogwyd ym mis Medi, mae pob un yn siarad Cymraeg yn rhugl.

Pan fyddwn yn cynnal ymgynghoriadau â thrigolion neu pan fydd llythyrau cyffredinol yn cael eu hanfon, darperir pob gohebiaeth yn ddwyieithog h.y. trwy gyfrwng y Gymraeg a'r Saesneg.

Yn ystod gwaith cynnal a chadw arferol o ran adnewyddu arwyddion neu enwau strydoedd, mae pob arwydd newydd a gaiff ei osod yn ddwyieithog. Mae enwau strydoedd newydd bellach yn Gymraeg yn unig, gan hyrwyddo'r iaith Gymraeg ymhellach.

Fel rhan o'r gwaith i liniaru problemau os bydd cwsmeriaid yn dymuno trafod neu dalu dirwyon parcio yn Gymraeg, rydym wedi sefydlu cyswllt uniongyrchol â chanolfan alwadau'r Cyngor.

Meysydd Posibl i'w Gwella

Annog staff ymhellach i ddilyn cyrsiau Gymraeg.

Y Gwasanaethau Cyfreithiol

Dydy'r Gwasanaethau Cyfreithiol ddim yn wasanaeth rheng flaen a phrin iawn yw ei gyswllt â thrigolion. Serch hynny, mae'n eglur o ran yr angen i barhau â bodloni gofynion cyhoeddi mewnol ac allanol mewn perthynas â'r Gymraeg e.e. dogfennau allanol a chyhoeddiadau mewnol.

Mae hysbysiadau/hysbysebion cyfreithiol ar gyfer cau ffyrdd/swyddi gwag Aelodau Cyfetholedig yn cael eu cyhoeddi'n ddwyieithog, yn ogystal â phresenoldeb Aelodau.

Rydyn ni'n ffodus bod gyda ni nifer o siaradwyr Gymraeg rhugl a chymwys yn y gwasanaeth gan gynnwys cyfreithwyr sy'n gallu rhoi cyngor ac eirioli trwy gyfrwng y Gymraeg, gan gynnwys yn y llys, os bydd angen.

Mae datganiadau'r Swyddog Canlyniadau yn cael eu gwneud yn unol â safonau gofynnol Comisiynydd y Gymraeg. Rydyn ni wedi defnyddio cydweithwyr y gwasanaeth ac Uned Gwasanaethau Gymraeg i gefnogi hyn. Rydyn ni hefyd wedi adolygu pob ffurflen anstatudol i fodloni'r safonau gofynnol.

Trwy ddatblygu ein perthynas ag Uned Gwasanaethau Gymraeg, rydyn ni'n sicrhau bod y bobl hynny sy'n dymuno defnyddio eu hawl i gyflawni eu busnes yn Gymraeg yn derbyn yr un lefel o wasanaeth â'r rheiny sy'n siarad Saesneg. Mae hyn yn sicrhau bod y Cyngor yn parhau i fodloni'r gofynion wedi'u nodi yn Safonau'r Gymraeg.

Rydyn ni'n parhau i gefnogi'r Cyngor i lynu wrth Safonau'r Gymraeg a chynorthwyo swyddogion i ddelio â chwynion sy'n dod i law gan Gomisiynydd y Gymraeg.

Meysydd Posibl i'w Gwella

Edrych ar wella lefel y Gymraeg sy'n cael ei siarad gan swyddogion yr adran gyfreithiol.

Hamdden, Parciau a Phrofedigaethau

Ehangu darpariaeth gwersi nofio trwy gyfrwng y Gymraeg i ail ganolfan hamdden, a hynny mewn partneriaeth â'r Urdd.

Cyfrannu'n llwyddiannus at ymgyrch Shwmae ar y cyfryngau cymdeithasol.

Mae staff wedi mynychu hyfforddiant lefel 1.

Mae Gwasanaethau Hamdden, gan gynnwys Datblygu Chwaraeon, wedi bod yn destun archwiliad yr Uned Gwasanaethau Gymraeg. Nododd yr archwiliad sut mae'r gwasanaeth yn cydymffurfio â

Safonau'r Gymraeg. Llywiodd yr asesiad yma gynllun gweithredu ar gyfer datblygu pellach. Mae'r cynllun bellach yn cael ei roi ar waith.

Mae'r gwasanaeth yn gweithio'n dda gydag Uned Gwasanaethau Cymraeg ac yn ymgynghori ar holl ddeunydd cyfathrebu marchnata a gweithredol gan gynnwys ein tendrau.

Meysydd Posibl i'w Gwella

- Cynnal hyfforddiant pellach a chadw cofnodion o hyfforddiant.
- Archwilio i allbwn gwybodaeth reoli o Source gydag adran Adnoddau Dynol i lywio anghenion a chynlluniau hyfforddi'r gwasanaeth.
- Dosbarthu'r rhestr diweddaraf o sgiliau Cymraeg staff y gwasanaeth.

Gwasanaethau Pensiynau, Caffael (Ynni) a Thrafodion

Refeniw a Budd-daliadau:

- Adolygiad llawn o dudalennau gwe a gwasanaethau/systemau ar-lein i sicrhau eu bod yn cydymffurfio â phrotocolau allweddol wedi'u nodi gan y Safonau.
- Diweddarau ffeiliau achos gyda dangosydd lle mae dewis iaith wedi'i nodi ar gyfer cyswllt cyfrwng Cymraeg i sicrhau bod hyn yn cael ei ddarparu, er bod galw yn gyfyngedig.
- Eitem agenda safonol yng nghyfarfodydd y Garfan Reoli.
- Cwyn wedi dod i law ynglŷn â darpariaeth Gymraeg.

Caffael:

- Mae gan y Gwasanaethau Caffael berthynas waith gadarnhaol gyda Charfan Safonau'r Gymraeg a'r Gwasanaeth Cyfieithu.
- Cynnwys gofynion yn y broses gaffael ar bob lefel ac mae mentrau uwch i hyrwyddo a gwella Safonau'r Gymraeg yn y gadwyn gyflenwi yn cael eu cefnogi'n weithredol trwy hyrwyddo'r 'Canllaw Partneriaid Comisiynu'.
- Rydyn ni hefyd wedi gweithio gydag Uned Gwasanaethau Cymraeg i lunio llawlyfr i gcontractwyr ei ddefnyddio. Mae'r llawlyfr yma wedi cael ei lunio i helpu a chefnogi staff y Cyngor a Chontractwyr i gydymffurfio â Safonau'r Gymraeg perthnasol sy'n gofyn am arwyddion dwyieithog.

Meysydd Posibl i'w Gwella

- Dydy ffurflenni a systemau ar-lein wedi'u darparu gan gyflenwyr trydydd partner ddim bob amser wedi'u llunio gan ystyried Safonau'r Gymraeg. Gall y rhain fod yn anodd/heriol i'w newid a'u cynnal.
- Parhau i nodi a chofnodi dewis iaith cwsmeriaid.
- Pensiynau – adeiladu ar y gwaith da o greu gwefan ddwyieithog. Mae'r gwasanaeth yn parhau i ddatblygu ei gynnig hunan-wasanaeth dwyieithog ar-lein i Aelodau.

Gofal y Strydoedd a Gwasanaethau Gwastraff

Mae'r gwasanaeth yn adolygu ac yn gweithio tuag at gydymffurfio'n llawn â Safonau'r Gymraeg o ran dogfennau polisi, gohebiaeth a chyswllt wyneb yn wyneb â'r cyhoedd.

Mae llythyrau, taflenni a phosteri safonol, yn ogystal ag arwyddion, yn cael eu paratoi yn Gymraeg a Saesneg. Rydyn ni hefyd yn sicrhau bod unrhyw wybodaeth sy'n ymddangos ar ein gwefan yn ddwyieithog ac ers y cyfarfod diwethaf, rydyn ni wedi edrych ar ein tudalennau gwe i sicrhau bod gwybodaeth ddwyieithog yn cael ei rhoi.

Hyd yma, dydyn ni ddim wedi cael unrhyw gwynion gan y Comisiynydd a dim ond un ymholiad unigol rydyn ni wedi gorfod delio â fe drwy gyfrwng y Gymraeg ers yr asesiad diwethaf. Cynorthwydd cydweithwyr o'r gwasanaeth Gofal i Gwsmeriaid ni yn ystod y broses yma.

