

# Public Document Pack



County Hall  
Rhadyr  
Usk  
NP15 1GA

Wednesday, 3 July 2024

## Notice of meeting

# Special Meeting Performance and Overview Scrutiny Committee

Thursday, 11th July, 2024 at 2.00 pm  
Council Chamber, County Hall, The Rhadyr USK

*Please note that a pre meeting will be held 30 minutes prior to the start of the meeting for members of the committee.*

## AGENDA

Item No	Item	Pages
1.	Apologies for Absence.	
2.	Declarations of Interest.	
3.	Medium Term Financial Plan (MTFP) Financial Strategy - To provide formal feedback ahead of Council on 18th July 2024 (Strategy to follow after the pre-election period).	
4.	Digital and Data Strategy - Pre-decision Scrutiny ahead of Cabinet on 17th July 2024.	1 - 46
5.	Welsh Language Standards Annual Monitoring Report 2023/24 - To scrutinise the Council's performance.	47 - 102
6.	Next Meeting: 16th July 2024 at 10.00am.	

**Paul Matthews**

**Chief Executive**

MONMOUTHSHIRE COUNTY COUNCIL  
CYNGOR SIR FYNWY

THE CONSTITUTION OF THE COMMITTEE IS AS FOLLOWS:

County Councillor Jill Bond, West End;, Welsh Labour/Llafur Cymru  
County Councillor Rachel Buckler, Devauden;, Welsh Conservative Party  
County Councillor John Crook, Magor East with Undy;, Welsh Labour/Llafur Cymru  
County Councillor Catherine Fookes, Town;, Welsh Labour/Llafur Cymru  
County Councillor Meirion Howells, Llanbadoc & Usk;, Independent  
County Councillor Alistair Neill, Gobion Fawr;, Welsh Conservative Party  
County Councillor Paul Pavia, Mount Pleasant;, Welsh Conservative Party  
County Councillor Peter Strong, Rogiet;, Welsh Labour/Llafur Cymru  
County Councillor Ann Webb, St Arvans;, Welsh Conservative Party  
Janice Watkins

## **Public Information**

### **Access to paper copies of agendas and reports**

A copy of this agenda and relevant reports can be made available to members of the public attending a meeting by requesting a copy from Democratic Services on 01633 644219. Please note that we must receive 24 hours notice prior to the meeting in order to provide you with a hard copy of this agenda.

### **Welsh Language**

The Council welcomes contributions from members of the public through the medium of Welsh or English. We respectfully ask that you provide us with adequate notice to accommodate your needs.

# Aims and Values of Monmouthshire County Council

## Our purpose

To become a zero-carbon county, supporting well-being, health and dignity for everyone at every stage of life.

## **Objectives we are working towards**

- Fair place to live where the effects of inequality and poverty have been reduced.
- Green place to live and work with reduced carbon emissions and making a positive contribution to addressing the climate and nature emergency.
- Thriving and ambitious place, where there are vibrant town centres and where businesses can grow and develop.
- Safe place to live where people have a home where they feel secure in.
- Connected place where people feel part of a community and are valued.
- Learning place where everybody has the opportunity to reach their potential.

## Our Values

**Openness.** We are open and honest. People have the chance to get involved in decisions that affect them, tell us what matters and do things for themselves/their communities. If we cannot do something to help, we'll say so; if it will take a while to get the answer we'll explain why; if we can't answer immediately we'll try to connect you to the people who can help – building trust and engagement is a key foundation.

**Fairness.** We provide fair chances, to help people and communities thrive. If something does not seem fair, we will listen and help explain why. We will always try to treat everyone fairly and consistently. We cannot always make everyone happy, but will commit to listening and explaining why we did what we did.

**Flexibility.** We will continue to change and be flexible to enable delivery of the most effective and efficient services. This means a genuine commitment to working with everyone to embrace new ways of working.

**Teamwork.** We will work with you and our partners to support and inspire everyone to get involved so we can achieve great things together. We don't see ourselves as the 'fixers' or problem-solvers, but we will make the best of the ideas, assets and resources available to make sure we do the things that most positively impact our people and places.

**Kindness:** We will show kindness to all those we work with putting the importance of relationships and the connections we have with one another at the heart of all interactions.

**Role of the Pre-meeting**

1. Why is the Committee scrutinising this? (background, key issues)
  2. What is the Committee’s role and what outcome do Members want to achieve?
  3. Is there sufficient information to achieve this? If not, who could provide this?
- Agree the order of questioning and which Members will lead
  - Agree questions for officers and questions for the Cabinet Member

**Questions for the Meeting**

Scrutinising Performance

1. How does performance compare with previous years? Is it better/worse? Why?
2. How does performance compare with other councils/other service providers? Is it better/worse? Why?
3. How does performance compare with set targets? Is it better/worse? Why?
4. How were performance targets set? Are they challenging enough/realistic?
5. How do service users/the public/partners view the performance of the service?
6. Have there been any recent audit and inspections? What were the findings?
7. How does the service contribute to the achievement of corporate objectives?
8. Is improvement/decline in performance linked to an increase/reduction in resource? What capacity is there to improve?

Scrutinising Policy

1. Who does the policy affect ~ directly and indirectly? Who will benefit most/least?
2. What is the view of service users/stakeholders? What consultation has been undertaken? Did the consultation process comply with the Gunning Principles? Do stakeholders believe it will achieve the desired outcome?
3. What is the view of the community as a whole - the ‘taxpayer’ perspective?
4. What methods were used to consult with stakeholders? Did the process enable all those with a stake to have their say?
5. What practice and options have been considered in developing/reviewing this policy? What evidence is there to inform what works? Does the policy relate to an area where there is a lack of published research or other evidence?
6. Does the policy relate to an area where there are known inequalities?
7. Does this policy align to our corporate objectives, as defined in our corporate plan? Does it adhere to our Welsh Language Standards?

8. Have all relevant sustainable development, equalities and safeguarding implications
9. been taken into consideration? For example, what are the procedures that need to be in place to protect children?
- 10.
11. How much will this cost to implement and what funding source has been identified?
- 12.
13. How will performance of the policy be measured and the impact evaluated

### **General Questions:**

#### Empowering Communities

- How are we involving local communities and empowering them to design and deliver services to suit local need?
- Do we have regular discussions with communities about service priorities and what level of service the council can afford to provide in the future?
- Is the service working with citizens to explain the role of different partners in delivering the service, and managing expectations?
- Is there a framework and proportionate process in place for collective performance assessment, including from a citizen's perspective, and do you have accountability arrangements to support this?
- Has an Equality Impact Assessment been carried out? If so, can the Leader and Cabinet/Senior Officers provide members with copies and a detailed explanation of the EQIA conducted in respect of these proposals?
- Can the Leader and Cabinet/Senior Officers assure members that these proposals comply with Equality and Human Rights legislation? Do the proposals comply with the Local Authority's Strategic Equality Plan?

#### Service Demands

- How will policy and legislative change affect how the council operates?
- Have we considered the demographics of our council and how this will impact on service delivery and funding in the future?
- Have you identified and considered the long-term trends that might affect your service area, what impact these trends could have on your service/your service could have on these trends, and what is being done in response?

#### Financial Planning

- Do we have robust medium and long-term financial plans in place?
- Are we linking budgets to plans and outcomes and reporting effectively on these?

#### Making savings and generating income

- Do we have the right structures in place to ensure that our efficiency, improvement and transformational approaches are working together to maximise savings?

- How are we maximising income?
- Have we compared other council's policies to maximise income and fully considered the implications on service users?
- Do we have a workforce plan that takes into account capacity, costs, and skills of the actual versus desired workforce?

Questions to ask within a year of the decision:

- Were the intended outcomes of the proposal achieved or were there other results?
- Were the impacts confined to the group you initially thought would be affected i.e. older people, or were others affected e.g. people with disabilities, parents with young children?
- Is the decision still the right decision or do adjustments need to be made?

**Questions for the Committee to conclude...**

Do we have the necessary information to form conclusions/make recommendations to the executive, council, other partners? If not, do we need to:

- (i) Investigate the issue in more detail?
- (ii) Obtain further information from other witnesses – Executive Member, independent expert, members of the local community, service users, regulatory bodies...

Agree further actions to be undertaken within a timescale/future monitoring report...



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**SUBJECT: DIGITAL AND DATA STRATEGY**

**MEETING: PERFORMANCE & OVERVIEW SCRUTINY COMMITTEE**

**DATE: 11<sup>th</sup> JULY 2024**

**DIVISION/WARDS AFFECTED: ALL**

**1. PURPOSE:**

- 1.1 To present to Cabinet the Council's draft Digital and Data Strategy for consideration.
- 1.2 The strategy outlines how its use of digital and data will transform and modernise services, improve efficiency and effectiveness, and support the delivery of the wider Community and Corporate Plan.

**RECOMMENDATIONS TO PERFORMANCE & OVERVIEW SCRUTINY COMMITTEE:**

- i. That the Performance and Overview Scrutiny Committee scrutinise the Council's proposed draft Digital and Data Strategy;
- ii. That the Committee provides feedback to allow for further comments to be considered and as necessary reflected in the final draft subsequently presented to Cabinet for approval.

**2. RECOMMENDATIONS TO CABINET:**

- 2.1 To endorse the vision, themes and aims of the Digital and Data Strategy.
- 2.2 To approve the delivery plan and to note business cases for further and future investment will be prepared for consideration as required and to the extent that they cannot be managed within the Council's existing budgetary framework, capacity, and resources.
- 2.3 To delegate authority to the Deputy Chief Executive and Chief Officer – People, Performance and Partnerships, in consultation with the Leader as the lead Cabinet member with portfolio responsibility, to oversee the implementation and monitoring of the strategy.

**3. KEY ISSUES:**

- 3.1 The digital landscape is evolving rapidly, and the council needs to keep pace with the changes and opportunities that it brings.
- 3.2 The council also needs to harness the power of data analytics and insights, and the potential of automation and generative AI capabilities, to inform its actions and decisions, do things differently, and to deliver better services for its users.

- 3.3 It is important to draw the distinction between being digital enabled and data driven and aligned with the Council's aspirations. Being digitally enabled will involve the Council updating and transforming its processes, systems and services using digital platforms and tools. On its own this allows services to be provided more **efficiently**.
- 3.4 Being data driven leads to the Council using digital products and services to collect data about Monmouthshire residents and communities. But beyond simply collecting data to analyse that data to understand resident intentions, preferences and needs and using these insights to provide services that are more **effective** in meeting those needs.
- 3.5 The council faces significant financial pressure and increasing demand, and the efficient and effective utilisation of digital and data can be a key enabler in meeting these challenges.
- 3.6 The council has developed a Digital and Data Strategy, which sets out its vision, themes, aims, and actions for the next three years. The vision being:
- “The Council is digitally enabled and data driven, delivering excellent services and inclusive outcomes for its residents and communities”*
- 3.7 The strategy's themes create the “stretch” in the strategic aims and ambitions. They are expanded on more fully in the strategy and maintain a focus around:
- i. User-centred design and service delivery
  - ii. Data analytics and insights
  - iii. Information and data governance
- 3.8 The strategy is then underpinned by three strategic aims:
- Working with partners to develop and maintain strong foundations to support delivery of the strategic vision.
  - Using data analytics and insight, digital advancements and a user-centred focus, to re-think how needs are met.
  - Equipping and empowering the organisation and communities to get the most out of digital and data technology.
- 3.9 The strategy is aligned with other enabling strategies (People, Customer and Financial) which are either in place or in development and which support the delivery of the Community and Corporate Plan with its clear purpose: to become a zero-carbon county, support well-being, health, and dignity for everyone at every stage of life.
- 3.10 The strategy will be supported by a detailed and prioritised annual delivery plan, which will include the activity, expected outcomes and measures of success for each action. The action plan will be reviewed and updated regularly to reflect the changing needs and priorities of the Council and its stakeholders.

- 3.11 The strategy will be subject to regular evaluation and feedback, using both quantitative and qualitative methods, to assess its effectiveness, impact, and value. The results of the evaluation will be communicated to members, staff, residents, and partners, and will inform the continuous improvement of the strategy.
- 3.12 The implementation and monitoring of the strategy will be overseen by the Digital, Data and Technology Board, which will include representatives from the Digital Design and Innovation team, the Data Insight team, the Information Security and Governance team, the Shared Resource Service, and other relevant service areas. The board will report to the Strategic Leadership Team and the Cabinet on the progress and outcomes of the strategy.

#### **4. EQUALITY AND FUTURE GENERATIONS EVALUATION (INCLUDES SOCIAL JUSTICE, SAFEGUARDING AND CORPORATE PARENTING):**

- 4.1 The Integrated Impact Assessment for this strategy is appended. A summary of the key impacts and considerations are provided below:
- a) Addressing digital exclusion barriers such as skills, confidence, access to connectivity and devices will support those with protected characteristics and/or those suffering socio-economic disadvantage to become digitally included.
  - b) The use of accessible digital solutions can support the development and further use of the Welsh language – e.g. translation services, Welsh language learning apps and bi-lingual provision of public facing solutions such as online forms, the My Monmouthshire App and Chat Bot – Monty.
  - c) The strategy aligns with the ways of working and well-being goals set out in the Well-being of Future Generations Act (Wales) 2015 e.g. increasing the skills and competency of the workforce; providing 24/7 access to information; using data insights to inform decision making which can positively impact health, community cohesion, tackling inequality and resilience. The strategy also recognises the potential environmental impact of increased use of cloud technology and will ensure this is understood and mitigated against.
  - d) The strategy will ensure information and data security whilst also providing opportunities to use insight appropriately to safeguard vulnerable residents.

#### **5. OPTIONS APPRAISAL**

- 5.1 Option 1: Do nothing. This option would mean that the Council would continue to operate as it is, without a clear and coherent direction for its use of digital and data. This option would have significant risks and disadvantages, such as losing out on the opportunities and benefits that digital and data offer, falling behind the expectations and standards of the users and the regulators, and failing to address the challenges and pressures that the council faces.