Rydyn ni'n hysbysu staff newydd o'n gofynion gwasanaeth o dan Safonau'r Gymraeg yn ystod y cyfnod ymsefydlu. Ers yr asesiad diwethaf, rydyn ni wedi parhau i nodi ac annog staff sy'n awyddus i gael hyfforddiant gloywi neu sydd am ddechrau cwrs Cymraeg llafar i ddechreuwyr. Rydyn ni wedi diweddarau ein ffeiliau hyfforddiant gan nodi pa aelodau o staff yn y gwasanaeth sy'n rhugl ac yn rhannol rugl wrth sgwrsio yn Gymraeg.

Mae'r gwasanaeth yn ymdrechu i ddarparu cyfleoedd hyfforddiant ac yn sicrhau bod pob aelod o staff wedi'i hyfforddi'n briodol ac yn gyfarwydd â pholisïau'r Cyngor. Er mwyn sicrhau parhad o ran darparu gwasanaethau, mae dulliau amgen o gyflwyno hyfforddiant a chodi ymwybyddiaeth yn cael eu hystyried, er enghraifft, hyfforddiant bore bach ar gyfer gweithredwyr gwastraff a glanhau mewn depos.

Meysydd Posibl i'w Gwella

Cynnig hyfforddiant Cymraeg i staff sy'n delio ag aelodau o'r cyhoedd bob dydd.

Cludiant

Mae'r Gwasanaeth Cludiant yn sicrhau bod y Polisi, Gwybodaeth a Threfniadau Teithio gan Ddysgwyr yn cydymffurfio'n llawn â'r Safonau diweddaraf. Dydy'r iaith Gymraeg ddim yn cael ei thrin yn llai ffafriol na'r Saesneg wrth ddarparu gwasanaethau. Mae llythyrau safonol ar gyfer cynulleidfaoedd eang yn ddwyieithog ac mae amserlenni bysys wrth ochr y ffordd, yn ogystal â'r holl ddeunydd sy'n hyrwyddo gweithgareddau'r Gwasanaeth ar wefan y Cyngor, yn Gymraeg a Saesneg.

Mae pob rhiant yn cael cyfle i gyfathrebu â'r gwasanaeth yn Gymraeg yn rhan o'r broses derbyn ac mae cofnodion yn cael eu cadw. Nid oes unrhyw un wedi gofyn am y gwasanaeth yma hyd yma. Gadawodd siaradwr Cymraeg rhugl y gwasanaeth yn ystod 2019, gan adael dau aelod o staff gyda gwybodaeth ddigonol o Gymraeg llafar ac ysgrifenedig. Mae aelod arall o staff yn parhau i ddysgu'r iaith. Mynychodd un aelod o staff y cwrs Cymraeg un diwrnod hanfodol. Yn ystod 2019, dderbyniodd y Gwasanaeth ddim ceisiadau am ohebiaeth na galwad ffôn gan drigolion oedd yn dymuno sgwrsio yn Gymraeg. Eto, doedd dim cwynion am ddefnydd y Gwasanaeth o'r Gymraeg yn ystod y cyfnod yma.

Mae gostyngiad bach yn nifer y dysgwyr sy'n cael eu cludo i ysgolion cyfrwng Cymraeg neu ysgolion dwy iaith, o 3,676 i 3,577. Mae hyn yn cynrychioli 32.2% o'r cyfanswm. Roedd Asesiad o'r Effaith ar Gydraddoldeb ym mis Mehefin 2016 wedi ystyried bod y Polisi, Gwybodaeth a Threfniadau Teithio gan Ddysgwyr yn cael effaith gadarnhaol iawn ar y gymuned Gymraeg, ar yr amod bod cludiant ysgol yn cael ei ddarparu'n gyson ac yn deg, a bod anghysondebau yn y ddarpariaeth yn cael eu lliniaru. Arweiniodd hyn at ddileu nifer o anghysondebau o'r fath o fis Medi 2018, ond does dim rhai wedi bod ers hynny.

Cyhoeddodd y Cyngor ganlyniadau ei Arolwg Ymgysylltu â Thrigolion yn 2018. Mae'r arolwg yn cael ei gynnal bob dwy flynedd. Roedd y rheiny a ymatebodd i'r adran trafndiaeth gyhoeddus yn gadarnhaol ar y cyfan a chynyddodd darpariaeth gwybodaeth trafndiaeth gyhoeddus i 80% (o 72%).

Meysydd Posibl i'w Gwella:

Annog rhagor o staff i ddysgu Cymraeg.



RHONDDA CYNON TAF

RHONDDA CYNON TAF
COUNTY BOROUGH COUNCIL

Welsh Language Standards Compliance Report

2019 – 2020

Prepared in accordance with the requirements of the

Welsh Language (Wales) Measure 2011

April 2020

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INTRODUCTION: Welsh Language Standards

Rhondda Cynon Taf received its final Compliance Notice from the Welsh Language Commissioner on 30th September 2015, which outlined the Council's duty to meet 171 of the statutory Welsh Language Standards established by the Welsh Government under the Welsh Language (Wales) Measure 2011. An application to challenge 14 of the Standards was presented to the Commissioner on 29 March 2016. Following consolidation and further consultation, the Welsh Language Commissioner determined that no action should be applied to 9 of the Standards which were subject to challenge and a variation should be applied to 5 of the Standards, which were subject to challenge. The amended Compliance Notice was presented to RCTCBC on 9th September 2016 and may be viewed in full [here](#).

Vision

Rhondda Cynon Taf County Borough Council is committed to creating an environment which encourages its residents to use Welsh in their interaction with the Council and supporting staff to use Welsh in the workplace. In addition to working towards full compliance of the requirements of the Welsh Language Standards, the Council aims to ensure that it delivers services in line with all key Welsh Government policies and strategies in relation to the Welsh language.

Governance and accountability

In 2014, the Council established a Welsh Language Cabinet Steering Group as a sub-committee of the Council's Cabinet. It is a cross-party group with community representation. The Welsh Language Cabinet Steering Group oversees strategic developments, considers reports from relevant departments on Welsh language issues, makes recommendations to the Council's Cabinet and monitors Council-wide developments. It has responsibility for assessing the Welsh Language Promotion Strategy Action Plan and monitoring the Council's progress as it seeks to meet the Welsh Language Standards. From 2020, the Council's Overview & Scrutiny Committee will also scrutinise the effectiveness of services with regards to delivering services through the medium of Welsh.

Links to Council Policies and Priorities

The Council's commitments under the Welsh Language Standards are integrated into the authority's main organisational documents including the Corporate Plan (Making a Difference) and the Welsh in Education Strategic Plan (WESP). In addition, internal policies, such as HR policies, also mainstream Welsh language issues, which is more effective than preparing stand-alone policies to address Welsh language matters. The Council's priorities are also informed by legislation including the Wellbeing of Future Generations (Wales) Act 2015 and the Social Care and Well-being Act 2016 that place responsibility on the Council to strengthen the Welsh language. The former Act requires public bodies to work towards seven well-being goals, one of which is 'A Wales of vibrant culture and thriving Welsh Language,' while the latter requires public service organisations to consider and respond to the linguistic needs of their users when providing care and support services.

Reporting

This year has been the fourth full year of implementing the Welsh Language Standards under the Welsh Language (Wales) Measure 2011.

This report will be published by 30 June in compliance with Standards 158 and 164 and, along with Appendix 1, details how the Council has complied with the following Supplementary Standards:

- Service Delivery Standards;

- Operational Standards;
- Policy Making Standards.

The report also presents data on the required indicators as follows:

- number of staff who have Welsh language skills (Standard 151);
- number of staff who attended training courses listed in Standard 128 if offered in Welsh (Standards 152);
- percentage of the total number of staff who attended any courses listed in Standard 128 (Standards 152);
- number of new and vacant posts that were advertised during the year which were categorised as (i) Welsh language skills essential (ii) Welsh language skills needed to be learnt when appointed to the post (iii) Welsh language skills desirable (iv) Welsh language skills not necessary;
- the number of complaints received.