5.2 Option 2: Adopt the Digital and Data Strategy. This option would mean that the Council would have a strategic framework for its use of digital and data, aligned with its purpose and objectives. This option would have significant advantages and benefits, such as improving the services and outcomes for the users and the communities, enhancing the operational efficiency and effectiveness of the council, and supporting the delivery of the Community and Corporate Plan.

## **6. EVALUATION CRITERIA**

6.1 The strategy will be evaluated using the following criteria:

- The extent to which the strategy delivers its vision, aims, and actions.
- The extent to which the strategy contributes to the delivery of the Community and Corporate Plan.
- The extent to which the strategy improves the services and outcomes for the users and the communities.
- The extent to which the strategy enhances the operational efficiency and effectiveness of the council.
- The extent to which the strategy addresses the challenges and risks that the council faces.
- The extent to which the strategy meets the expectations and standards of the users.
- The extent to which the strategy demonstrates best practice and innovation in the digital and data field.

An annual Delivery Plan will be reviewed as part of the council's service planning and performance monitoring activity.

## **7. REASONS:**

7.1 The reasons for adopting the Digital and Data Strategy are:

- To set the strategic direction for the council's use of digital and data.
- To align the Council's use of digital and data with its purpose, priorities and objectives.
- To maximise the opportunities and benefits that digital and data offer.
- To address the challenges and pressures that the council faces.
- To meet the needs and expectations of the users.
- To demonstrate best practice and innovation in the digital and data field

## **8. RESOURCE IMPLICATIONS:**

8.1 The strategy will require the allocation of staff time and expertise from various service areas, such as the Digital Design and Innovation team, the Data Insight team, the Information Security and Governance team, the Shared Resource Service (SRS), and other relevant service areas.

8.2 The Council will also proactively seek out opportunities to strengthen collaborations with external partners and will work closed with neighbouring local authorities and the SRS to remove duplication, maximise resources and deliver on shared ambitions around the use

of digital and data. Similarly, the Council will seek to work with other local authorities, public sector partners such as ABUHB, Gwent Police, the voluntary sector, the Centre for Digital Public Services Wales, the WLGA Digital Team, and private sector partners to deliver on its strategic ambitions.

- 8.3 Delivery of the strategy is anticipated to generate savings and efficiencies for the council, by reducing costs, increasing productivity, and improving outcomes.
- 8.4 There is however recognition that the council may need to invest in skills and capabilities to deliver this strategy. Business cases for investment and alternative delivery models will be prepared for consideration as required.

**9. CONSULTEES:**

Cabinet  
Strategic Leadership Team  
Directorate Management Teams

**10. BACKGROUND PAPERS:**

Appendix 1 – Digital and Data Strategy  
Appendix 2 – Intergrated impact assessment

**11. AUTHOR:**

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# Digital and Data Strategy

2024-2027



# Digital and Data Strategy

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## Version Control

<b>Title</b>	<b>Digital and Data Strategy</b>
Purpose	To set the strategic direction for the Council's use of digital and data.
Owner(s)	Deputy Chief Executive Chief Officer – People, Performance and Partnerships
Approved By	Not yet approved – scheduled for Cabinet Decision on 17 <sup>th</sup> July
Date	03/07/2024
Version Number	Version 1.6
Status	Draft
Review Frequency	Following any update to the Community and Corporate Plan
Next Review Date	May 2027
Consultation	Staff (Directorate Management Teams), Strategic Leadership Team, Cabinet.

## Cabinet Member Foreword



# Digital and Data Strategy

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I am delighted to introduce Monmouthshire's Digital and Data Strategy, which sets out the vision, themes, aims, and actions for the next three years. The strategy is key in enabling the delivery of the Council's policy aims as set out in its Community and Corporate Plan.

The Council has a clear purpose to become a zero-carbon county that supports well-being, health, and dignity for everyone at every stage of life.

Digital and data are recognised as key enablers for changing and modernising services, improving operational efficiency and effectiveness, and enhancing outcomes and impact. Putting residents and users at the centre of everything the Council does is key, ensuring that digital and data services are intuitive, accessible, and responsive to needs and expectations.

The Council is ambitious and optimistic about the potential for digital and data to make a positive difference to the county and its communities. The Council also needs to be realistic and aware of the challenges and risks that are faced, such as the fast pace of change, the increasing demand and expectations, and financial challenges. These challenges and risks will be addressed proactively and collaboratively, seeking to maximise the opportunities and benefits that digital and data offer.

This strategy covers a range of themes and areas, setting out how digital and data will inform service planning and delivery, placing the needs of residents at the heart of everything the Council does.

In its development the strategy has drawn upon best practice and innovation in the digital and data field, both locally and nationally. The input and feedback received has been invaluable, and the strength of partnership and collaboration will continue in delivering this strategy.

An annual delivery plan underpin the strategy and will evolve to ensure that the changing needs and priorities of the county and stakeholders, and the ever evolving digital and data landscape, can be reflected, and responded to. Progress and impact will be measured and evaluated using both quantitative and qualitative methods. Learning and achievements will also be communicated and shared.

I hope you find this strategy informative and inspiring, and I invite you to join us on the Council's digital and data journey.



# Digital and Data Strategy

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**Councillor Ben Callard**  
**Cabinet Member for Resources**



# Digital and Data Strategy

## Introduction:

Monmouthshire's Digital and Data Strategy sets out the Council's strategic aims and a three-year plan outlines how digital and data will be used to transform and modernise services, improve efficiency and effectiveness, and enhance outcomes and impact.

This strategy sits alongside other enabling strategies and is key to the delivery of the Council's policy aims as set out in its Community and Corporate Plan.

The Community and Corporate Plan, *Taking Monmouthshire Forward*, focuses on working together for a fairer, greener, more successful county while also supporting well-being, health and dignity for all.



The plan recognises that the challenges are great. Responding to climate and nature crises. Responding to inequalities, the provision of affordable housing and the growing needs of the elderly and most vulnerable. Ensuring that nobody is left behind.

The plan recognises the financial challenges faced and the fundamental changes that will be required in how services are delivered to remain sustainable. Leading to a focus on prevention and a need to work in partnership. The Council will continue to be a strong and progressive partner that looks to be at the forefront of driving forward existing and new collaborations and partnerships such as to deliver shared strategic aims and outcomes.

Notwithstanding the challenges over the last two years the Council has achieved many successes and outcomes and has already put many of the building blocks in place to allow the Council's policy aims to be delivered.

The approach sees a continuous adaptation of services in line with the needs and demands of residents, where the Council is entrepreneurial and innovative in its approach, acting in an agile and responsive way. This underpins the digital and data strategy for the next three years and allows for success to be built on the foundations that have been put in place.



# Digital and Data Strategy

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In line with the aspirations set out in this strategy it is important to draw the distinction between being digitally enabled and data driven.

Being digitally enabled will involve the Council updating and transforming its processes, systems and services using digital platforms and tools. If that remained the sole focus, whilst services would be provided more efficiently, they would not necessarily be provided more effectively as digitally enabled services alone can be equally unaware of their customers intentions, preferences and needs as before.

Being data driven leads to the Council using digital products and services to collect data about Monmouthshire residents and communities. But beyond simply collecting data to analyse that data to understand resident intentions, preferences and needs and using these insights to provide services that are more effective in meeting those needs.

The Council will continue to operate in an environment where resources are not increasing in line with the demands upon services. This will require the Council to be both effective and efficient in its use of resources and being both digitally enabled and data driven will be key to this.

Equal Regard needs to be given to understanding, and where possible, addressing any environmental impact from the implementation of the strategy. Positive impacts are often clear to see in so far as for example a reduced need to travel. However, less visible impacts are for example the increasing need for data storage and where suitable mitigations will need to be sought.

## Why is a Digital and Data Strategy Needed:

A digital and data strategy is not just about technology; it's about using digital tools and data to empower our staff, drive productivity and operational efficiency and enhance the quality of life for residents.

This strategy looks to communicate the Council's digital and data ambitions to a range of stakeholders: to staff and leadership within the Council; to our public sector partners and, those with whom the Council will look to collaborate in our pursuit of common aims and objectives. At the heart of the strategy is demonstrating to Monmouthshire communities and residents how digital and data will contribute to meeting their needs and the priorities set out in the Community and Corporate Plan.

Keeping pace with the rapid and evolving the digital landscape and optimising the opportunities for the benefit of the organisation and residents requires clear strategic intent. So too, harnessing the power of data analytics and insights, as well as the potential of automation and generative AI capabilities. The strategy



# Digital and Data Strategy

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will bring both together to inform our actions and decisions, do things differently, and to deliver better services for residents and users.

We need also to protect our services against a backdrop of significant financial pressure and increasing demand. Our digital and data strategy will contribute to ensuring that the Council is resilient and agile in the face of uncertainty and disruption.

The Strategy sets the longer-term aims and initial actions to deliver them. The Council's approach will evolve and mature as the capabilities and capacities to be data driven and utilise digital products and services are enhanced and strengthened.

## Strategic Links:

The Digital and Data Strategy is one of a number of enabling strategies that will contribute to the delivery of the Community and Corporate Plan. The strategy, along with the associated delivery plan, is aligned with them all.

The enabling strategies will have complimentary activities and interdependencies. For example, to become a truly digital first and data enabled authority, the Council will need to empower its staff to understand and utilise the digital and technological solutions available – developing this capability is a key component of the People Strategy. Similarly, the Customer Strategy will inform how digital and data can inform the development and delivery of user-centred services, that improves the customer experience and overall operational efficiency.

The delivery of this strategy will also underpin the council's Medium Term Financial Planning with digital and data acting as key enablers to unlock savings associated with new ways of working, managing demand and delivering improved outcomes.

## How Has it Been Developed:

This strategy has been developed through consultation and engagement with staff groups, Elected Members, and partners. The Council has also learned from best practice and innovation in the digital and data field, both locally and nationally. The input and feedback received has informed the development of the strategy. Working together with staff, residents, and partners will be key to delivering the strategy and the delivery plan underpinning the strategy will continue to evolve based on feedback and opportunities that arise.



# Digital and Data Strategy

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## The Case for Change:

The digital and data strategy looks to build on the foundations already in place. Advancements in technology, digital and data are fast moving and why the strategy is for a period of only three years.

In order to reach out and deliver the aims and ambitions set out in this strategy it is important to start from a position of understanding existing strengths and weaknesses, as well as the opportunities and threats that present. More commonly referred to as a SWOT analysis.

Appendix 1 provides a detailed SWOT analysis for digital and data. This looks to evaluate the Council's current context and strategic case for change such as to inform the vision, themes and aims of the strategy. These are summarised as follows:

### Digital strengths and weaknesses:

Strengths in having an effective digital design and innovation team, a number of approved digital solutions, and strong information security, but also facing challenges from an overall lack of organisational and collaborative prioritisation, limited adoption of user-centred design principles, and manual and expensive processes that remain present.

### Digital opportunities and threats:

Opportunities that include the impact that can be felt from upskilling and empowering staff and residents, adopting digital ways of working, collaborating with local authority partners and the SRS, using automation and AI technology, and implementing the education digital strategy. However, a need not to be complacent and to be aware of the risks of bypassing agreed processes and support, not communicating the benefits and capabilities of digital solutions, having fragmented customer journeys, and in not maintaining security against the ever-present threat of cyber attacks.

### Data strengths and weaknesses:

Strengths are represented by having the ambition to develop the use of data, having developed data dashboards and GIS web maps, having some experience and skills in processing data, and having strong data protection and security policies. However, capacity and capability is something that needs to be developed and where there is variability in data knowledge and skills across service areas, where data isn't being harnessed and connected as a council wide and community asset, and data is not being sufficiently brought together on service user perspectives and acted upon.

### Data opportunities and threats:



# Digital and Data Strategy

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There are significant opportunities that present such as using analytics to generate actionable insights that benefit those who need to draw on the Council's services, using digital, data and technology to respond to rising demand and financial challenges, building on existing partnership working and developing collaborations, and learning and evolving in the fast paced data space. Set alongside this are the increasing demand faced for data analytics, the threat that poor data quality poses and the inevitable data security challenges faced.



# Digital and Data Strategy

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## Vision and Themes:

### Vision:

The Council is digitally enabled and data driven, delivering excellent services and inclusive outcomes for its residents and communities.

### Themes:

The digital and data strategy covers a number of key themes:

- **User-Centred Design and Service Delivery:**

Digital services designed from the perspective of residents and users, and their needs and interests.

Digital services that prioritise user needs, ensuring that they are intuitive, accessible, and responsive to all citizens, thus promoting equity and inclusivity.

Focusing and prioritising digital change on improving operational efficiency, reducing costs, and enhancing the agility of services to respond.

Using generative AI and other emerging technologies to automate tasks and business processes to drive efficiencies and to deliver better services for users.

- **Data Analytics and Insights:**

Leveraging data analytics in an open and transparent way to provide actionable insights for evidence-led decision-making.

Data and insight that confirms what the Council does is inclusive, equitable and, having an impact. Tracking patterns of engagement and participation in order to see that the Council is reaching everyone it needs to.

A better disaggregation of data that allows for information on service access, use and preference to be tracked spatially, socially and economically for anonymised profiles of cohorts and communities. To be able to tell what kind of services households or residents are accessing or not, such as to be more preventative in offering or sign posting access to services.



# Digital and Data Strategy

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Moving towards real time and forward looking (predictive) datasets that produce a rounded picture of what is being done and where resources might have to be moved to improve the chances of meeting intended outcomes. Allowing services to adapt to specific communities or geographies to meet the diverse range of resident needs.

- **Information and Data Governance:**

Maintaining robust information and governance security to ensure sensitive data and critical infrastructure is protected and not compromised.

Enhancing data quality through good data governance arrangements.

These themes underpin the strategic aims and will be achieved by the Council developing the capacity and capability necessary to realise its vision over time. This will be achieved by:

- strengthened collaborations with the Shared Resources Service (SRS) and its local authority partners, as well as with other agencies, private sector partners, and communities of interest.
- a focus on digital and data skills and workforce development. A skilled workforce is crucial for the successful implementation of the strategy.

Delivery will be underpinned by: strong governance and change management arrangements, and a performance framework that is evaluative and focuses on delivery of outcomes and continuous improvement.



# Digital and Data Strategy

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## Aims

The strategy has three aims:

- Aim 1: Work with partners to develop and maintain strong foundations to support delivery of the strategic vision
- Aim 2: Use data analytics and insight, digital advancements and a user-centred focus, to change how the diverse needs of citizens and service users are met
- Aim 3: Equip and empower our citizens, communities and the organisation to get the most out of digital and data technology

Actions for each aim are detailed at Appendix 2.

## Aim 1: Work with partners to develop and maintain strong foundations to support delivery of the strategic vision

The Council already has some of the infrastructure, processes, and skills in place to deliver this strategy. For example, there are strong information security, information governance and data protection arrangements in place; the Council's Digital Design and Innovation team has a history and track record of digital delivery; and a Performance and Data Insight team that already supports service areas to understand their data, provide insight and support improvement activity.

The already strong foundations need to be built upon to take the Council to the next level of digital and data innovation, putting insights in the hands of decision makers that will drive improved services and outcomes, supported by the effective, compliant, and innovative use of digital solutions.

## The Council will:

- Ensure that data is of high quality, consistent, and reliable across the organisation.
- Make data easier to find, access, and use.
- Use digital technology and infrastructure to support service delivery and analytics.
- Ensure current and new digital solutions are fit for purpose.
- Ensure there are robust data sharing guidelines and processes in place across the organisation. Allowing opportunities to share data across services and with partners to be developed, where there is an identified benefit in doing so.



# Digital and Data Strategy

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- Ensure the use of data is maximised in a way that is open, legal, and ethical.
- Explore opportunities to build on partnership working and collaborate.

## Aim 2: Use data analytics and insight, digital advancements and a user-centred focus, to change how the diverse needs of citizens and service users are met

It is imperative that the diverse demands and needs of all our citizens, businesses, visitors, elected members, and staff are understood. A key enabler for doing so is taking a user-centred approach which puts those diverse needs at the heart of what the Council and its services do and why they do it.

The availability of good quality and joined up data and insight will develop the understanding of diverse needs. The application of digital and use of technology will enable those different needs to be met in ways that will deliver improved services and outcomes, in line with our Community and Corporate Plan.

### The Council will:

- Empower staff to use digital, data and technology to understand more about residents needs and what matters most to them to focus on delivering better outcomes.
- Prioritise digital and data related activity and projects effectively with a focus on improved citizen/customer outcomes and/or operational efficiency.
- Use digital, data and technology to understand, and in response to, rising demand and financial challenges.
- Design digital services that are user-centred, intuitive, accessible, and responsive.
- Use analytics to generate insights that inform the development and delivery of objectives and policies in an inclusive, equitable and impactful way.
- Work with partners and develop digital and data networks to adopt a more preventative and predictive approach.

## Aim 3: Equip and empower our citizens, communities and the organisation to get the most out of digital and data technology



# Digital and Data Strategy

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There are things that can be done now using digital, data and technology that could only have been dreamed of being done a few years ago. As the pace of change accelerates staff must be supported to be able to take advantage of the technological revolution for the benefit of themselves and residents. Equally, digital inclusion barriers must be addressed such as confidence, skills, connectivity, or access to devices, by providing support to those residents who need and want it.

## The Council will:

- Ensure the council has the capabilities and capacity required to maximise its use of digital and data.
- Improve general data literacy and digital capability across the whole Council.
- Support residents to improve their digital skills and tackle digital inclusion barriers such as connectivity and access to devices.
- Explore opportunities to build on existing partnership working and further develop collaboration.
- Support staff to focus on the tasks that matter most by automating repetitive, high-volume activity.

## How Will Delivery of this Strategy Have an Impact?

We've used some fictional characters to bring the strategy to life and explain its potential impact and benefit:



# Digital and Data Strategy

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## Emily - The Staff Member

Emily is a social worker who works with families across Monmouthshire. She typically used to spend a lot of time each week typing up handwritten notes from meetings and creating assessments and reports. She didn't always use to know if the families she worked with were also engaged with other council or partner services and spends a lot of time trying to find this information out. She often used to work late to ensure her case load is complete.

Emily's new AI-enabled platform not only streamlines her workflow but also supports the council's commitment to reducing inequality. The platform's analytics identify residents who may be at risk of falling through the cracks, enabling Emily to proactively reach out with support services. By ensuring equitable access to information and resources, Emily plays a pivotal role in fostering a more inclusive community.

The digital transformation has also made Emily an inadvertent environmental champion. With most services moving online, the need for paper has drastically reduced, contributing to the council's carbon emission reduction goals. Moreover, Emily's dashboard includes a feature that tracks the environmental impact of council operations, encouraging eco-friendly decision-making.



## The Johnsons - A Family living in Monmouthshire

The Johnsons are new to Monmouthshire and are trying to get to grips with things like their recycling days, local clubs and activities and travel.

The Johnsons' personalized portal is more than a convenience; it's a gateway to a vibrant community. The portal suggests local events that align with the family's interests, encouraging them to participate in town centre activities, supporting local businesses, and fostering economic growth.



# Digital and Data Strategy

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The family also receives notifications about community-led climate action initiatives, supported by the council and its partners, such as tree-planting days or local recycling programs, making it easy for them to contribute to the climate emergency response. The portal's journey planner, which draws upon open data captured by the council, helps them minimize their carbon footprint by suggesting the most eco-friendly routes and modes of transport.

The family are also farmers and have access to the latest technology and insight such as predictive insights for crop selection, irrigation scheduling, and soil management, through the council's relationship with Hartpury University's Agri Tech Centre.

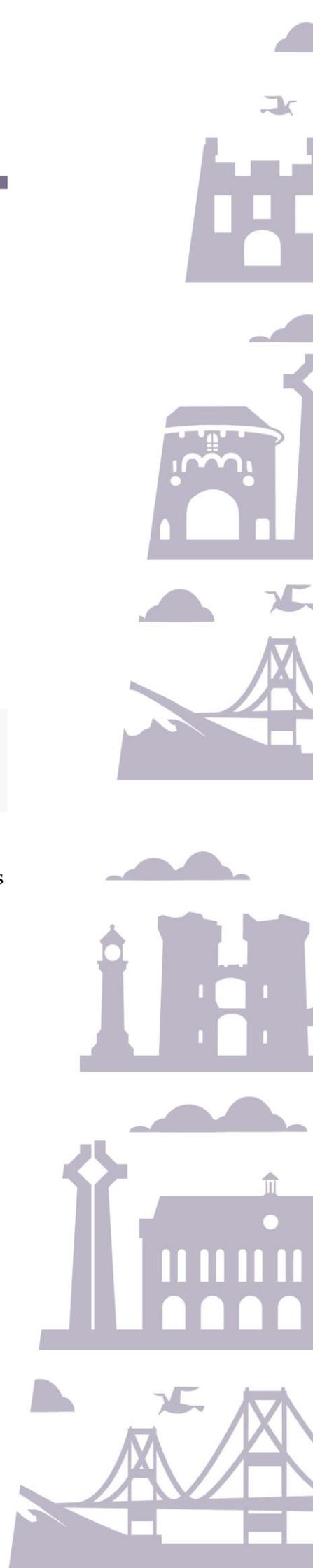


## George - An Older Resident

For George, technology has become a lifeline to the world around him. The smart technology he has in his home helps to keep him safe, warm and connected, and has significantly reduced his carbon footprint and energy bills - as well as providing a small additional income with unused energy sold back to the grid.

He accesses the council's AI-driven platforms which provide him with safe access to local news, service updates, and community resources, and suggest local groups and activities where George can meet peers, reducing his sense of isolation and improving his well-being.

George's digital interface also connects him with local volunteer opportunities, enabling him to share his skills and experience with others. This not only helps George feel valued and connected but also allows him to contribute to the community's well-being.



# Digital and Data Strategy

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## Implementation and Governance

The implementation and monitoring of the strategy will be overseen by the Digital, Data and Technology Board, which will include representatives from the Digital Design and Innovation team, the Performance and Data Insight team, the Information Security and Governance team, the Shared Resource Service, and other relevant service areas. The board will report to the Strategic Leadership Team and the Cabinet on the progress and outcomes of the strategy.

The terms of reference of the Board will be underpinned by the need to ensure that the strategic aims and outcomes are being met, with capacity and capability prioritised and redirected as needed to ensure that impact is optimised.

The strategy will be supported by a detailed delivery plan, which will include the timelines, resources, responsibilities, and indicators for each action. The initial delivery plan is shown in appendix 2. Milestones and targets will be developed and set through the initial phase of delivery of the strategy. The plan will be reviewed and updated regularly to reflect the changing needs and priorities of the Council and its stakeholders. The strategy will also be aligned with the service business plans and the performance management framework of the Council.

The strategy will be subject to regular evaluation and feedback, using both quantitative and qualitative methods, to assess its effectiveness, impact, and value. The evaluation will also identify the challenges, risks, and opportunities for improvement and learning. The results of the evaluation will be communicated to the staff, residents, and partners, and will inform the continuous improvement of the strategy.



# Digital and Data Strategy

## Appendix 1: SWOT Analysis

### Digital

#### Strengths

An effective Digital Design and Innovation Team is in place providing digital leadership and support across the organisation.

We have a number of approved digital solutions available to us to help drive productivity and operational efficiency.

There is an established network of Digital Champions across the organisation.

We have strong partnership arrangements in place with both the SRS and our neighbouring Local Authorities, and play an active role in the WLGA Digital Advisory Group.

There are strong Information Security, Data Protection and Information Governance arrangements, policies and procedures in place.

We understand how digital can transform the way we operate and how it can contribute towards the delivery of our Community and Corporate Plan and the financial challenges we face.

#### There is an appetite for digital amongst our residents:

- During 2023/24 our website had 2.7m web views.
- There is 92% Superfast ( $\geq 30$ Mbps) and 71% Ultrafast ( $>100$ Mbps) broadband coverage across the county.

#### Weaknesses

We don't always take an organisational and collaborative view on the prioritisation of our digital activity.

There is some understanding of user-centred design principles, but it is not fully embedded across our organisation.

Our ambition can sometimes exceed our capacity to deliver.

We don't always think "digital first" and have many manual, time consuming and expensive processes in place.

continued...



# Digital and Data Strategy

## Digital continued...

### Opportunities

Upskilling and empowering our staff will enable us to get the most out of the tools available to us.

The successful adoption of digital ways of working will improve our operational efficiency, acting as a key enabler in tackling the financial challenges we face.

We have an opportunity to do more in collaboration with our local authority partners and the SRS, recognising we are often working on similar challenges, and we can potentially achieve more through closer working on aligned priorities.

Automation and AI technology can support our staff to work differently, focus on value added tasks and deliver better outcomes for our residents.

Ensuring digital tasks and projects are prioritised appropriately will ensure our resources are focused on the areas that will have the most impact for us and our residents.

### Threats

Opportunities to do more with the digital tools available may be missed if services bypass agreed processes and support.

If we don't fully understand and/or communicate effectively the benefits and capabilities of things like Artificial Intelligence and Internet of Things, we may be unable to take full advantage of them.

Our customer journeys can be fragmented meaning customers may not always trust our digital services.



# Digital and Data Strategy

## Where we are now: Data

### Strengths

We have the ambition to develop our use of data and have developed products that have improved how we present and visualise data.

Developed data dashboards and established GIS web maps provide a platform to share data and provide insight into our services and county.

We have some experience of processing data along with skills in extracting, transforming and loading data,

There are strong data protection and security policies in place for data and ongoing awareness raising.

### Weaknesses

There is variability in the data knowledge and skills across service areas which impacts our overall ability to maximise the value of data we hold.

We are a data rich organisation, there are a wide range of arrangements to manage data, we need to further harness and connect data as council wide asset.

We are not bringing together data on service user perspectives in a way that would allow us to be truly evaluative.

### Opportunities

Use analytics to generate actionable insights that inform the development and delivery of our objectives and policies.

Use digital, data and technology in our response to rising demand and financial challenges.

To build on existing partnership working and further develop our collaborations to achieve our digital and data aims.

The data space is incredibly exciting and fast paced and we need to continue to learn and evolve as part of this space.

### Threats

There is an increasing demand for data analytics, some of which we are unable to achieve due to limited skills and/or capacity.

Data quality limits the accuracy and quality of data insights we can generate.



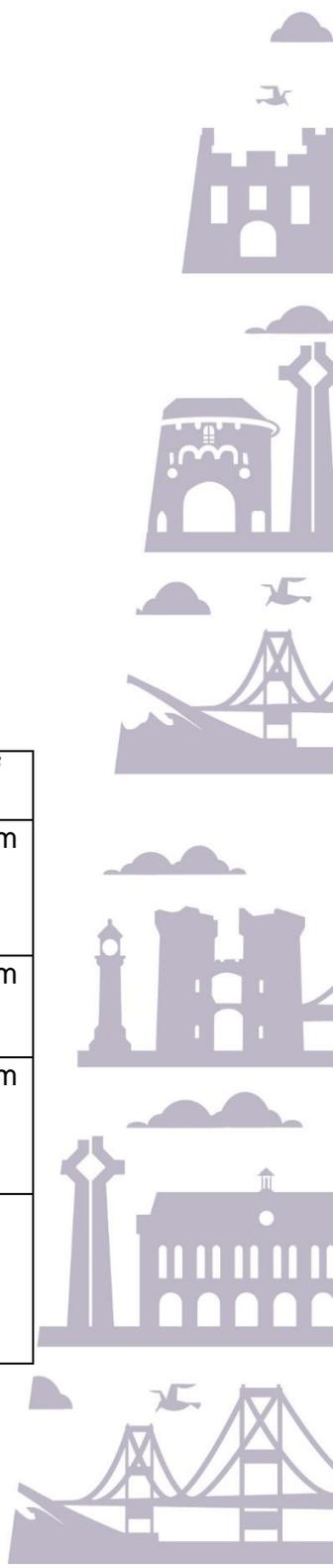
# Digital and Data Strategy

## Appendix 2: Delivery Plan

The delivery plan will remain an iterative document and will evolve over the next three years. The plan will be the subject of ongoing review and prioritisation by the Digital, Data and Technology Board. A strategic lens will continue to be applied to ensure that the capacity and capability is developed and in place to ensure that the strategic aims and outcomes are delivered.