Welsh Language Services Unit

The Council recognises that the Welsh Language Standards are to be given a high priority due to the risks involved in terms of non-compliance and also because of its commitment to creating an environment that encourages its residents to use Welsh in their interaction with the Council, and supporting staff to use Welsh in the workplace. It recognises whole Council support is needed in order to offer and promote Welsh language services from the first point of contact.

The Council invests in a 17 strong Welsh Language Services Unit which undertakes to support all services and provides the following:

- advice and support for all service areas on their statutory responsibilities under the Standards;
- translation of public facing documents;
- in-house Welsh language tutoring;
- identification of areas of potential non-compliance;
- recording of customer complaints;
- reporting on developments to the Welsh Language Cabinet Steering Group;
- simultaneous translation at full Council and at other meetings which are open to Members (e.g. Scrutiny Committees);
- simultaneous translation support to all other service areas such as legal services, human resources;
- attendance at the Fforwm Iaith meetings;
- liaison with Welsh-medium community organisations as appropriate;
- representing the Council at external meetings and being the main point of contact with the Welsh Language Commissioner and relevant Welsh Government Departments;
- Cross-departmental support for general promotion of the Welsh language.

The Council invests in a Unit as a pro-active response to the new statutory environment and the type of work that needs to be undertaken to try to support all Council services to meet the Standards in a more cost effective and consistent manner.

A Compliance Officer now monitors the performance of services across the Council and their compliance against the Welsh Language Standards that are relevant to them. Consequently, the role affords the Council the opportunity to provide support to service areas by identifying any possible weaknesses, and advising on solutions, in respect of meeting the requirements of the Standards, in addition to continuing with some of the more traditional duties of the former Welsh

language officer role. The Welsh Language Commissioner's Officer has been generous in its positive feedback on the way Rhondda Cynon Taf Council Borough Council exercises its duties with regards to the Standards. This positive partnership has encouraged more open, constructive dialogue when it feels the Council has fallen short on occasions.

A part-time Welsh Language Tutor organises and delivers Welsh Language courses and sessions for Council staff. In the past, the Council paid external providers (e.g. the University of South Wales's Welsh for Adults Centre) to deliver sessions for internal staff but they lacked the desired success of tailoring the sessions to the relevant service areas. To date (31 March 2020), the internal tutor has tutored 542 members of staff at all language levels.

This number continues to grow year on year demonstrating the positive influence our tutor is having on our workplace. The Council continues to work in partnership with the Welsh Government's Work Welsh project, ensuring that Council staff may access on-line support and tutoring. Additionally, the Council have on a number of occasions supported individuals to undertake week long residential courses at Nant Gwrtheyrn – one of the main centres for intensive learning of Welsh, supported by WG.

In recognition of the priority given to the Welsh language by Democratic Services and the Cabinet Office, the Welsh Language Unit now have dedicated translators at senior level to provide text translation and simultaneous translation support to Members and Senior Officers for, and at Council and Committee meetings, going above and beyond what the Standards actually require. In order to ensure best possible outcomes and to support other staff, two members of staff have started a post-graduate course in simultaneous translation.

In addition, 2019-2020 saw the appointment of an Eisteddfod Project Officer, whose key objectives will be to liaise with National Eisteddfod officers and Chair of the Working Committee (Pwyllgor Gwaith) on behalf of the Council with regards to the hosting of the National Eisteddfod (Rhondda Cynon Taf) 2023. The Eisteddfod Project Officer will also work with all Council service areas, schools, community groups and the private sector as a programme of activities is developed that will support the local authority to reach its allocated contribution target of £350,000 towards hosting the National Eisteddfod (Rhondda Cynon Taf) 2023.

Guidance documents and resources continued to be produced and disseminated during 2019-2020 as outlined below.

RCT Council Estates & Works Signage Manual

After receiving several complaints during 2018-2019 regarding the Council's temporary road signage, the Council co-ordinated a manual of approved signage and translations for use by all partners. Promotion was managed by Procurement and Contract Managers and is available to view [here](#).

Gofalu Trwy'r Gymraeg – APP

RCT Council ensures that all mobile phones of staff who work in our social care services include the app 'Gofalu Trwy'r Gymraeg' as a mandatory part of the phone's build. This resource, produced nationally, has been welcomed by frontline staff as a useful bank of basic phrases they may use with Welsh speaking clients.

Corporate Induction Videos

RCT Council have produced, for roll out during 2020-2021, 'Corporate Induction Videos' that discuss the standards and their implications for staff in a more interactive way using infographics and animation.

Culture Campaigns

Welsh Language Services promoted the Culture Campaigns below during 2019-2020.

Eisteddfod Yr Urdd

Each year many Schools take part in the Urdd National Eisteddfod. The Council was keen to celebrate this across the County Borough. The Council promoted this campaign via news items on its intranet encouraging people to attend the festival with their families, attending all schools that were taking part in the competitions to take photographs for use in the Council's social media campaigns and working collaboratively with the Urdd as a key community partner, flying their flag at the Council's HQ during the festivities.

Diwrnod Shwmae

Diwrnod Shwmae presents a unique day to embrace and celebrate the variety of Welsh language skills in our workforce and community. This year the local authority compiled a video of staff and community partners using selfie frames and Shwmae boards saying 'Shwmae' to camera. This included staff from all over the organisation including the Chief Executive, Senior Leadership Team Members, Waste Services, Library Services and Adult Education Staff. Three coffee mornings were organised at our main Council sites and two corporate posters were launched for display across our estate.

a) 'Remember start your conversation with Shwmae, Bore Da or Prynhawn Da' as a visual reminder to staff on a daily basis.

b) BOG Standards – a series of basic phrases which have also been phonetically displayed/spelt for people to practice. As the name suggests, these are situated in toilets across the local authority estate.

Diwrnod Owain Glyndŵr

The Council wished to include in one of its campaigns, an historical element and so decided on Diwrnod Owain Glyndŵr. 6 schools (nearly 200 pupils) were invited to our libraries for a storytelling and craft session on Owain Glyndwr along with awareness raising messages on social media.

Dydd Gŵyl Dewi

Dydd Gŵyl Dewi celebrations included messages to our communities on our social media platforms, also a coffee morning at one of our main Council sites and messaging on our intranet providing staff with information about St. David. However, the main focus of the campaign was to launch the Council's corporate Buddy Scheme.

Welsh Language Commissioner - List of Standardised Place Names

The Unit continues to work with Members and Welsh Language Commissioner Officers to approve a revised List of Welsh Place-names as applicable to Rhondda Cynon Taf, excluding the four significant changes relating to Treorchy, Rhydyfelin, Llanwono and Treforest.

The 5 year Strategy to Facilitate and Promote the Welsh Language

The Unit has continued to lead on the Council's 5 year strategy to facilitate and promote the Welsh Language and focuses on growing the number of people able to speak Welsh by 6.8% to 29,670 by 2021, increasing the use of the Welsh language in all aspects of community and public life, and raising awareness of the importance of the Welsh language as an essential part of the cultural identity and character of the South Wales valleys.

A report outlining progress on of Welsh Language Promotion Strategy and Action Plan is submitted annually to the aforementioned Welsh Language Cabinet Steering Group for discussion and any recommendations approved by Members are actioned.

Welsh Language Buddy Scheme

Welsh Language Services regularly receive feedback that there are very few opportunities afforded to staff to practice using Welsh in the professional workplace, especially those staff on a Level 3 and 4. The Buddy Scheme has been established to enable staff to meet on a monthly basis with a Welsh speaker, at our pilot site, to help encourage more usage and confidence.

Other service areas

Building on the relationships between the Welsh Language Services Unit and all other Council service areas, it was agreed that due to the significance of the Standards, all service areas continued to report relevant developments in their Annual Service Self-Evaluations. The details noted in each Service Self-Evaluation are at Appendix 1 in accordance with Standards 158, 164 and 170.