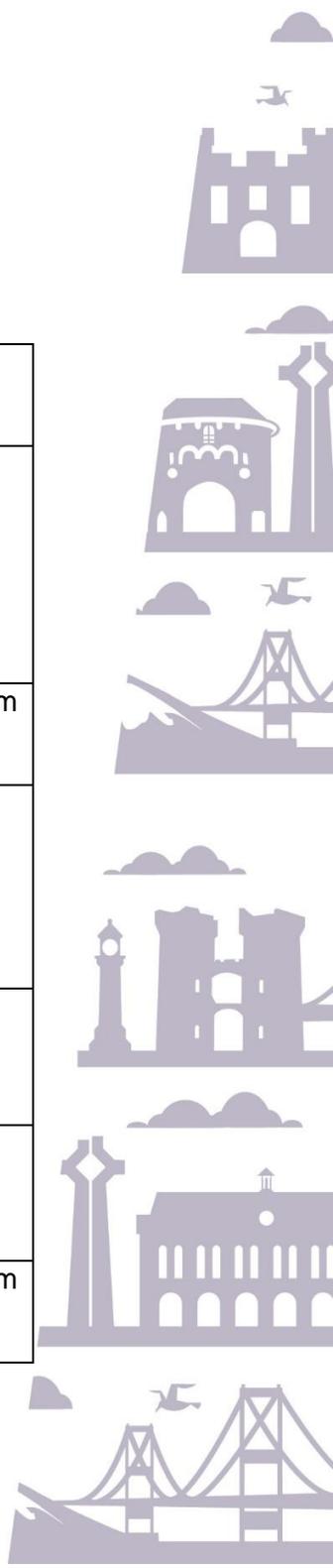
### Aim 1: Work with partners to develop and maintain strong foundations to support delivery of the strategic vision

Activity	Expected Outcome	Measures of success	Direction of travel
Undertake digital and data maturity assessments to understand strengths and developmental areas.	Improved digital and data maturity	Digital and Data Maturity Assessment scores	Increase from baseline
Develop and implement data standards.	Improved data quality	Data Maturity Assessment Scores	Increase from baseline
Develop and implement information governance policies, and procedures.	Improved information governance, security, and compliance.	Digital and Data Maturity Assessment scores	Increase from baseline
Implement SharePoint document management system	Improved usability of data and information Improved information governance, security, and compliance.	Document management System implementation and feedback	



# Digital and Data Strategy

		Case studies of impact	
Develop automation of data processing, and integration of data flows between systems	Improved operational efficiency	Number of systems integrated for data flow	10
		Case studies of impact	
Make data analysis tools available to staff who require them	Improved data analytics	Data Maturity Assessment Scores	Increase from baseline
Develop a data warehouse/lake for capturing current and historical data for advanced analytics. Informed by a collaborative Single View project pilot.	Improved ability to make data-led decisions	Number of data sets held in data warehouse	10
		Case studies of impact	
Protect sensitive data and critical infrastructure by ensuring cybersecurity and resilience	Maintained security of customer data Legislative compliance	Cyber security audits	Compliance determined by audits
Introduce a meta data catalogue to understand what data is held and where within the organisation	Improved data maturity Identification of opportunities to link data sets	Number of data sets catalogued	50
Establish a Digital, Data and Technology Board to set priorities, ensure delivery and	Prioritisation of effort on high impact tasks/projects Raised awareness of digital and data capability	Digital and Data Maturity	Increase from baseline



# Digital and Data Strategy

champion the use of digital and data.	Increased adoption of digital and data	Assessment scores	
Review existing data sharing agreements to ensure continued suitability	Legislative compliance Improved access to data and insight Improved ability to make data-led decisions	Case studies of impact	

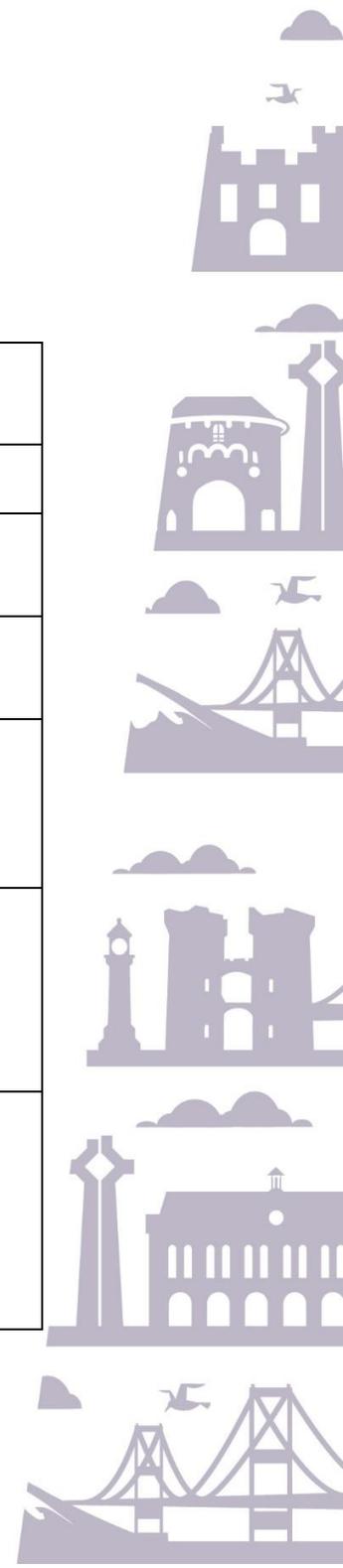
## Aim 2: Use data analytics and insight, digital advancements and a user-centred focus, to change how the diverse needs of citizens and service users are met

Activity	Expected Outcome	Success Criteria	Direction of travel
Apply digital service standards and a user-centred focus to improve the accessibility of services	Increased channel shift to online/App, self-service Improved operational efficiency Improved customer satisfaction	% of Customers who score 3 or above for Customer Satisfaction Case studies of impact	80%
Monitor and measure user satisfaction, usage, and impact of digital services, to inform continuous improvement	Improved customer experience	% of Customers who score 3 or above for Customer Satisfaction	80%



# Digital and Data Strategy

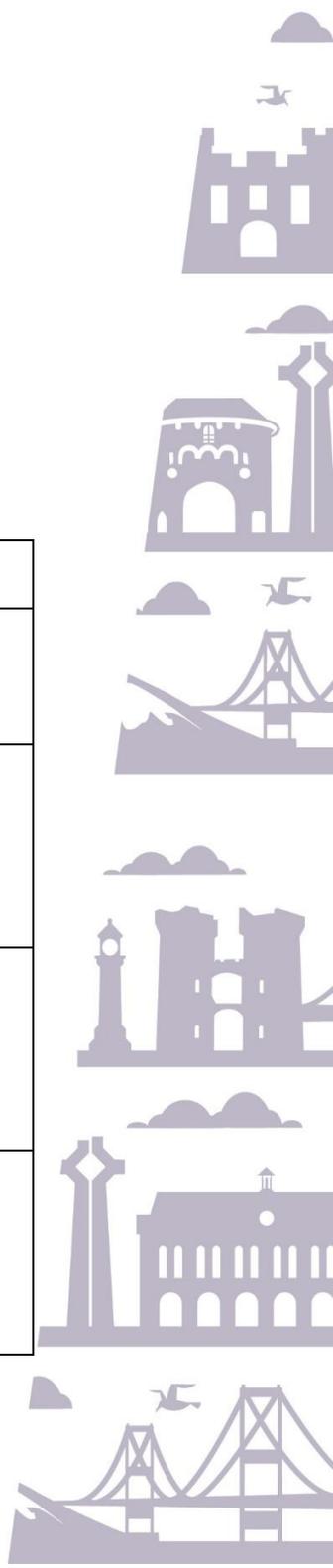
Build data insight products to generate insights to inform delivery of the Council's purpose and objectives in the community and corporate plan	Improved insight for decision making	Case studies of impact	
Develop the use of specialist Geographical Information Systems (GIS), for geospatial analysis	Improved insight for decision making	Case studies of impact	
Create an open data offer.	Increase transparency and availability of data for civic value	Number of open data sets published	20
Promote and evaluate the use of data and analytical plans and projects within the council	Increase awareness, learning and sharing of practice for data projects	Case studies of impact	
Develop a Customer Relationship Management (CRM) solution, in collaboration with partners,	Improved customer experience  Improved customer service response		
Create customer personas for use in service design activity	Improved customer experience	Number of customer personas created  Case studies of impact	10
Identify new data sharing opportunities both internally and externally, with partners, putting in place data sharing agreements where it is appropriate to do so.	Improved access to data and insight  Improved ability to make data-led decisions  Legislative compliance	Case studies of impact	



# Digital and Data Strategy

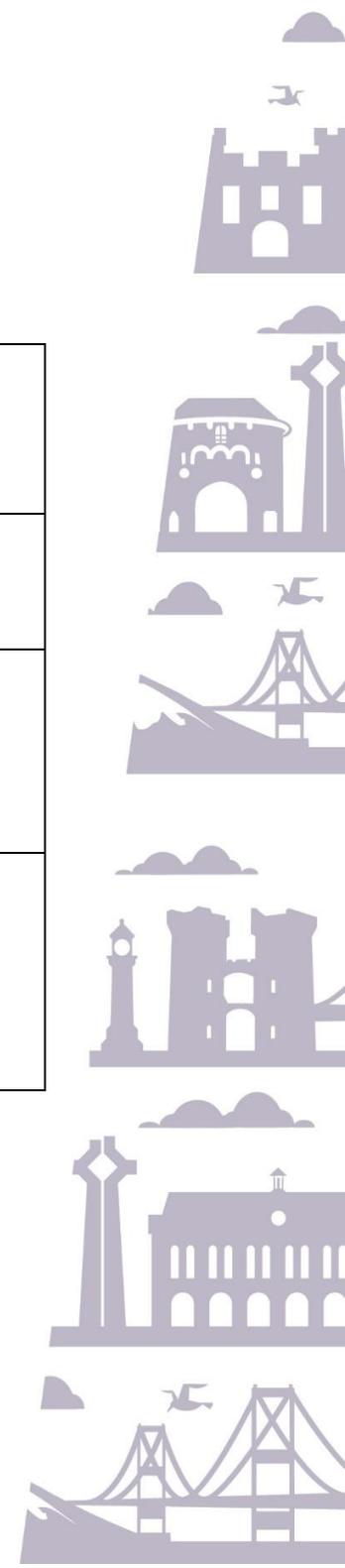
## Aim 3: Equip and empower our citizens, communities and the organisation to get the most out of digital and data technology

Activity	Expected Outcome	Success Criteria	Direction of travel
Undertake an assessment of digital and data skills, knowledge, and capacity	Improved digital and data maturity Improved data quality	Digital and Data Maturity Assessment scores	Increase from baseline
Plan and deliver targeted digital and data support and training for staff	Improved digital and data literacy Improved data quality	Number of training sessions held. Digital and Data Maturity Assessment scores	20 Increase from baseline
Embed core skills such as user research, design thinking, and agile methods into culture and practices, and provide the necessary training tools, guidance, and support to staff	Improved digital and data literacy	Number of training sessions held. Digital and Data Maturity Assessment scores	20 Increase from baseline
Maintain a Council wide digital Champions network and Systems and Data Administrators network	Raised awareness of digital and data capability Increased adoption of digital and data	Number of network sessions facilitated. Digital and Data Maturity Assessment scores	8 Increase from baseline



# Digital and Data Strategy

Work with partners to understand digital barriers and to provide appropriate digital inclusion activity and support across the county. This will include alignment with the Schools Digital Strategy and supporting children and their families to be digitally enabled.	Increased digital inclusion for residents, children, and their families.	Digital exclusion rates  Resident feedback.	
Ensure the website is accessible to all citizens, including those with disabilities.	Increased accessibility of information and services to residents	Usage rates of website  Resident feedback.	
Develop a Minimum Viable Capability model for digital and data and focus collaborative efforts and investment as necessary to ensure the digital and data ambitions over the next three years can be fulfilled.	Data- and digitally enabled, council	Annual evaluation of delivery of Digital and data strategy  Case studies of impact	
Use AI and other emerging technologies to automate tasks and business processes	Improved operational efficiency  Improved productivity  Improved staff wellbeing and satisfaction	Case studies of impact	





# Integrated Impact Assessment document

(incorporating Equalities, Future Generations, Welsh Language and Socio Economic Duty)

<p><b>Name of the Officer</b> completing the evaluation</p> <p>James Vale  <b>Phone no:</b> (07773) 134730  <b>E-mail:</b> <a href="mailto:james.vale@torfaen.gov.uk">james.vale@torfaen.gov.uk</a></p>	<p><b>Please give a brief description of the aims of the proposal</b></p> <p>To consider and approve the Council’s digital and data strategy and that sets strategic direction for the use of digital and data for the next three years.</p>
<p><b>Name of Service area</b></p> <p>Digital Design and Innovation / Information Technology and Security / Performance and Data Insight</p>	<p><b>Date</b> 25/06/24</p>

**Are your proposals going to affect any people or groups of people with protected characteristics?** Please explain the impact, the evidence you have used and any action you are taking below.

<b>Protected Characteristics</b>	<b>Describe any positive impacts your proposal has on the protected characteristic</b>	<b>Describe any negative impacts your proposal has on the protected characteristic</b>	<b>What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?</b>
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<p>Age</p>	<p>The strategy recognises that some members of communities may be digitally excluded and seeks to address barriers such as skills, confidence, or lack of access. There may be older people within the county who are digitally excluded who may be supported with their digital skills and confidence, and/or access to devices and connectivity through the delivery of the strategy.</p>	<p>There are potential negative aspects for pockets of the community who are digitally disadvantaged due to their skills and abilities as well as network connectivity. This potentially applies disproportionately to people in the older age categories.</p>	<p>Digital services are the lynchpin of any community, and the advantages for people of any age to access council services far outweigh the negative impacts. However, in order to ensure that the protected characteristic of age isn't a disadvantage actions have been incorporated into the delivery plan to address staff training as well as liaising with community focus groups to ensure digital products and offerings are easy to use and navigate as well as supplemented by the more traditional contact methods to the council.</p> <p>A skilled workforce can assist people in the community to develop the skills to access digital services. This can be through carers or any of the front line staff in the council. Digital Skills and Workforce Development are key to the success of this strategy as are the transfer of those skills into the community by MCC staff.</p> <p>The Digital Design and Innovation team have links with third sector organisations and other wider government organisations to ensure that digital skills gaps in this area are considered and addressed.</p> <p>One of the personas in the digital strategy describes the benefits to the older residents of Monmouthshire and how digital services will support his aspirations.</p>
<p>Disability</p>	<p>The use of data analytics can identify where to:</p> <ol style="list-style-type: none"> <li>1. Re-design services</li> </ol>	<p>There is potential that people with disabilities could lack the dexterity and technical skills to use digital services.</p>	<p>Digital services are the lynchpin of any community, and the advantages for people of any age or ability to access</p>

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
	<p>2. Make policy decisions</p> <p>Digital development has a positive impact on accessibility to council services and information, especially where technology can assist with physical, hearing and visual impairment.</p> <p>Assistive tech can help people to live within their own homes and make use of:</p> <ol style="list-style-type: none"> <li>1. Wearable devices to detect hazards</li> <li>2. Alarms and smart voice devices</li> </ol>		<p>council services far outweigh the negative impacts. However, in order to ensure that the Council is able to ensure the protected characteristic of disability isn't a disadvantage it has incorporated actions into the delivery plan to address accessibility within digital applications and services e.g. the council website and forms design.</p> <p>The strategy has incorporated the need for all employees to develop digital skills that can be passed on into the wider community by front line staff.</p>
Gender reassignment	This strategy is not expected to have a substantial positive or negative impact on this characteristic other than in the collection of information and data analytics to inform service design and policy making.	None	None
Marriage or civil partnership	This strategy is not expected to have a substantial positive or negative impact on this characteristic other than in the collection of information and data analytics to inform service design and policy making.	None	None
Pregnancy or maternity	This strategy is not expected to have a substantial positive or negative impact on this characteristic other than in the collection of information and data analytics to inform service design and policy making.	None	None

<b>Protected Characteristics</b>	<b>Describe any positive impacts your proposal has on the protected characteristic</b>	<b>Describe any negative impacts your proposal has on the protected characteristic</b>	<b>What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?</b>
Race	This strategy is not expected to have a substantial positive or negative impact on this characteristic other than in the collection of information and data analytics to inform service design and policy making.	None	None
Religion or Belief	This strategy is not expected to have a substantial positive or negative impact on this characteristic other than in the collection of information and data analytics to inform service design and policy making.	None	None
Sex	This strategy is not expected to have a substantial positive or negative impact on this characteristic other than in the collection of information and data analytics to inform service design and policy making.	None	None
Sexual Orientation	This strategy is not expected to have a substantial positive or negative impact on this characteristic other than in the collection of information and data analytics to inform service design and policy making.	None	None

## 2. The Socio-economic Duty and Social Justice

The Socio-economic Duty requires public bodies to have due regard to the need to reduce inequalities of outcome which result from socio-economic disadvantage when taking key decisions This duty aligns with our commitment as an authority to Social Justice.

	<b>Describe any positive impacts your proposal has in respect of people suffering socio economic disadvantage</b>	<b>Describe any negative impacts your proposal has in respect of people suffering socio economic disadvantage.</b>	<b>What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?</b>

**Socio-economic  
Duty and Social  
Justice**

This proposal takes into consideration that people may be unable to access council services due to financial or physical barriers e.g. travel costs, no available transport etc.

Online services are far cheaper and flexible to use at any time of the day or night for people who work outside of normal office hours.

The proposals are designed to ensure that education services (both adult and children) deliver digital skills and abilities to benefit future employment opportunities.

Data analytics will enable us to identify members of the community suffering socio economic challenge and target these groups when considering policy changes or service re-design.

The financial cost of connectivity (broadband and electronic devices) can be a deterrent to accessing digital services.

Public buildings in town centres will contain access to digital council services.

Access to digital devices and skills will be made available in the Council's community hubs

Digital services will be designed to operate off mobile devices

Digital services won't entirely replace traditional service delivery for those people who are at soio-economic disadvantage

**3. Policy making and the Welsh language.**

How does your proposal impact on the following aspects of the Council's Welsh Language Standards:	Describe the positive impacts of this proposal	Describe the negative impacts of this proposal	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts
<p><b>Policy Making</b></p> <p>Effects on the use of the Welsh language,</p> <p>Promoting Welsh language</p> <p>Treating the Welsh language no less favourably</p>	<p>This proposal will have a positive effect on the Welsh Language with the use of digital translations services and electronic meeting transcripts</p>	<p>None</p>	<p>Positive impacts can be improved by liaising with suppliers of tech applications to incorporate the Welsh Language during procurement and specification building.</p>
<p><b>Operational</b></p> <p>Recruitment &amp; Training of workforce</p>	<p>Digital services can assist with Welsh language translation and transcription as well as apps to teach the Welsh Language to the wider workforce</p>	<p>None</p>	<p>Not Applicable</p>
<p><b>Service delivery</b></p> <p>Use of Welsh language in service delivery</p> <p>Promoting use of the language</p>	<p>When advertising services you must promote the fact that people can deal with the council in Welsh by phone, email, twitter, facebook, letters, forms, website transactions etc</p>	<p>None</p>	<p>Not applicable</p>

**4. Does your proposal deliver any of the well-being goals below?** Please explain the impact (positive and negative) you expect, together with suggestions of how to mitigate negative impacts or better contribute to the goal. There's no need to put something in every box if it is not relevant!

Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
<p><b>A prosperous Wales</b> Efficient use of resources, skilled, educated people, generates wealth, provides jobs</p>	<p>This digital strategy contributes towards this goal by:</p> <ol style="list-style-type: none"> <li>1. Using automation to replace manual and resource intensive processes</li> <li>2. Providing 24 hour information services for businesses and communities</li> <li>3. Developing digital skills within the workforce, schools and communities</li> <li>4. Enabling people to find employment using digital apps</li> <li>5. Enabling businesses to interact online with government agencies</li> </ol>	
<p><b>A resilient Wales</b> Maintain and enhance biodiversity and land, river and coastal ecosystems that support resilience and can adapt to change (e.g. climate change)</p>	<p>This digital strategy contributes towards this goal by:</p> <ol style="list-style-type: none"> <li>1. Reducing travel and the carbon emissions</li> <li>2. Reducing print consumables and paper</li> <li>3. Providing access to electronic information and forms at the touch of a button</li> </ol>	
<p><b>A healthier Wales</b> People's physical and mental wellbeing is maximized and health impacts are understood</p>	<p>The effective use of technology such as IoT can provide insight into things like air quality, which can be used to inform decision making.</p>	
<p><b>A Wales of cohesive communities</b> Communities are attractive, viable, safe and well connected</p>	<p>This digital strategy contributes towards this goal by:</p> <ol style="list-style-type: none"> <li>1. Providing businesses and communities with information</li> <li>2. Ensuring the safety of personal information for vulnerable residents</li> </ol>	

Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
	3. Using data analytics to discover areas of social deprivation and crime and target resources and services accordingly	
<p><b>A globally responsible Wales</b> Taking account of impact on global well-being when considering local social, economic and environmental wellbeing</p>	<p>This digital strategy contributes towards this goal by:</p> <ol style="list-style-type: none"> <li>1. Considering the global impact of climate change with local digital solutions to reduce carbon emissions</li> <li>2. Using automation to take the drudgery out of work and make the best use of valuable people and financial resources</li> <li>3. Using online digital teaching and learning resources in schools and community education services to enable people to learn and grow</li> </ol>	
<p><b>A Wales of vibrant culture and thriving Welsh language</b> Culture, heritage and Welsh language are promoted and protected. People are encouraged to do sport, art and recreation</p>	<p>This digital strategy contributes towards this goal by:</p> <p>Providing digital Welsh Language translation and transcription services to the wider workforce</p>	
<p><b>A more equal Wales</b> People can fulfil their potential no matter what their background or circumstances</p>	<p>This digital strategy contributes towards this goal by:</p> <p>Providing digital access to services that residents can access at any time of day or night</p>	

5. How has your proposal embedded and prioritised the sustainable governance principles in its development?

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
 <p data-bbox="327 352 517 571">Balancing short term need with long term and planning for the future</p> <p data-bbox="147 564 277 592">Long Term</p>	<p data-bbox="544 209 1328 392">Council services cannot be provided without the use of technology. Digital services are already embedded within MCC through the 2 previous digital strategies, bringing us a robust technology and system infrastructure. The short term needs being met through operational business planning.</p> <p data-bbox="544 432 1261 576">This strategy builds on the success of previous ones to cover a 3 year period from 2024 to 2027. It now incorporates the use of information and data to inform service delivery options to communities.</p> <p data-bbox="544 616 1272 719">The strategy describes how it will achieve future digital service delivery in the longer term through technological advances in automation and AI.</p>	None
 <p data-bbox="327 847 510 1070">Working together with other partners to deliver objectives</p> <p data-bbox="125 1059 293 1086">Collaboration</p>	<p data-bbox="544 759 1323 983">This Digital Strategy was developed in collaboration with the SRS, the shared service providing technology infrastructure in partnership with Torfaen, Blaenau Gwent, Newport and Gwent Police. All of these partners work in collaboration under a robust governance structure to deliver common digital objectives.</p> <p data-bbox="544 1023 1317 1166">In addition to the SRS partner organisations the Council works in collaboration with Welsh Government, the WLGA and other digital networks and organisations throughout the country.</p>	None
 <p data-bbox="327 1214 517 1390">Involving those with an interest and seeking their views</p> <p data-bbox="136 1430 293 1457">Involvement</p>	<p data-bbox="544 1206 1279 1270">The strategy was developed alongside the workforce, the SRS and its partners.</p> <p data-bbox="544 1294 1301 1430">It is one of a number of linked enabling strategies that will contribute to the delivery of the Community and Corporate Plan. The enabling strategies will have complimentary activities and interdependencies</p>	None

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
 <p><b>Prevention</b></p> <p>Putting resources into preventing problems occurring or getting worse</p>	<p>Data analytics can provide the information needed to solve problems and target service delivery/resources to priority areas</p>	<p>None</p>
 <p><b>Integration</b></p> <p>Considering impact on all wellbeing goals together and on other bodies</p>	<p>This digital strategy addresses all of the above Wellbeing goals, and data analytics/automation can integrate and balance the competing impacts</p>	<p>None</p>

**6. Council has agreed the need to consider the impact its decisions has on the following important responsibilities: Corporate Parenting and Safeguarding. Are your proposals going to affect any of these responsibilities?**

	<b>Describe any positive impacts your proposal has</b>	<b>Describe any negative impacts your proposal has</b>	<b>What will you do/ have you done to mitigate any negative impacts or better contribute to positive impacts?</b>
Safeguarding	This proposal will enable the proper digital storage, retention, deletion, safety accuracy and governance of information. This ensures that the personal information held on vulnerable adults and children does not inadvertently get into the wrong hands therefore safeguards them from harm.	There are no negative impacts from this proposal.	
Corporate Parenting	There are no positive or negative impacts for corporate parenting	There are no negative impacts from this proposal.	Not applicable

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**7. What evidence and data has informed the development of your proposal?**

The following evidence was used to develop this proposal:

- Business cases, minutes of meetings and discussions at the SRS governance boards
- MCC Service business plans
- Industry digital and data standards
- Government sources e.g. WLGA and other digital networks across the county
- Industry best practice guides for digital and data services
- The information commission
- Cyber security accreditation and best practice
- Wales Audit Office best practice and audit recommendations
- Business cases for procurement of digital applications and systems
- Partner organisations of Torfaen, Blaenau Gwent and Gwent Police

**8. SUMMARY: As a result of completing this form, what are the main positive and negative impacts of your proposal, how have they informed/changed the development of the proposal so far and what will you be doing in future?**

The Council cannot operate as a business without digital data and services

The Council requires robust technology infrastructure

The Council needs to work in full collaboration with the SRS and government partnerships in order to provide digital information and services economically, accurately and safely

The council and corporate plans can't be delivered without digital services

The Council must support staff, businesses and communities with digital services, skills and expertise

**9. ACTIONS: As a result of completing this form are there any further actions you will be undertaking? Please detail them below, if applicable.**

What are you going to do:	When are you going to do it?	Who is responsible
Deliver the digital strategy via an action plan	In each of the 3 financial years 2024-2027	Peter Davies Matt Gatehouse James Vale Sian Hayward

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**10. VERSION CONTROL: The Equality and Future Generations Evaluation should be used at the earliest stage, such as informally within your service, and then further developed throughout the decision making process. It is important to keep a record of this process to demonstrate how you have considered and built in equality and future generations considerations wherever possible.**

Version No.	Decision making stage	Date considered	Brief description of any amendments made following consideration
	SLT	18/06/2024	
	Performance and Overview Scrutiny Committee	11/07/2024	
	Cabinet	17/07/2024	

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<b>SUBJECT:</b>	<b>Welsh Language Standards Annual Monitoring Report 2023/24</b>
<b>MEETING:</b>	<b>Performance and Overview Scrutiny Committee</b>
<b>DATE:</b>	<b>11<sup>th</sup> July 2024</b>
<b>DIVISION/WARDS AFFECTED:</b>	<b>ALL</b>

## 1. PURPOSE:

1.1 To enable members to scrutinise the council's performance during 2023/24 against the Welsh Language Standards.

## 2. RECOMMENDATIONS:

2.1 That the committee uses the draft annual monitoring report to scrutinise the council's performance during 2023/24.

## 3. KEY ISSUES:

3.1 The Welsh language is an important part of the culture and heritage of our place. Back in 2016 Monmouthshire hosted the National Eisteddfod and we have ambitions to do so again. Our desire to increase the number of people who speak and learn Welsh is a commitment within the Community and Corporate Plan. Dovetailing with this, the council's Welsh Language Strategy sets our commitment to ensure that Monmouthshire is having a positive impact on achieving the Welsh Government's ambitious strategy of having a million Welsh speakers by 2050.