COMPLAINTS: STANDARD 158(2) 164(2) 170(2) (d)

The following complaints were received, or continued to be investigated, during/in 2019 - 2020:

Complaint Date	Nature	Via	Outcome / Response
April 2019	Leisure Services: Mis-spelling on a Facebook advert.	Member of the public.	Complaint upheld. Marketing Department reminded to check spelling before posting new advert.
April 2019	Highways: Road Signage with incorrect Welsh version.	County Borough Councillor.	Complaint upheld. New signs erected.
May 2019	Highways: Allegation of failure to erect bilingual signage.	Member of the public.	Complaint not upheld. The sign was being erected in 2 parts as a result of its size. The Welsh version was erected shortly after the English. For clarity the customer was made aware that the sign was owned by the Community Council who do not fall under the requirements of the Welsh Language Standards.
May 2019	Parking Services: Online fines payment process in English only.	Member of the public.	Complaint upheld. Parking Services (South Wales Parking Group) have since launched a bilingual website provision including the payment option (January 2020).
May 2019	Arts and Culture Service: Failure to display English only community poster.	Member of Parliament on behalf of a Member of the public.	Complaint partially upheld. Clarity provided on RCT Council's interpretation of the Welsh Language Standards; that community posters are allowed to be displayed in English only, at the discretion of the building manager. Communication circulated to staff to provide information on our approach to avoid similar situation in the future.
May 2019	Highways: Road Signage with incorrect Welsh version.	Member of the public.	Complaint upheld. New signs erected.
May 2019	Highways: Allegation of failure to erect bilingual signage.	Member of the public.	Complaint not upheld. On further inspection it was apparent the sign was erected before the introduction of the standards. All new signage is produced bilingually.
May 2019 (Ongoing)	Education Service: Allegation of failure to comply with consultation standards when consulting on the proposed school	Welsh Language Commissioner (CSG548)	The Council have provided responses to the investigation process and are awaiting a formal reply from the Welsh Language Commissioner.

	re-organisation in the Pontypridd area.		
June 2019	Access and Inclusion Services: Correspondence received in English only when Welsh was recorded as language preference.	Member of the public.	Complaint upheld. Service area held workshops with the Compliance Officer – Welsh Language to discuss service provision, the authority's Correspondence Decision Tree and actions for future compliance.
June 2019	Customer Care & Adult Social Services: Blue Badge Renewal Scheme correspondence in English only.	Member of the public.	Complaint upheld. System overhauled to ensure that all correspondence issued is now sent bilingually. Data is provided by a UK Government department which does not record language preference, so a bilingual approach has been implemented to satisfy the requirements of the standards.
June 2019	Arts and Culture Service: Venue address on Social media platform in English only.	Member of the public.	Complaint upheld. Address updated.
June 2019	Customer Care: Failure to ensure a re-direct to a Welsh Language webpage after completing a Welsh language online form.	Welsh Language Commissioner (CSG570)	The Council accepted fault but were able to avoid a formal investigation by demonstrating the proactive steps Compliance, Monitoring and Customer Care Officers have undertaken over the last year or so to ensure tighter controls on website publishing and quality assurance processes. The Commissioner formally wrote to let us know that they would not be opening a full investigation on the 4 th July 2019.
June 2019	Revenue and Benefits: Correspondence received in English only when Welsh was recorded as language preference.	Member of the Public.	Complaint Upheld. Customer provided with Welsh correspondence.

June 2019	Unknown: Allegation of providing a receipt in English only.	Member of the public.	Customer Care agents contacted the member of the public to gather more information but they decided not to pursue it any further.
September 2019	Transport: Public signage with incorrect Welsh translation.	Member of the public.	Complaint upheld. Signs re-issued and erected.
October 2019 (Ongoing)	The Executive: Allegation that decision makers have not considered the requirements of standard 88 and 89 when making decisions regarding re-organisation of schools in the Pontypridd area.	Welsh Language Commissioner (CSG633)	The Council presented their initial response to the Evidence Notice of the 4 th November 2019 on the 28 th November 2019 and are awaiting correspondence from the Commissioner's Office.
October 2019	Customer Care: Welsh Language queue disconnection of the call without transferring to agent.	Welsh Language Commissioner Officer	Complaint Upheld. Service Managers ensured a fix to the process after a fault occurred when updates were implemented to the pre-recorded messages. Welsh speaking officers will now test lines before making them live in the future.
November 2019	Customer Care / Births, Deaths and Marriages: Online form included several mistakes in Welsh content.	Member of the public.	Complaint Upheld. Form updated.
November 2019	Revenues and Benefits: Website provision in English only.	Member of the public.	E-account processes available in English only. Department committed to achieving parity by early 2020 in our response to the customer.
January 2020	Democratic Services: Welsh side of the website wasn't updated.	Member of the public.	Complaint upheld. Website updated and PDF's translated.
January 2020	Electoral Services: Correspondence in English only, or where Welsh is used there are several mistakes.	Member of the public.	Complaint Upheld. All letters to be sent to Welsh Language Services for proof reading in the future.

February 2020	Revenues and Benefits: Out of office message included several mistakes in the Welsh content.	Welsh Language Commissioner (CSG701).	Council have confirmed responsibility and are awaiting an evidence notice. In the interim all out-of-office messaging in the department has been updated and templates provided for future alterations. Additional messaging has been forwarded to all Service Managers as a reminder for all Council Staff.
March 2020	Education Services: Childcare provision at the 7 main hubs, established during Covid-19 pandemic, is in English only.	Member of the public.	Under investigation.

STAFF WELSH LANGUAGE SKILLS: STANDARD 170(2) (a)

This section outlines the number of employees/post holders who had Welsh language skills at the end of 2019-2020 (March 2020). The figures are based on the records kept in accordance with Standard 151 based on the requirements of Standard 127.

Year	Staff Base *	Staff Type	No Skills **	%
17 - 18	7061	Non-schools based staff	4730	66.99%
18 - 19	7067	Non-schools based staff	3871	54.78%
19 - 20	7181	Non-schools based staff	3134	43.64%
Year	Staff Base *	Staff Type	Fluent	%
17 - 18	7061	Non-schools based staff	402	5.69%
18 - 19	7067	Non-schools based staff	491	6.95%
19 - 20	7181	Non-schools based staff	569	7.92%
Year	Staff Base *	Staff Type	Welsh Language Level 1	%

17 - 18	7061	Non-schools staff	based	1562	22.12%
18 - 19	7067	Non-schools staff	based	2261	31.99%
19 - 20	7181	Non-schools staff	based	2658	37.01%
				Welsh Language Level 2	%
18 - 19	7067	Non-schools staff	based	315	4.46%
19 - 20	7181	Non-schools staff	based	349	4.86%
				Welsh Language Level 3	%
18 - 19	7067	Non-schools staff	based	129	1.83%
19 - 20	7181	Non-schools staff	based	137	1.90%
				Welsh Language Level 4	%
18 - 19	7067	Non-schools staff	based	119	1.68%
19 - 20	7181	Non-schools staff	based	143	1.99%
				Welsh Language Level 5	%
18 - 19	7067	Non-schools staff	based	372	5.26%
19 - 20	7181	Non-schools staff	based	426	5.93%

*Staff base is not a headcount, it includes multiple employment i.e. An employee will be counted for every post that they hold. The staff bases also include casual employees.

**Figure also includes staff who have yet to reply to the questionnaire.

TRAINING FOR STAFF: STANDARD 170 (2) (b) and (c)

There was no change from the 2019-2020 position with regards to training on Recruitment & Advertising, Performance Management, Complaints and Disciplinary procedures, Induction, Dealing with Public and Health and Safety, based on the records kept in accordance with Standard 152 based on the requirements of Standard 128.

RECRUITING TO EMPTY POSTS: STANDARD 170 (ch)

The following figures are kept in accordance with Standard 154 based on the requirements of Standard 136. From September 2017 all new posts are designated Welsh essential Level 1 (basic Welsh) with options for managers to recruit on level 2 to level 5 depending on post. The number of posts at level 2 to 5 are as follows:

Welsh Language Skills	L1	432
Welsh Language Skills	L2	6
Welsh Language Skills	L3	2
Welsh Language Skills	L4	1
Welsh Language Skills	L5	6

Progress in this area has been slow considering last year's figures and the admission by service areas that more Welsh speaking skills are needed. More work needs to be undertaken to raise manager's awareness of the importance of the recruitment assessments as an integral part of workforce planning. Increasing Welsh Language speaking officers will directly mitigate any areas of concern with regards to the delivery of services in the medium of Welsh.

Further information:

Welsh Language Services Unit

Rhondda Cynon Taf County Borough Council

Pavilion D

Clydach Vale

Tonypandy

Rhondda Cynon Taf

CF40 2XX

Tel: 01443 570001

Appendix 1 - How the Council has complied

The following detail actions each service area has taken to comply with the requirements of the Welsh Language Standards and are quotes from their Service Self-evaluations.

Public Health and Protection Services

The service is actively engaged with the Welsh Language Service to ensure all of our processes and communications are compliant with Welsh Language Standards. We have developed a Correspondence Decision Making Chart to aid officers in achieving compliance. This was identified by the Welsh Language Compliance Officer as good practice and has been rolled out to other parts of the Council.

As part of our review, we have already achieved the following:

- Ongoing review of Website pages / removal of non-compliant pages
 - Review and translation of all standard forms / letters
 - All Facebook posts in Welsh and English
 - Systems in place to capture language preference on our main database and during data collection (e.g. inspection forms) to ensure we respond appropriately.
 - All correspondence from the Health and Wellbeing team is available in English and Welsh and we have incorporated feedback from the Welsh Language Services team into how we improve provision.
 - Supporting a number of staff to undertake intermediate Welsh language training as well as basic training.
 - A Welsh speaking Registrar is available for the registering of births and deaths, and the solemnisation of marriage; an advertisement for casual registration officers will encourage Welsh speaking persons to apply
- A number of inspections are now carried out in the medium of Welsh at businesses request.
 - Welsh fluent officers are more commonly speaking in Welsh within the office to maintain competency; some officers are choosing to maintain Outlook calendars in Welsh
 - A bilingual Bereavement Scams leaflet has been produced by Trading Standards

Council Business Unit:

- The service has significantly raised the profile of the language
- Simultaneous translation services are provided for all committees, e.g. Council, Scrutiny and Regulatory, including training opportunities provided to Members.
- There are dedicated translation officers who work closely with the Council Business Unit

- All public facing documents are translated – including committee agendas and minutes in line with the Welsh Language Standards. Going forward a bilingual approach to PowerPoint presentations delivered to Members at Council and Scrutiny Committees will be implemented.
- Bi-lingual correspondence with all Elected Members via email
- Provision for members of the public to address committees through the medium of Welsh.
- Staff are encouraged to use Welsh in the workplace
- Positively facilitated a ‘Translation’ workshop meeting between Members / Officers from Welsh Language Services and the Council Business Unit to discuss further approaches and identify barriers for Members with the Welsh language.
- Future provision within the Overview & Scrutiny Committee work programme to scrutinise the Council’s compliance with Welsh Language Standards.
- The Welsh Language Cabinet Steering Group has been supported all year, which is a cross party group of Members and Officers looking at policy development and service trends to strengthen Welsh language across the Council for the benefit of Members.
- Utilised the Modern Gov app, allowing Members to have a language preference when accessing Committee papers.

Potential Areas for Improvement

- Work may need to be taken forward with Welsh Language Services in respect of the receipt of E-petitions through the Modern Gov system as previously indicated – although we are aware of a wider review being taken forward by Welsh Government.
- Work with the Welsh Language Services on the production of e-learning modules to ensure that they are available bilingually to Members.

Cabinet, Communications and Digital Services

- Welsh Language Standards are fully integrated into the communications work, with all media now being bilingual.
- Support for Welsh Language and Culture has been provided throughout the year – with recent examples being the promotion of both Owain Glyndwr day and Diwrnod Shwmae.

Potential Areas for Improvement

- Continue to work closely with Welsh Language Services to provide content support for the promotion of the Welsh Language.
- Establish better lines of communication to expedite the turn-around of digital content.

Consultation & Engagement Services

- All Consultation and Engagement documents are available in the Welsh language. We have an excellent working relationship with the Welsh Language Services department within the

Authority through the need to translate the vast majority of the work we undertake. We also assist the Welsh Language Services department with their own consultations. The department continues to support staff members who want to learn Welsh to help them with engaging with Welsh speakers at the various engagements, which we deliver.

□ We have introduced a new question to be used on all service change consultations to assess the impact that any change will have on the Welsh language or Welsh speakers, which is in line with the requirements of the Welsh Language Standards.

Potential Areas for Improvement

□ Continue to support staff to learn Welsh to provide a fully bilingual service to residents and reduce reliance on Welsh Language Services.

□ Ensure that all services adopt the standard question in any service change consultations.

Community Wellbeing & Resilience

The Service continues to respond positively to the requirements of the Welsh Language standards, with all written material available to the public, including online information and applications, now available bilingually.

Language skills are strengthened through recruitment where possible, although it is not always possible to recruit individuals with the necessary skills for the post who also have the necessary Welsh Language skills. When engaging with services, families are always asked for their language preferences and Welsh language speakers assigned to work with individual families.

The Welsh in Education Strategic Plan (WESP) 2017-2020 was approved by WG on 15th March 2018. This plan details the Council's vision for Welsh Medium and Welsh Language Education. The WESP is closely aligned with the 5 year strategy for Welsh Language promotion. It was produced alongside internal and external stakeholders including Welsh Medium Community Organisations. The WESP contains a detailed action plan for the first time, and will be monitored through biannual meetings to ensure that progress is made against the outcomes. Both the Early Years and Family Support Service and the Youth Engagement and Participation Service have responsibilities for delivering actions within the WESP.

The Youth Engagement and Participation Service has a dedicated Welsh speaking Youth Engagement Officer in each of the 4 Welsh secondary schools. The YEO offers support to young people to improve their resilience; delivers accredited courses and they are also the main point of contact for all after school provision offered by the service to young people. There were also activities offered throughout the school holidays through the medium of Welsh, such as Gorge Walking, Rafting, and Team Building.

The YEP Service has an SLA with Menter Iaith to deliver a programme of open access youth and targeted activities to young people living in RCT through the medium of Welsh. This includes the delivery of 4 Youth Forums across the Welsh Medium Secondary schools in RCT. The forums meet fortnightly with average attendance of between 6-10 young people per school. They also facilitate discussions with young people with a focus on Welsh language awareness and promote the opportunities provided throughout the year for young people to access learning opportunities and gain accreditation. In 2017/2018 Menter Iaith delivered 15 sessions, through the medium of Welsh, to 107 young people.

The Flying Start Childcare offer is currently available to all families with children aged 2-3 years living in the Flying Start eligible postcode areas. The offer is available through the medium of English and Welsh, and parental preference will always be accommodated. At present, 25% of all Flying Start childcare is provided through the medium of Welsh in line with the availability of mainstream education.

The service secured funding for LA staff to undertake additional Welsh language training in the Autumn term 2018. The aim was to roll out the training following the pilot wider to the commissioned Flying Start childcare settings and this was delivered in the Summer Term 2019. The 17-18 observational and assessment monitoring tool scores for the Welsh language element of the tool have increased to 78%, evidencing an increase of 7%. The Benefits of Bilingualism booklet is circulated within all FS commissioned and LA Childcare settings for staff to share with parents.

Parenting staff have all been trained to level 1 and are using Welsh phrases during evidence based groups and during face-to-face contacts with parents/children. Talk and Play (TAP) staff currently use Welsh phrases when communicating with parents/children in their groups. The service uses 'phrase of the week' in order to up skill staff in their use of key Welsh words or sentences. All story books used in TAP groups are bilingual for storytelling and lending to parents and the team will occasionally read the Welsh version of the story. Welsh songs and rhymes are sung every week.

We continue to offer local authority and third sector organisations free usage of the facilities at the three Children Centres to deliver Welsh language training courses.

All new staff across the Community Wellbeing and Resilience Service are supported to complete the LA's Introduction to Welsh training and fully supported to complete any further training in work time.

All commissioned partners have to comply with The Welsh Language Standards as appropriate to the service being delivered. The CWR Commissioning Team identifies which of the 171 Welsh Language Standards are relevant to the contracted service and these are listed within the service specification prior to tender. The Contract Monitoring and Compliance Officers undertake quarterly monitoring visits to ensure contract compliancy including compliancy checks on the Welsh Language Standards. This will be rolled out to childcare contracts in 2019/20.

During 2018/19 a separate Welsh Language Standards monitoring form was developed and all providers now receive an annual Welsh Language Standards Audit from their Contract Monitoring and Compliance Officer. The findings from the audit are reported back to providers as part of their annual performance review meeting and any non-compliance is identified as requiring urgent action.