3.2 Alongside our strategy sit the Welsh Language Standards which promote the language and ensure that it is treated no less favourably than English. The standards applying to each public body can differ and there are 176 applying to our council. It is a requirement of standards 158, 164 and 170 that we produce an annual report which deals with the way in which we have complied with the standards during the year and publish this on our website. This is referred to as the Monmouthshire's Welsh Language Standard's Annual Monitoring Report. This is a duty placed upon us, but of equal importance is a desire for the language to thrive and grow in our county.

3.3 The annual report demonstrates how we have complied with the Welsh language standards, these include:

- Making available Welsh language courses at all learning levels to members of staff. These courses are facilitated through the National Centre of Learning Welsh and delivered by Coleg Gwent. Courses are fully funded and can be undertaken during work hours or in the

evenings if staff prefer. 40 members of staff registered for these courses this year 23/24, this is an increase from last year 22/23 where 32 members of staff had registered.

- Efforts were made to increase the number of Welsh speaking applicants for new posts. Welsh language essential posts as well as some select Welsh language desirable posts were advertised on Welsh language recruitment sites which saw success in attracting applicants with Welsh language skills.
- A 'Welsh Tip' has been created to include in the staff's fortnightly newsletter which helps promote the Welsh language standards and to distribute guidance for best practice.
- Organising promotional events and social media posts throughout the year to promote the use of the language and our Welsh language services. Although promotion is done throughout the year, important dates such as St David's Day, Shwmae Day, and Welsh St Dwynwen's Day are especially utilised for these promotions.

3.4 During the year there have been some challenges. These included:

- Delays in the procurement process for the new telephony system in our Contact Centre has meant that our existing technology does not allow us to prioritise Welsh language calls to Welsh speakers in the Contact Centre. As a result, callers end up in a hunt group answered by a pool of Welsh speaking officers rather than a trained customer service advisor.

3.5 During the year, steps have been taken to improve our processes and strengthen our compliance with the Welsh Language Standards. These include:

- During the financial year 21/22 we received a complaint from the Welsh Language Commissioner regarding our policy making processes which was upheld. As a result of this, our Street Naming and Numbering Policy has been reviewed and an amendment made. This amendment was regarding existing street name plates with English only names, if they now require replacement for example due to damage, the new nameplates will have the Welsh translation added to the nameplate.
- The Welsh Language Officer takes part in the induction process for all new staff members so that they are familiarised with our requirements to the Welsh Language Standards.

#### **4. RESOURCE IMPLICATIONS:**

There are no additional resource implications as a result of this report. However, there may be resource implications in undertaking further actions identified in this annual report. These would be subject to the usual council decision-making processes.

#### **5. BACKGROUND PAPERS:**

[Monmouthshire Compliance Notice – Welsh Language Standards](#)  
[Monmouthshire's Welsh Language Strategy 2022-2027](#)

#### **6. AUTHOR:**

Nia Roberts, Welsh Language Officer  
Pennie Walker, Equalities and Welsh Language Manager

**7. CONTACT DETAILS:**

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monmouthshire  
sir fynwy

Monmouthshire County Council's  
Welsh Language Standards Annual Monitoring  
Report

1st April 2023 - 31st March 2024



## Overview

This is the Monmouthshire County Council's annual report on the Welsh language standards. Its purpose is to evaluate our compliance with the standards, and the ways in which we have promoted and facilitated opportunities to use Welsh and ensured that the language was treated no less favourably than English during the year. It was produced in accordance with Schedule 4 of the Welsh Language Standards (No. 1) Regulations 2015, to meet the requirements of standards 158, 164 and 170.

## Further Information

This report can be found on the Monmouthshire County Council website: [www.monmouthshire.gov.uk](http://www.monmouthshire.gov.uk).

If you have any questions regarding the contents of this report, please contact us on the details below.

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Welsh Language Officer

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We welcome correspondence and telephone calls in Welsh, contacting us in Welsh will not lead to a delay in response.

Mae'r ddogfen hon hefyd ar gael yn Gymraeg.

This document is also available in Welsh



Related Documents

[Monmouthshire County Council 5 Year Welsh Language Strategy 2022-2027](#)

The cabinet member with responsibility for the Welsh language during 2023/24 was Cllr. Angela Sandles.

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## 1. Background

Monmouthshire County Council recognises the importance of the Welsh Language as an integral part of our cultural identity, heritage and community cohesion. Throughout the year 2023/2024 the council has been dedicated to fostering an environment where the Welsh language can thrive and Welsh speakers are able to use the language in their everyday lives.

The Welsh Language (Wales) Measure 2011 established a legal framework that imposed a duty on Monmouthshire County Council, alongside other public organisations, to comply with standards relating to the Welsh language. The key principles of these standards are that:

- the Welsh language should not be treated any less favourably than the English language.
- we should promote and facilitate the use of the language

In 2015, Monmouthshire Council received a compliance notice from the Welsh Language Commissioner. This document outlines the standards that the council must comply with. In total, there are 176 standards that apply to Monmouthshire Council. These standards are grouped into 5 categories, which are:

- Service Delivery
- Policy Making
- Operational
- Promotion
- Record Keeping

The Welsh Language Standards require us to:

- Produce and publish on our website a 5-year strategy that sets out how we propose to promote the Welsh language and to facilitate the use of the Welsh language more widely in our area. (Standards 145,146)
- Produce an annual report, in relation to each financial year, which deals with how we have complied with the standards and published on our website. (Standards 158, 164, 170)

The council's [compliance notice](#) can be found on our bilingual website.

## 2. Compliance

### Service Delivery Standards

<i>Standards Group</i>	<i>Actions Taken During 2023/2024</i>	<i>Actions to be Taken 2024/2025</i>
Standards 1 - 7 Correspondence sent and received.	<ul style="list-style-type: none"> <li>Staff reminded of requirements to the Welsh language in our correspondence.</li> </ul>	<ul style="list-style-type: none"> <li>Monitor for compliance.</li> </ul>
Standards 8 - 22 Telephone calls made and received.	<ul style="list-style-type: none"> <li>Currently awaiting a new Contact Centre Telephony system which will allow those wanting to speak to the council in Welsh to be prioritised to a Welsh speaking member of staff in the Contact Centre.</li> <li>Welsh language hunt group of Welsh speaking staff members.</li> <li>Answerphone messages recorded bilingually for every department.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that all staff are aware of the processes when receiving Welsh language phone calls.</li> <li>Monitor progress of implementation of new Contact Centre system.</li> </ul>
Standards 24 - 36 Meetings with the Public.	<ul style="list-style-type: none"> <li>Simultaneous translation provided in public meetings where required.</li> </ul>	<ul style="list-style-type: none"> <li>Monitor to ensure that the offer of simultaneous translations continuous to be actively made.</li> </ul>
Standards 37 - 51, 69 - 70 Other bilingual documents.	<ul style="list-style-type: none"> <li>Staff issued reminders of the need to state that documents are also available in Welsh.</li> <li>Compliance monitored through website checks and translation requests made through the Cymraeg translation service.</li> <li>All forms for public use are created bilingually.</li> <li>All official notices are produced and displayed bilingually.</li> </ul>	<ul style="list-style-type: none"> <li>Utilise 'Welsh Tip' within the Compass Staff Newsletter to remind staff of requirements.</li> <li>Monitor compliance closely.</li> </ul>
Standards 52 - 60 Websites, Social Media, Apps, and Self-service Machines.	<ul style="list-style-type: none"> <li>Websites and social media accounts monitored closely to ensure compliance.</li> <li>Welsh Language Officer participates in meetings with website authors to issue reminders of requirements and to answer any questions.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to monitor and log compliance.</li> <li>Welsh Language Officer to participate in the Communication's Digital Café.</li> <li>Create mandatory training for website authors on how to use the Welsh language</li> </ul>

<p>Standards 52 – 60 Websites, Social Media, Apps, and Self-service Machines.</p>	<ul style="list-style-type: none"> <li>• When issues arise, the Welsh Language Officer liaises with the Website Officer and Website Authors to rectify any issues.</li> <li>• Welsh Language Officer logs compliance checks for websites and social media accounts and notes any actions taken.</li> <li>• Data of hits on Welsh (W) and English (E) are as follows:</li> </ul> <p><b>Recycling and Waste:</b></p> <p>E: 102,814</p> <p>W: 310</p> <p><b>Council Tax:</b></p> <p>E: 36,739</p> <p>W: 101</p> <p><b>Early Years, Childcare and Schools Education:</b></p> <p>E: 2,050</p> <p>W:39</p> <p><b>Welsh Medium Education:</b></p> <p>E:792</p> <p>W:128</p> <p><b>Community Hubs and Libraries:</b></p> <p>E: 20,578</p> <p>W: 220</p>	<p>on digital platforms.</p> <ul style="list-style-type: none"> <li>• Create a log of any issues identified and any actions taken to resolve them.</li> </ul>
<p>Standards 61 – 63 Signs</p>	<ul style="list-style-type: none"> <li>• All new street signs are either bilingual or monolingual Welsh. Names are carefully chosen to reflect the history and heritage of the area. The Welsh Language Officer works closely with the Street Naming Officer to help with this process.</li> <li>• Street Naming and Numbering Policy updated to include that replacement street name plates will include Welsh and English names and both names will be updated on the <b>Page 56</b></li> </ul>	<ul style="list-style-type: none"> <li>• Welsh Language Officer to continue to work closely with the Street Naming Officer on the naming of new streets.</li> <li>• Monitor for compliance.</li> </ul>

Standards 64 – 68 Reception Services	<ul style="list-style-type: none"> <li>• Receptions across the authority are monitored to ensure ‘Cymraeg’ posters are displayed to indicate that Welsh can be used.</li> <li>• Welsh language skills assessed during interview for reception roles.</li> </ul>	<ul style="list-style-type: none"> <li>• Receptions across the authority continue to be monitored.</li> <li>• Commission mystery shopping exercises.</li> </ul>
Standards 71 – 75 Awarding Grants	<ul style="list-style-type: none"> <li>• Council has a policy for ‘Awarding Grants and the Welsh Language’.</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor to ensure compliance.</li> </ul>
Standards 76 – 80 Awarding Contracts	<ul style="list-style-type: none"> <li>• Council has a Welsh Language Requirements - Procurement checklist.</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor to ensure compliance.</li> </ul>
Standards 81 – 82 Promoting Welsh Language Services	<ul style="list-style-type: none"> <li>• Welsh language services are actively promoted on the Council’s website and social media pages.</li> <li>• Social media posts created for important dates in the Welsh language calendar to promote the Welsh language.</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor social media to ensure that Welsh language services continue to be actively promoted.</li> <li>• Schedule promotions for key events / dates.</li> </ul>
Standard 83 Corporate Identity	<ul style="list-style-type: none"> <li>• All staff issued with bilingual e-mail addresses.</li> <li>• Ensure that all aspects of corporate identity are bilingual and that the Welsh language is not treated less favourably.</li> </ul>	<ul style="list-style-type: none"> <li>• Promote bilingual e-mail addresses to all staff.</li> <li>• Ensure that bilingual e-mail addresses are used across our website, documents and forms.</li> </ul>
Standards 84 & 86 Educational Courses	<ul style="list-style-type: none"> <li>• Educational courses are assessed to determine the need to be delivered in Welsh.</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to assess and monitor the need to deliver educational courses in Welsh.</li> </ul>
Standard 87 Public Address Systems	<ul style="list-style-type: none"> <li>• All public address systems are bilingual.</li> <li>• Monitoring compliance through visits.</li> </ul>	<ul style="list-style-type: none"> <li>• Issue reminders to staff of requirements.</li> <li>• Monitor for compliance.</li> </ul>

## Policy Making Standards

<i>Standards Group</i>	<i>Actions Taken During 2023/2024</i>	<i>Actions to be Taken 2024/2025</i>
Standards 88 - 93 Policy Making.	<ul style="list-style-type: none"> <li>• Training created for ‘Welsh Language Impact Assessments’.</li> <li>• Welsh language impact assessments are undertaken for all policy decisions.</li> <li>• Quality Assuring Meetings for Impact Assessments and feedback provided to report authors - Policy Team.</li> </ul>	<ul style="list-style-type: none"> <li>• Training portal ‘Thingy’ to be utilised to allow staff easy access to Welsh language training relating to Policy Making.</li> <li>• Hold workshops on how to complete and effective Welsh Language Impact Assessment and Consultations.</li> <li>• Quality assurance meetings to continue and monitor their effectiveness on outcomes.</li> <li>• Monitor compliance of standards and issue further training to staff where issues are identified.</li> </ul>