Potential Areas for Improvement

- Continue to support staff wishing to develop their Welsh language skills.
- Alternative learning methods to be explored to allow more staff to access training to increase Welsh language proficiency across a range of roles.
- Review all FS Commissioned Childcare to ensure they are compliant with the Welsh language standards stipulated within their contracts.
- When undertaking the forthcoming Flying Start Childcare commissioning review, include the availability of Welsh medium provision as a key element.

Customer Care

The single front door makes it easier for RCT to meet the Welsh Language Standards with an equal offer at first point of contact, using automated/advisor-based processes.

- Welsh Language Standards are an example of how consolidation can better support rather than e.g. fragmented receptions/switchboards etc.
- Bilingual website and splash page- website bilingual for all information and transactions.
- Web team online processes - all translated ahead of measure, ongoing amends
- Email responses – All in house built forms now send email receipts from gwasanaethauigwsmeriaid@rctcbc.gov.uk if the form was completed in Welsh.
- Welsh Addresses -Look up deployed "In your neighbourhood" website. –work underway to allow customers to search for Welsh place and street name. When using in-house built forms.
- Key numbers 'press 1' for Welsh into Welsh speaking service (caller do not wait any longer)
- All lines (public facing and historic switchboards) have "press 1" for Welsh option – with individual Welsh queues offering identical service (i.e. messaging etc.) as English speaking customers
- Contact Centre local PI of 90% availability of Welsh Speaking Advisors.
- 2018/19 – 1,186 calls received (0.2% of all calls) with average response time of 126 seconds (77 seconds quicker than other day time queues)
- One4aLL appointments offered and conducted in Welsh.
- Support the Welsh Language Services Team and Commissioner by providing timely feedback to any queries about service provision.
- Welsh speaking advisors provided with refresher sessions to ensure skills are maintained
- All Wales CFW Group liaise with Commissioner regularly.

Intranet- splash page and English and Welsh versions of several areas including the homepage. Where a page is available in both languages a button allows staff to switch between languages, remaining on the same page. Recent review has identified areas to improve functionality further.

Potential Areas for Improvement

- Recruitment of Welsh speaking advisors and training of existing.

Community Services

Community Services is fortunate in having a good representation of Welsh speakers among its staff and managers, although the picture is mixed in some areas and there remain challenges.

The percentage of staff who speak Welsh fluently and who record themselves as Levels 4 and 5 is as follows:

- Adult Education – 17.6%
- Arts (Cultural Services) – 25.2%
- Community Development – 14.2%
- Employment Programmes – 3.2%
- Libraries – 8.2%
- Welsh Language Services – 100%

A Welsh language offer is available across all service areas but there are challenges in respect of ensuring access to Welsh language customer services in services where there are multiple delivery locations. This is especially true of libraries, CfW/+ provision and outreach arts provision. However, some of this has been addressed through the enrolment of staff on Welsh language refresher courses (in the case of libraries) and a mixture of basic level courses and higher level courses (in the case of the Arts Service and Adult Education).

All staff are aware of the importance of offering a Welsh language service and the systems in place in their service areas to ensure this can be accomplished. Staff are clear in respect of the requirement to identify an individual's language of choice and to respond to any communication received in the language of choice. Developing a coordinated approach for recording this information remains a challenge and one that is common across public services in Wales subject to this standard.

50% of the service managers are fluent in Welsh as is the Service Director so that performance reviews and 1:1 monthly meetings between these managers and the Service Director are held in Welsh and all correspondence between them is conducted in Welsh as this is their natural means of communication (unless English speakers are included in the correspondence when they will naturally revert to English). This also provides capacity to deal with any HR-related issues in Welsh and to actively promote the offer in relation to Standards 101-109 among the wider services' workforce.

Going forward, in terms of staff language skills, there will be a need to encourage those who are at Levels 1– 3 to progress further so that there will be sufficient skilled speakers across frontline areas service in order to try and meet the standard upheld by the Welsh Language Tribunal decision. There are, for example, 41 staff who are currently at Level 2 that could be offered the opportunity to progress further. (Managers are supportive of developing these skills and prepared to release frontline staff to accomplish this).

All written documentation and publicity complies with the relevant Welsh Language Standards. All social media posts are bilingual and changes to website pages are sent for translation so that any changes are available in both languages simultaneously.

There have been no official complaints in relation to the Welsh language offer of Community Services. However, there have been a couple of comments made to staff who have been unable to deal with a customer's requirements completely in Welsh as they have been unhappy with having to be referred to another member of staff. (In these instances the customers felt that the poster that was displayed - 'Happy to speak Welsh' - should mean that they could be dealt with by the first individual they engaged with. (This was not a requirement of the standards at that time).

Some sections of Community Services commission third party providers to support their work, for example several of the CfW+ Work Clubs and Digital Fridays are provided by third sector organisations. Care has been taken to gain the advice of the Welsh Language Services Unit to ensure that the Service Level Agreements with all commissioned parties highlight the

specific Welsh Language standards that they are required to meet. This element of the contract is subject to monitoring by the Commissioning team.

The majority of websites are bilingual. However, work remains to be done on the website that hosts the Digital Photographic Archive to ensure full compliance.

It is notable that the Library Service exceeds the current quality indicator set by Welsh Government in respect of percentage expenditure on Welsh medium books and online resources. The impact of this has been to increase book loans in Welsh which tends to prove the point that as services we can generate demand for services in Welsh rather than just being responsive.

Since the last SSE, the Library Service has worked to address the issues identified in the 2018 Compliance Report including ensuring that all library policies are translated and updated in Welsh, purchasing bilingual date stamps, reinstating website links to Welsh pages and ensuring that all library staff undertook Welsh language refresher courses.

Service delivery for service areas identified during the consultation in 2016 on the development of a 5 year Strategy as priority areas for residents – this includes Libraries, Adult Education and the Arts – have ensured that they are contributing to the identified targets in the Action Plan. In addition The Arts Service’s Welsh Language Plan submitted to ACW as part of the revenue funding agreement aligns to the Council’s Strategy for the Promotion of the language and highlights actions to increase the number of participation opportunities for children and young people through the medium of Welsh.

Potential Areas for Improvement

- Support staff to improve their language skills further.
- Continue to work on the Digital Photographic Archive to ensure full compliance.

Human Resources

We continue to work closely with services to address the level 1 training and to explore more effective ways of working particularly in training the part time intermittent workers.

We have continued to prioritise the provision of a Welsh language service and have increased our Welsh speakers by one. We continue to review all documentation and policies to ensure that Welsh versions are integrated and available. Monthly meetings with the Compliance Officer continue to work through policies most of which have now been translated and address data issues for Welsh language provision. We also continue to address the information gap on Welsh Language ability with the Level one training and retrospective checks on existing staff. (See table)

2019	12th March	6th June	13th August	27 September
Blank	609	445	493	442
Level 0	3299	3240	3142	3218
Level 1	2228	2419	2485	2520

Potential Areas for Improvement

The PDT team are working with the RCTSource platform provider to assess the opportunities for developing a Welsh language platform. With staff turnover Welsh speaking staff have moved around posts in HR which has had an impact. This will continue to be reviewed.

Children's Services

Children services continue to be compliant with the Welsh Language standards. All staff are aware of the Welsh language requirements and how this fits into their service area. Front line services dealing directly with service users make the active offer of communication in Welsh to all those who contact the service and arrangements have been made with Welsh speakers within the service to carry out such conversations as necessary. Service users preferring the medium of Welsh are highlighted within WICCIS.

Staff are encouraged and supported to attend training that enables them to learn Welsh. Managers and staff have attended briefings and undertaken e learning modules with regard to the Welsh language. Staff are briefed and updated through team meetings.

All publications are bi-lingual

Potential Areas for Improvement

Continue to re-enforce the message and encourage staff to learn and speak Welsh

Prosperity & Development Services

The Service has continued to work closely with the Welsh Language Unit in ensuring it complies with Welsh Language Standards. All documents and services are available bilingually including all correspondence and publications. The Service also has a number of Welsh speakers who are able to facilitate face to face interaction, telephone calls and meetings. The Service has also received its first Welsh Language Planning application. This application was processed and determined in Welsh and within the timescales comparable with any other English language application (i.e. there was no delay in communicating with the Council in the Welsh Language)

The Service has worked alongside the Welsh Language Services Unit to ensure all web pages and links are bilingual.