## Operational Standards

<i>Standards Group</i>	<i>Actions Taken During 2023/2024</i>	<i>Actions to be Taken in 2024/2025</i>
Standards 99 – 104 Employment Documents.	<ul style="list-style-type: none"> <li>• HR documents available bilingual on the council's intranet - Hub.</li> <li>• Reminders issued to staff on the MCC - Cymraeg Teams Channel.</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to issue reminders to staff periodically throughout the year.</li> </ul>
Standards 105 – 111 Human Resources Policies.	<ul style="list-style-type: none"> <li>• HR policies are available bilingually on the staff intranet.</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor to ensure compliance.</li> </ul>
Standards 112 – 119 Complaints and Disciplinary Procedures.	<ul style="list-style-type: none"> <li>• Staff are made aware of their right to complete the complaints / disciplinary process in Welsh.</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to ensure this is actively offered.</li> </ul>
Standards 120 – 126 Staff Intranet and IT Resources.	<ul style="list-style-type: none"> <li>• Welsh Language spellchecking software 'Cysgliad' available on every computer.</li> <li>• Cysgliad training videos shared with Welsh speaking staff on the 'MCC–Cymraeg' Teams Channel.</li> <li>• Welsh language page on staff intranet.</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to offer support to staff on using 'Cysgliad'</li> <li>• Ensure Welsh language intranet page is updated regularly.</li> </ul>
Standard 127 Staff Language Skills.	<ul style="list-style-type: none"> <li>• Information on staff language skills is collected during the application process for new posts.</li> <li>• Recent review undertaken by the Welsh Language Officer to make sure information about Staff Welsh language skills are correct and up to date.</li> <li>• Welsh Language Officer receives information from HR about new starters and the list of Welsh speakers is updated on a monthly basis.</li> </ul>	<ul style="list-style-type: none"> <li>• Incorporate recording of the Welsh language skills of staff into the training platform Thingi. Welsh skill levels to updated yearly along with mandatory training.</li> </ul>

Standards 128 – 133 Staff Training.	<ul style="list-style-type: none"> <li>• Welsh Language Officer takes part in the Corporate Induction training throughout the year to inform new starters of our requirements for the Welsh language and to also offer Welsh language support.</li> <li>• Welsh language awareness training delivered to staff.</li> <li>• Fully funded Welsh language courses are available to all staff members at every level.</li> <li>• 40 staff members have been completing a Welsh course in 23/24.</li> </ul>	<ul style="list-style-type: none"> <li>• Welsh Language Officer to continue to be a part of the induction process.</li> <li>• Continue to advertise and promote Welsh training for staff.</li> <li>• New training platform ‘Thingy’ will allow all Welsh language training to be available to all staff members.</li> </ul>
Standards 134 & 135 Wording and Logo for Staff Email Signatures	<ul style="list-style-type: none"> <li>• All staff members have access to the translation service for their e-mail signatures and line managers regularly remind their staff of this requirement.</li> <li>• Staff e-mail signatures are monitored to ensure compliance.</li> <li>• The ‘Work Welsh’ logo is available on the staff intranet as well as the MCC Cymraeg Teams Channel for staff to include in their e-mail signatures.</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to monitor compliance.</li> <li>• Continue to utilise the MCC Cymraeg Teams Channel to share information with Welsh speaking staff.</li> </ul>
Standards 136 – 140 Recruitment Process	<ul style="list-style-type: none"> <li>• Please see the section on ‘Recruitment’.</li> <li>• The council classifies each new vacant post as being either Welsh language desirable or Welsh language essential.</li> <li>• All vacant posts are advertised bilingually, they include the Welsh language skills framework and Welsh language assessment.</li> <li>• Welsh Language Officer monitors new post adverts to ensure compliance.</li> <li>• All roles that are assessed as being Welsh Language Essential and some select Welsh Language Desirable roles are advertised on Welsh language recruitment sites.</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to make use of Welsh language recruitment sites. Welsh Language Officer to monitor the outcomes of these adverts.</li> <li>• Provide additional information for Welsh language essential posts to specify what kinds of skills will be needed for the role.</li> </ul>

Standards 141 – 143 Internal Signage	<ul style="list-style-type: none"> <li>• Guidance provided to staff for internal signage.</li> <li>• Signs monitored for compliance.</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to monitor for compliance.</li> </ul>
Standard 144 Workplace announcements	<ul style="list-style-type: none"> <li>• All announcements are recorded bilingually.</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor for compliance.</li> </ul>

### *3. Complaints*

#### *Complaints from the Public*

*Bilingual Response* - Complaint received from a member of the public that they received a bilingual automated response when they e-mailed the Contact Centre to ask to only be contacted in English. As the e-mail was an automated response which was sent to multiple people, it is a requirement of the Welsh language standards that a bilingual response is sent.

*Bilingual Planning Notice* - Complaint received from a member of the public who had received a bilingual planning notice when he wanted to receive all of his correspondence from the Council in English only. The customer was issued with an English-only copy, in line with his language choice.

#### *Complaints from Welsh Language Commissioner*

*CS1153* - Complete - Complaint received from the Welsh Language Commissioner regarding an English-only street name plate for Park Crescent in Abergavenny. The sign was erected by Monmouthshire County Council and was believed to be over twenty years old. Due to the age of the sign, there are no longer records of the exact date the sign was erected. As the sign was so old, it had been erected before the requirement for signage to be produced bilingually.

## 4. Welsh Language Skills

### Staff Welsh Language Skill Level by Directorate

<i>Staff Welsh Language Skill Level</i>	<i>Number of Staff (without schools)</i>	<i>Percentage %</i>
Fluent	43	12.1%
Advanced	5	1.5%
Intermediate	38	14.3%
Foundation	26	6.4%
Beginner	215	65.7%
<b>Total</b>	<b>327</b>	

### Welsh Language Skill Level by Directorate

<i>Welsh Language Skill Level by Directorate</i>	<i>Number of Welsh Speakers (without schools)</i>	<i>Percentage %</i>
Children and Young People	9	2.8%
Communities and Place	65	19.9%
Law and Governance	5	1.5%
Resources	17	5.2%
Social Care, Safeguarding and Health	112	34.3%
People, Performance and Partnerships	10	3.1%
Customer, Culture and Wellbeing– MonLife	109	33.3%
<b>Total</b>	<b>327</b>	

*Fluent Welsh Speakers by Directorate*

<i>Fluent Welsh Speakers by Directorate</i>	<i>Number of Fluent Welsh Speakers (without schools)</i>	<i>Percentage %</i>
Children and Young People	1	2.3%
Communities and Place	2	4.7%
Law and Governance	3	7.0%
Resources	2	4.7%
Social Care, Safeguarding and Health	15	34.9%
People, Performance and Partnerships	3	7.0%
Customer, Culture and Wellbeing - MonLife	17	39.5%
<b><i>Total</i></b>	<b><i>43</i></b>	

## 5. Welsh Language Courses

The Council offers a number of Welsh language courses to staff at all levels of learning. These courses aim to increase the number of Welsh speaking staff within the authority as well as increasing confidence so staff feel more comfortable using the Welsh language in their work. Courses are facilitated through the National Centre of Learning Welsh and are delivered through Coleg Gwent. All Welsh language courses are fully funded through the Welsh Language Department.

In the year 2023/2024, the number of staff who attended Welsh language courses at the relevant levels are as follows:

<i>Language Level of Course</i>	<i>Number of Staff Registered 2022/2023</i>	<i>Number of Staff Registered 2023/2024</i>
Mynediad / Entry	23	33
Sylfaen / Foundation	3	3
Canolradd / Intermediate	4	3
Uwch / Advanced	1	1
Hyfedredd / Proficiency	1	0
<b>Total</b>	<b>32</b>	<b>40</b>

<i>Language Level of Course</i>	<i>Number of Staff Registered 2022/2023</i>	<i>Number of Staff Registered 2023/2024</i>
Mynediad 1 / Entry 1	22	23
Mynediad 2 / Entry 2	1	10
Sylfaen 1 / Foundation 1	1	1
Sylfaen 2 / Foundation 2	2	2
Canolradd 1 / Intermediate 1	2	2
Canolradd 2 / Intermediate 2	2	1
Uwch 1 / Advanced 1	1	1
Hyfedredd / Proficiency	1	0
<b>Total</b>	<b>32</b>	<b>40</b>

Standard 128, requires the Council to provide training in Welsh for staff in the following areas, if they are provided in English:

- Recruitment and interviewing;
- Performance management;
- Complaints and disciplinary procedures;
- Induction;
- Dealing with the public; and
- Health and safety.

Staff are asked whether they would like to receive these training sessions in Welsh.

We utilise our Welsh Language Teams Group to actively remind staff that they are able to access the above training through the medium of Welsh.

## 6. Recruitment

### Advertised posts for 2023-2024

	2022-2023 Number	2022-2023 %	2023-2024 Number	2023-2024 %
vacant/new posts advertised	781	-	649	-
vacant/new vacant posts advertised that had 'Welsh language skills essential'	6	0.8%	24	3.7%
vacant/new vacant posts advertised that had 'Welsh language skills desirable'	775	99.2%	625	96.3%
vacant/new posts advertised specified as posts where it is 'necessary to learn Welsh-language skills when someone is appointed to the post'	0	0	0	0
The number of vacant/new posts advertised that 'did not require Welsh language skills'	0	0	0	0
The number that did not include an assessment	0	0	0	0
The number not stated	0	0	0	0

### Advertised posts for schools for 2022 – 2023.

	2022-2023 Number	2022-2023 %	2023-2024 Number	2023-2024 %
<b>Schools</b> vacant/new posts advertised	108	-	117	-
<b>Schools</b> vacant/new vacant posts advertised that had 'Welsh language skills essential';	29	26.9%	20	17.1%
<b>Schools</b> vacant/new vacant posts advertised that had 'Welsh language skills desirable'	79	73.1%	97	82.9%
<b>Schools</b> vacant/new posts advertised specified as posts where it is 'necessary to learn Welsh-language skills when someone is appointed to the post'	0	0	0	0
The number of <b>schools</b> vacant/new posts advertised that 'did not require Welsh language skills'	0	0	0	0
The number that did not include an assessment	0	0	0	0
The number not stated	0	0	0	0

## *Recruitment*

The job application process is accessible in Welsh in accordance with the Welsh Language Standards and all job vacancies are advertised bilingually. As part of the recruitment process, and a requirement of Standard 136, every vacant post must be assessed for the need for Welsh language skills. The council classifies each new vacant post as being Welsh language desirable as a minimum requirement. Where posts will involve a high degree of interaction with the public or where there is a lack of current Welsh language skills in the service area, these will be assessed as being Welsh language essential. For posts that are assessed as being Welsh language essential, we encourage managers to state in the job specification what types of Welsh skills are needed to complete the role. This is to encourage applications from those who have learnt the language, as we often find that learners lack the confidence to apply for Welsh language essential roles due to the uncertainty of what types of tasks they will need to be able to perform in Welsh. Additionally, we include the Welsh language skills framework within every job advert. We also utilise Welsh language recruitment sites to advertise posts that are assessed as Welsh language essential, as well as some select Welsh language desirable posts. By advertising roles on these dedicated recruitment sites, we make it easier for Welsh speakers to find our vacant posts, and we have successfully appointed Welsh speakers as a result of these recruitment sites.

## 7. Customer Service

### *Welsh Language Phone Calls*

Between 1<sup>st</sup> April 2023 – 31<sup>st</sup> March 2024 there have been 56 calls to the Welsh language line.

The following list provides a breakdown of the nature of enquiries by department.

Recycling and Waste	27
Communications Team	2
Council Tax/rates/finance	9
Human Resources	2
CYP/Education	2
Social care	5
Planning	1
Highways	4
Welsh Language Officer	3
Grants	1
Total	56

In addition to telephony, we have a fully bilingual App 'My Monmouthshire' where customers can make payments, report incidents and request services in Welsh. We also have a fully bilingual chatbot so that customers can access support in Welsh 24/7. Staff monitor the chatbot during office opening hours to help assist customers with any queries that the chatbot is unable to answer.

## 8. Promotion

### Welsh Tip

To help promote the Welsh Language Standards to staff and to distribute guidance for best practice, a ‘Welsh Tip’ is included in the Council’s fortnightly staff newsletter. A Welsh Language Standard is identified for each issue and guidance is given on how we can comply with that standard. For example, when it was identified that there were occasions when staff were forgetting to include phrasing on their documents to indicate that the document was also available in Welsh, a Welsh tip included standards phrasing to be used.



When we produce a Welsh language version and a separate English language version of a document, we need to make sure that we clearly state on the English language version that the document is also available in Welsh. Include this standard phrasing on the English document:

“Mae'r ddogfen hon hefyd ar gael yn Gymraeg / This document is also available in Welsh”

We can also include on the Welsh document the following phrasing:

“This document is also available in English / Mae'r ddogfen hon hefyd ar gael yn Saesneg”

Pan rydym yn llunio fersiwn Gymraeg a fersiwn Saesneg o ddogfen ar wahân, mae angen i ni wneud yn siŵr ein bod yn datgan yn glir ar y fersiwn Saesneg bod y ddogfen hefyd ar gael yn Gymraeg. Defnyddiwch y frawddeg safonol hon ar y ddogfen Saesneg:

“Mae'r ddogfen hon hefyd ar gael yn Gymraeg / This document is also available in Welsh”

Gallwn hefyd gynnwys y frawddeg ganlynol ar y ddogfen Gymraeg:

“This document is also available in English / Mae'r ddogfen hon hefyd ar gael yn Saesneg”

### Welsh Courses

Welsh courses were promoted to staff in preparation for commencement in September and then limited classes in January. These classes were promoted through the Council Staff Newsletter, All Staff e-mails, All Staff teams channel and posters at the County Hall offices. Sessions were also arranged where staff could drop in to speak to staff from Dysgu Cymraeg Gwent about the different courses available and to have the opportunity to look over some of the course content. Staff responded well to the offer of Welsh courses again this year with 40 staff members completing a course. Monmouthshire was also awarded Employer of the Year Award 23/24 at the Dysgu Cymraeg Gwent’s annual award ceremony.

### Dysgu Cymraeg

Eisiau darganfod mwy am ddysgu Cymraeg?

Ydych chi wedi gwneud cwrs Cymraeg o'r blaen ond yn ansicr os ydych chi eisiau ail gafael ar ddysgu?

Ydych chi wedi bod yn ystyried cofrestru ar gyfer cwrs ond ddim yn siŵr?

Dewch i sesiwn galw heibio gyda Dysgu Cymraeg Gwent am fwy o wybodaeth am gyrsgau Cymraeg.

Neuadd y Sir  
Cegin Llaur Cyntaf

Dydd Iau 24ain Awst 12:30pm-2pm  
Dydd Iau 31ain Awst 12:30pm-2pm  
Does dim angen cofrestru ar gyfer y sesiwnau hyn, dim ond galw heibio am e gwrs.