To date we have not received any public complaints or formal Commissioner investigations. Any issues which have been raised around provision of services or information in Welsh have been dealt with quickly and efficiently.

The nature of the work carried out by the Service and the back-office systems used makes recording and analysing Welsh Language usage and Service requests difficult. This has been fed back to the Welsh Language Services Unit through a Welsh Language Commissioner Request for Information.

The Service has purchased and installed a package called Linguaskin which is a huge progress in our ability to offer a complete Welsh Language service to our customers.

The Service actively promotes Welsh in the workplace through encouraging staff to learn and speak Welsh. In addition, staff who have secured promotion within the service are required to attend a Welsh Language course.

All of the Council's Planning and Development Committees are now undertaken with the Welsh Language Services in situ and, public speakers at Committee are also informed that they may choose to do so in Welsh.

The Welsh Language, is an important part of Welsh Culture, has been recognised in the RCT Tourism Strategy and visitors will be introduced to the language in tourism marketing materials (such as the tourism guide) in a fun and inclusive manner. Tourism businesses are also encouraged to promote the Welsh Language as a unique selling point.

All participants in the Board and Tourism Hub meetings will be asked their language preferences and provision will be provided for Welsh Language as a result. All written correspondence is bilingual as are any emails to groups.

All tourism materials are produced bilingually in line with Welsh Government Welsh Language Standards and there is full compliance with any change requests that come in from the Welsh Language Services department.

The Events Service also continue to work closely with the Welsh Language Services department in ensuring it complies with Welsh Language Standards, with all marketing material being bilingual and all social media communication (posts/adverts) posted in both Welsh and English, and any change recommendations (i.e. website content) complied with.

Following a recent seminar with representatives from the Welsh Language Commissioner, a spreadsheet template has now been set-up that records the number of requests for tourist and event related information that is received in the Welsh language. This will allow us to begin to assess the usage rate of the Welsh language by residents/visitors during their initial interaction with the Services.

This will be increasingly important over the coming years as the Council have been successful in their bid to host the 2022 National Eisteddfod of Wales, an event with the purpose of promoting Welsh language and culture. As part of this event, the Service will need to work closely with Eisteddfod organisers to ensure all measures are in place to enable successful and safe delivery of the event, and as part of ensuring its 'success' delivery of the service through the Welsh Language will be judged.

Presently and in preparation for the Eisteddfod, the Service has and continues to support Menter Iaith, both in kind with event specific information and expertise, and with a financial contribution (Council wide and Marketing) to support Parti Ponty, a Welsh arts and music festival that takes place annually in Pontypridd.

Potential Areas for Improvement

Collaboration with Welsh Language organisations needs to be improved as there are opportunities to identify and develop cultural tourism projects for the benefit of visitors (USP) and residents (skills).

Adult Services

Adult Services continues to respond effectively to the requirements of the Welsh Language Standards and Welsh Government's "Follow-on Strategic Framework for Welsh Language Services in Health and Social Services" - working closely with colleagues in the Council's Welsh Language

Service, via the Cwm Taf “More than Words” quarterly forum, to ensure we are complying with the aforementioned requirements.

In Adult Services front-line staff make an active offer of communication in Welsh if it is someone’s preference. Arrangements are then made for a Welsh speaking member of our staff to have the conversation and to work with them. We record people’s language preference on WCCIS, which informs subsequent communication, and we check preferences on language when core data is checked. No complaints were received during the year about adult services being available in Welsh.

All correspondence and written material available to the public, including online information and DEWIS, are available bilingually to ensure compliance with the Standards. Staff are aware of the requirements of the Standards and what it means for how they work. We also monitor all our external service providers to ensure they comply with the Standards. Adult Services contract monitoring framework monitors each external provider’s compliance with the Standards – no issues identified.

In March 2019, an audit of front-line services was conducted by the Welsh Language Unit to measure the Council’s compliance against KPI’s published by the Welsh Language Commissioners Office. Within Adult Services, no significant concerns were identified. A breakdown of the findings is summarised below:

Correspondence

1. Email correspondence received a reply in Welsh - full compliance with the respective standard achieved
2. Welsh language treated less favourably (Time/Content) - some additional work necessary to fully comply with standard. A delay of 6 working hours was above the agreed tolerance of 3 hours from receipt of English correspondence - staff reminded of the need to prioritise translations for correspondence, so that there is no delay due to language preference
3. Signature provided bilingually - some additional work necessary to fully comply with standard. English was displayed first in the reply received - staff reminded of the need to ensure the Welsh is positioned to be read first in all email signature content.
4. Statement re: Welcoming Welsh correspondence - full compliance with the respective standard achieved

Consultation Events

5. Public meeting publicity welcome the use of Welsh - some additional work necessary to fully comply with standard. Community Day Centres consultation publicity did not include a proactive offer for citizens to use Welsh at the meetings – to be addressed corporately

Potential Areas for Improvement - none identified

Accountancy Service and Performance Management Service

Both services:

- Complies with Welsh Language Standards and seeks advice on an on-going basis from the Council’s Welsh Language Service;
- Tests operational arrangements against relevant standards periodically;
- Publishes statutory documents bilingually; and
- Has an adequate number of bilingual officers who are able to support the needs of the service.

1. Welsh Language Standards and seeks advice

- Seeks advice from the Council’s Welsh Language Service in term of bilingual requirements for the publication of statutory documents (with the Council’s Statement of Accounts and Corporate Performance Report produced bilingually).
- Have operational guidance in place to assist staff (e.g. central repository to capture the language preference of customers).
- Have not received any customer complaints around non-compliance with Welsh Language Standards.
- As part of web development work, the Service has worked with ICT and the Welsh Language Service to ensure up to date web pages are available bilingually i.e. All payment pages are available bilingually.

2. Bilingual officers

- 7 officers (6 in 2018) are conversant in Welsh (8% of the Service’s workforce), one of which has confirmed that is able to deal with work based enquiries in Welsh (and does so, as appropriate);
- Over the past 12 months, the 7 officers have appropriately supported the Service’s work based requirements regarding compliance with Welsh Language Standards.

In addition, Service Self Evaluation and corporate assessment arrangements capture the extent of compliance across the Council and this information has been used as part of compiling the Council’s Welsh Language Standards Compliance Report to the Welsh Language Commissioner. This process will continue.

<p>2018 areas for improvement Progress</p> <p>Consider the ‘business need’ for non-Welsh speakers within the service to be provided with opportunity to attend Welsh language training.</p>	<p>Progress made to address areas for improvement reported in the 2018 SSE</p> <p>This has been supported during the year (a member of partnership support team has attended training).</p>
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Potential Areas for Improvement

No further improvements identified for implementation in 2020/21.

ICT

The Service provides support to frontline services supporting the provision of Welsh Language in the Council, in accordance to the standards. However, the service is aware and compliant with the Welsh Language Measure and provides or supports the following: –

- Bilingual email footers, out-of-office assistants;
- Digital & IM Bulletins bilingually
- Provide Global Email Messages to all staff, members and Schools bilingually;
- Deployed Welsh Language Interface tools through MS Office (Cysgair) to all staff within the Council.

As well as this;

- Offer Welsh Language Translation software tools (Cysill) that can be deployed to staff as needed;
- Can offer Service Desk assistance in both the medium of English & Welsh;
- Support Welsh Medium Schools in the provision of ICT;

- Support the procurement of Welsh language Systems and software;
- Provide the ability to have Welsh Language MS Office full functionality;
- Staff attendance at Welsh Language Courses.
- Welsh software available through the introduction of 365

<http://inform/en/supportservices/translationandwelshservices/relateddocuments/3.icthelpatyourfingertips.pdf>

The Social Care Data & Systems Team support frontline social care staff to fulfil their statutory obligation to make the active offer of communication & assessing through the medium of Welsh by ensuring that all relevant WCCIS documentation includes the relevant Welsh language related information.

Potential Areas for Improvement

- Continue to work with services to support the provision of Welsh Language through the use of technology.
- Continue to encourage staff to participate in personal development opportunities.

Corporate Estates

The Service is aware of its obligations under the Welsh Language Standards. We are clear about what aspects of our service require translation and ensure that all appropriate communication meet the required standard for example we regularly ensure project newsletters are translated when being provided to the wider community, the Design team has reviewed its standard drawing template to ensure continued compliance and room bookings are offered with a translation as standard.

The service continues to meet the requirements of the Welsh Language Standards such as telephone answering, out of office replies and footnotes to emails/ correspondence offering communication in Welsh.

Staff have been assessed and received training for level 1 Welsh ability. All staff are reminded frequently via e-mail about their obligations under Welsh Standards compliance. The percentage number of Welsh speakers has increased since previous SSE.

Compliance with the Welsh Language Standards is a standard item on the Service’s Departmental Management Team Meetings and Welsh Language requirements are regularly communicated to staff through emails as necessary and also through team meetings.

Workplace signage and external signage has been checked and improved by the Service. Reception areas under the remit of Corporate Estates have been improved to comply with the Standard.

The workplace (Ty Trevithick) hosts Welsh events such as Shw’mae days

Potential Areas for Improvement

- Translation of standard forms for public use to save time when forms need to be sent out bilingually

Fleet Management & Vehicle Maintenance

The Welsh Language Standards are considered in recruitment and their requirement has been added to the latest version of our job descriptions.

Welsh Language Standards is now a permanent topic on the periodical team meetings.

The 3 year driving mandate form has been translated into Welsh for our end users in Welsh speaking schools.

Although we have little to no dealings direct with the public, any correspondence we would receive in Welsh would be answered in Welsh.

In terms of other potential impact on the public, this would come in a roundabout way – such as bilingual vehicle graphics and dual language instructions in the wheelchair accessible vehicles. (This is quite a unique feature). All signage in and on vehicles (where legislatively allowed) is bilingual. Should documentation be required for public use, this would also be bilingual.

Potential Areas for Improvement

No areas for improvement identified

Highway Maintenance & Management

The Highway Maintenance and Management Service continues to embrace the Welsh Language Standards and accordingly has expanded the services it provides through the medium of Welsh.

Following recent recruitment there are now six members of staff within the Service who have a reasonable knowledge of spoken and written Welsh and a number of staff who are currently engaged in courses to learn the language. Furthermore, of the 3 apprentices taken on in September all are fluent Welsh speakers.

When we undertake resident consultations or when there are 'letter drops', all communications are undertaken bilingually i.e. through the medium of English and Welsh.

During the routine maintenance of sign or street nameplate renewal, all replacement signage is now bilingual. Provision of new street names is now Welsh only, thus further promoting the Welsh Language.

As part of mitigating the potential issue of customers wanting to discuss or pay parking fines in Welsh, we have established a direct link with the Council's call centre.

Potential Areas for Improvement

Further encouragement of staff to enter onto Welsh language courses.

Legal Services

Legal Services is not a front facing service and has little direct contact with residents. However, it is clear about the need to continue to meet the internal and external publication requirements in respect of Welsh Language, e.g. external documents and internal distributions.

Legal notices/adverts for things such as road closures/co-opted Members vacancies are all published bilingually as is Member Attendance.

We are fortunate to have a number of fluent and competent Welsh speakers within the Service including Solicitors who are able to advise and advocate through the medium of Welsh, including at Court, if required.

Returning Officer declarations are made in accordance with the Welsh Language Commissioners' required standards. We have utilised colleagues from within the Service and Welsh Language Services team to support this. We also revised all non-statutory forms to meet the required standards.

By developing our relationship with the Welsh Language Services department we ensure that those persons who wish to exercise their right to conduct their business in the Welsh language receives the same level of service as those who speak English ensuring that the Council continues to meet the requirements set out in the Welsh Language Standards.

We continue to support the Council in its adherence to the Welsh Language Standards and assisting officers in dealing with complaints received from the Welsh Language Commissioner.

Potential Areas for Improvement

To look at improving the level of Welsh language spoken by officers in the legal department.

Leisure, Parks & Bereavement

Expansion of the provision of swimming lessons through the medium of Welsh to a second Leisure Centre, in partnership with the Urdd.

Successful contribution to the Shwmae campaign across social media.

Staff have attended level 1 training.

Leisure Services including Sports development have undertaken an audit by the Welsh Language Services Unit, which identified how the service is compliant with the statutory Welsh Standards. This assessment informed an action plan for further development, which is being implemented.

The service works well with our Welsh Language Services Unit and consults on all marketing and operational communications including our tenders.

Potential Areas for Improvement

- Further training and records of training undertaken.
- Explore with HR a management information output from Source to inform service wide training needs and plans.
- Circulation of an up to date lists of staff Welsh Language skills, within the Service.

Pensions, Procurement (Energy) & Transactional Services

Revenues & Benefits:

- Full review of webpages and on line services/systems to ensure compliance with key protocols identified by the standards
- Case files updated with indicator where there is a preference for Welsh language contact/communication to ensure this is provided, although demand is limited
- Standing agenda item on Management Team Meetings
- One complaint received regarding welsh language provision

Procurement:

- The Procurement Service has a positive working relationship with the Welsh Language Standards (WLS) Team & Translation Service.
- Requirements are embedded within the procurement process at all levels and advanced initiatives to promote and enhance the WLS standards within the supply chain are actively supported via the promotion of the 'Commissioning Partner Guide'
- We've also worked with the WLS to create a manual for use by contractors. The manual has been created to help and support Council staff and Contractors to comply with the relevant Welsh Language Standards requiring bilingual signage

Potential Areas for Improvement

- Online forms and systems provided by third party suppliers are not always specifically designed with the requirements of the Welsh Language Standards in mind and these can be difficult/challenging to amend and maintain
- Continue to identify and record, customer 'language of choice'
- Pensions – building on the good work delivering a bilingual website, the Service continues to develop its online bilingual Member Self Service offering.

Street Care & Waste Services

The service is reviewing and working towards full compliance with the Welsh Language Standards in terms of policy documents, correspondence and face-to-face contact with the public.

Standard letters, leaflets, posters and highway signs are produced in both Welsh and English. We also ensure any information featured on our website is also bi-lingual and since the last meeting, we have checked out web pages to ensure bi-lingual information is provided.

To date we have not had any complaints from the Commissioner and Waste has only needed to deal with 1 individual query through the medium of Welsh since the last assessment. Colleagues from customer care assisted us during this process.

Staff are advised on induction on our service requirements under the Welsh Language Standards. Since the last assessment, we have continued to identify and encourage staff who either would like refresher training or start a beginner's course on conversational Welsh. We have updated our training files on who in the service are fluent and partially fluent in conversing in Welsh.

The service strives to provide training opportunities and ensure all staff are appropriately trained and aware of Council policies. In order to ensure continuity of service delivery alternative methods of training and awareness raising is considered e.g. early morning training for waste and cleansing operatives in depots.

Potential Areas for Improvement

To offer staff who deal with members of the public on a daily basis Welsh Language training.

Transportation

The Transportation Service ensures that the Learner Travel Policy, Information and Arrangements are fully compliant with the latest Welsh Language Standards. The Welsh Language is no less favourably treated than the equivalent service provision in English. Standard letters for wide audiences are bilingual and roadside bus timetables, as well as all the material that promotes the Service's activities on the Council's website are in Welsh and English.

All parents have the opportunity to communicate with the Service in Welsh as part of the admissions process and records are kept. No one to date has requested this service. A fluent Welsh speaker left the Service during 2019, leaving only two staff with a working knowledge of spoken and written Welsh and a further one who is continuing to learn the language. One member of staff attended the compulsory one day Welsh Language course. During 2019 the Service received no requests for correspondence or telephone calls from residents wishing to converse in Welsh. Again, there were no complaints about the Service's use of the Welsh Language during this period.

There has been a slight fall in the number of learners transported to Welsh Medium or Dual Language Schools, from 3,676 to 3,577. This represents 32.2% of the total. An Equality Impact Assessment in June 2016 considered that the impact of the Learner Travel Policy, Information and Arrangements was substantially positive in its effects on the Welsh language community, provided eligibility to school transport was consistent and equitable, and anomalies in delivery mitigated. This led to the removal of a number of such anomalies from September 2018 but none since to date.

The Council published the results of its biennial Resident Engagement Survey in 2018. Those who responded to the public transport section were mainly very positive and whilst the provision of public transport information increased to 80% (up from 72%).

Potential Areas for Improvement:

- Encourage more staff to learn Welsh.