### Learn Welsh

Want to find out more about learning Welsh?

Have you done a Welsh course previously but unsure if you want to pick it back up?

Have you been considering registering for a course but not sure if it's for you?

Come along to a drop in session with Dysgu Cymraeg Gwent for more information about Welsh courses.

County Hall  
First Floor Kitchen

Thursday August 24th 12:30pm-2pm  
Thursday August 31st 12:30pm-2pm  
No need to register for these sessions, just drop in for a chat.



## Social Media Promotion

Throughout the year, the Council post social media content to promote Welsh language services and events. Key, important dates in the Welsh calendar are identified and posts are scheduled to help celebrate those days and to ensure the Welsh language is visible and celebrated within our county.



We also try to encourage engagement in our posts regarding the language, for example on Diwrnod Santes Dwynwen we asked people to share with us what they love about Monmouthshire. Additionally, on St David's Day we used the occasion as an opportunity to launch the Council's plans for the new Welsh medium school which will be opening in Monmouth in September. This is done to try to move away from a tokenistic approach to Welsh language posts and to instead have posts which are likely to have an overall bigger positive impact on the Welsh language.



## Videos

We have created various videos throughout the year to help promote the Welsh language.

### Welsh Medium Education

The council created a [video](#) to promote Welsh medium education and the new Welsh medium school in Monmouth which will be opening in September. The video was filmed at Ysgol y Ffin where we hear from Cabinet Member for Education, Cllr Martyn Groucutt, who discusses the benefits of Welsh medium education. We also hear from a teacher at the school who talks about how well the children take to learning bilingually and reassures parents who might not speak the language themselves about the help and support available to them as parents. At the end of the video, some of the pupils of Ysgol y Ffin tell us about how they enjoy speaking Welsh and being bilingual.



### Diwrnod Shwmae Su'mae Day

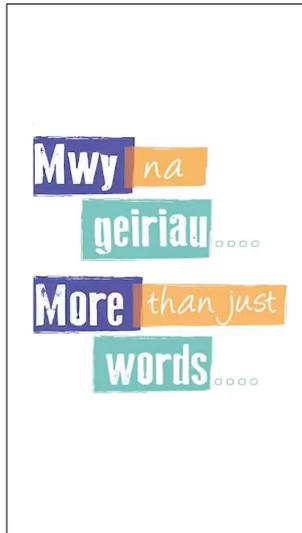
Diwrnod Shwmae Su'mae Day is celebrated annually on the 15th of October. The aim of the day is to celebrate the Welsh language and to encourage everyone to start every conversation in Welsh with a simple greeting of 'Shwmae' or 'Su'mae'. You don't have to be a fluent Welsh speaker to take part in celebrating the day. Everyone is encouraged to use the Welsh language regardless of their skill levels. The most important part is that we're sharing the language with others. The Council created videos to celebrate the day with staff across the organisation along with pupils from Ysgol y Ffin sharing their 'Shwmae' greeting.



## *Defnyddia Dy Gymraeg / Use Your Welsh*

### *Mwy Na Geiriau / More Than Just Words*

To celebrate the Welsh Language Commissioner's 'Defnyddia Dy Gymraeg / Use Your Welsh' campaign, the Council contributed to a video created through a joint project by the 'Gwent More Than Just Words Network Group'. In Monmouthshire's section of the video we interviewed Arwel Rowlands who works as a Care and Support Worker at Mardy Park Resource Centre, a community hub for health and social care services also offering respite and short term residential care. In the interview, Arwel discussed how he uses the Welsh language to support the residents at Mardy Park, and how much that means to both him and his residents. He also talked about how he helps his colleagues to learn and use the Welsh language in their work.



## *Events*

Council staff attended various events throughout the year to help promote the Welsh language in Monmouthshire. Staff attended the Usk Show where there was a stall to promote Welsh medium education as well as various promotional events for the new Welsh medium school in Monmouth. By attending these types of events, it provides us with a great opportunity to meet the people in our community, listen to their suggestions and provide information about our Welsh language services.



## 9. Conclusion

### *Welsh Language Classes*

During the financial year 23/24 we followed our previous success in the year of 22/23 regarding the number of staff who completed a Welsh course. In 22/23, 32 staff members completed a course, and in the current year 40 staff completed a course. This is a significant increase from the year 21/22 where 19 staff members completed a Welsh course. Moreover, when we look at the number of staff completing a course per skill level, we notice further improvements. The Mynediad (Entry) level is split into two sub-levels, Mynediad 1 and Mynediad 2, and takes two years to complete the level in its entirety. Last year we saw that 22 staff members completed the Mynediad 1 level and 1 completed Mynediad 2. This year we've had 23 staff members completing the Mynediad 1 level and 10 completing the Mynediad 2. This means that we are seeing that staff members are continuing to learn Welsh. In the run-up to courses starting in September 23, we held a number of promotional events at County Hall with Dysgu Cymraeg Gwent which encouraged staff to sign up for courses and gave them an opportunity to learn more about the structure of the courses and their content. Following this success, Monmouthshire County Council was awarded the Employer of the year 22/23 award at Dysgu Cymraeg Gwent's annual award ceremony. This is a big testament to the Council's staff for their dedication to learning Welsh to enable us to be able to provide better Welsh language services to our residents.

Informal evaluations with staff members are undertaken to review the staff's experience of undertaking Welsh language courses. Feedback from staff continues to be positive, with staff stating that although they have found learning Welsh difficult at times, they have enjoyed the process and their classes and feel much more confident in using the language as part of their work and daily life. With every intake of courses, the network of Welsh language speakers across the authority increases, which means that as an authority we are able to provide better Welsh language services. Additionally, it allows greater opportunities for staff to communicate with their colleagues in Welsh. The Cymraeg Teams channel also offers a great platform for the council's staff to be able to network and socialise with other Welsh speaking staff members.

### *Street Naming and Numbering Policy*

Following a previous complaint from the Welsh Language Commissioner regarding our policymaking processes regarding our Street Naming and Numbering Policy, the policy was revised in 23/24. The following paragraph was added to the policy:

“3.1.5 When an existing street with an English language name requires additional or replacement street nameplates, for example due to damage, the new nameplates will have the Welsh translation of the street name added to the nameplate, in order to comply with Monmouthshire County Council's Welsh Language Scheme. The new nameplates will display the street name bilingually, in Welsh and English.”

This amendment was made to ensure that the Welsh language is treated equally and to increase the visibility of the language in the community. It is important when we translate existing street names that sufficient consideration is given to the original context and meaning of the name. Translations for street names are done by a dedicated translator to help ensure accuracy. The Street Naming Officer along with the Welsh Language Officer work closely with the translator to ensure that as much information as possible is provided to them regarding the original context of the name. All new street signs continue to either be bilingual or monolingual Welsh. Names are carefully chosen to reflect the history and heritage of the area the Welsh Language Officer is involved and works closely with the Street Naming Officer throughout this process.

### *Appointment of Equalities and Welsh Language Manager*

We have recently appointed an Equalities and Welsh Language Manager who commenced the role in March 2024. The manager will be working in the financial year 24/25 to review our Welsh language processes in 23/24 to ensure the Council's compliance with the standards and to assess its actions to promote the language. It is intended that the Policymaking processes are to be reviewed, including updating our Integrated Impact Assessment template and guidance. Work has already commenced to review our processes where dedicated training has been created for report authors on how to write an effective and conscientious Welsh language impact assessment. Our new training platform 'Thingy' which is due to be launched soon, will be utilised so that it is easier for staff to access mandatory training. The platform will have better reporting functionality so completion rates of the training can be monitored. We will also incorporate the recording of staff Welsh language skills on the platform, which will allow for a more accurate representation of the language skills within the authority.

### *Contact Centre New Telephony System*

Our Contact Centre is currently in the final stages of procuring a new telephony system. Our existing technology does not allow us to prioritise Welsh language calls to Welsh speakers in the contact centre. As a result, callers end up in a hunt group answered by a pool of Welsh speaking officers rather than a trained customer service advisor. The new system will be configured so that someone who wants to talk in Welsh, will choose the appropriate number from a menu, and they will be inserted into a priority position in the call queue of Welsh speaking contact centre staff. As we have a higher proportion of English-speaking staff, we can justify this 'queue jumping' by Welsh language callers. The system will ensure that Welsh speakers are dealt with by a trained customer service advisor. This will ensure that their call can be completed entirely in Welsh. It will avoid handovers and improve the experience of callers. We have advertised for and been successful in appointing a Welsh speaking advisor to the Contact Centre, and we have two Contact Centre staff members who have been completing a Welsh course for the past two years. We hope that the new telephony system will increase the number of people who choose to use Welsh first when they deal with us, in line with the objective of our Welsh Language Strategy to increase opportunities for people to interact with public services through the medium of Welsh.

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# monmouthshire sir fynwy

Adroddiad Monitro Blynyddol  
Safonau'r Gymraeg  
Cyngor Sir Fynwy

1af Ebrill 2023 - 31ain Mawrth 2024



## Trosolwg

Dyma adroddiad blynyddol Cyngor Sir Fynwy ar Safonau'r Gymraeg. Ei ddiben yw gwerthuso ein cydymffurfiaeth â'r Safonau, a'r ffyrdd yr ydym wedi hyrwyddo a hwyluso cyfleoedd i ddefnyddio'r Gymraeg a sicrhau nad yw'r iaith yn cael ei thrin yn llai ffafriol na'r Saesneg yn ystod y flwyddyn. Fe'i lluniwyd yn unol ag Atodlen 4 o Reoliadau Safonau'r Gymraeg (Rhif 1) 2015, i fodloni gofynion Safonau 158, 164 a 170.

## Gwybodaeth Bellach

Mae'r adroddiad hwn ar gael ar wefan Cyngor Sir Fynwy: [www.monmouthshire.gov.uk/cy](http://www.monmouthshire.gov.uk/cy).

Os oes gennych unrhyw gwestiynau am gynnwys yr adroddiad hwn, cysylltwch â ni ar y manylion isod.

Nia Roberts

Swyddog y Gymraeg

Polisi, Perfformiad a Chraffu

Cyngor Sir Fynwy

Neuadd y Sir

Y Rhadyr

Brynbuga

NP15 1GA

Rhif Ffôn: 01633 644010

E-bost: [niaroberts@monmouthshire.gov.uk](mailto:niaroberts@monmouthshire.gov.uk)

Rydym yn croesawu gohebiaeth a galwadau ffôn yn Gymraeg, ac ni fydd cysylltu â ni yn Gymraeg yn arwain at oedi mewn ymateb.

Mae'r ddogfen hon hefyd ar gael yn Saesneg.

This document is also available in English.

Dogfennau Cysylltiedig

[Strategaeth Iaith Gymraeg 5 Mlynedd Cyngor Sir Fynwy 2022-2027](#)

Yr aelod cabinet gyda chyfrifoldeb dros y Gymraeg yn ystod 2022/23 oedd y Cyng. Angela Sandles.

## *Cynnwys*

<i>1. Cefndir</i>	<i>4</i>
<i>2. Cydymffurfiaeth</i>	<i>5-12</i>
• <i>Safonau Cyflenwi Gwasanaethau</i>	<i>5-8</i>
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• <i>Safonau Gweithredu</i>	<i>10-12</i>
<i>3. Cwynion</i>	<i>13</i>
<i>4. Sgiliau Iaith Gymraeg</i>	<i>14-15</i>
<i>5. Cyrsiau Cymraeg</i>	<i>16-17</i>
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<i>7. Gwasanaeth Cwsmer</i>	<i>20</i>
<i>8. Hyrwyddo</i>	<i>21-24</i>
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## 1. Cefndir

Mae Cyngor Sir Fynwy yn cydnabod pwysigrwydd yr Iaith Gymraeg fel rhan greiddiol o'n hunaniaeth ddiwyllianol, treftadaeth a chydlyniant cymunedol. Drwy gydol y flwyddyn 2022/2023, mae'r Cyngor wedi ymrwmo i feithrin amgylchedd lle gall y Gymraeg ffynnu a lle gall siaradwyr Cymraeg ddefnyddio'r iaith yn eu bywydau bob dydd.

Sefydlodd Mesur y Gymraeg (Cymru) 2011 fframwaith cyfreithiol sydd yn gosod dyletswydd ar Gyngor Sir Fynwy, ochr yn ochr â sefydliadau cyhoeddus eraill, i gydymffurfio â Safonau'n ymwneud â'r Gymraeg. Egwyddorion allweddol y Safonau hyn yw:

- ni ddylid trin y Gymraeg yn llai ffafriol na'r Saesneg;
- dylem hybu a hwyluso defnydd o'r iaith.

Yn 2015 derbyniodd Cyngor Sir Fynwy Hysbysiad Cydymffurfio gan Gomisiynydd y Gymraeg. Mae'r ddogfen hon yn amlinellu'r Safonau y mae'n rhaid i'r Cyngor gydymffurfio â nhw.

Mae cyfanswm o 176 o Safonau sy'n berthnasol i Gyngor Sir Fynwy. Mae'r Safonau hyn wedi'u gosod mewn 5 categori, sef:

- Cyflenwi Gwasanaethau;
- Llunio Polisi;
- Gweithredu;
- Hybu;
- Cadw Cofnodion.

Mae Safonau'r Gymraeg yn ei gwneud yn ofynnol i ni:

- Cynhyrchu a chyhoeddi ar ein gwefan, strategaeth 5 mlynedd sy'n nodi sut yr ydym yn bwriadu hyrwyddo'r Gymraeg a hwyluso'r defnydd o'r Gymraeg yn ehangach yn ein hardal. (Safonau 145,146)
- Cynhyrchu adroddiad blynyddol, mewn perthynas â phob blwyddyn ariannol, sy'n ymdrin â sut rydym wedi cydymffurfio â'r Safonau a chyhoeddi hwn ar ein gwefan. (Standards 158, 164, 170)

Mae [Hysbysiad Cydymffurfio'r Cyngor](#) i'w weld ar ein gwefan ddwyieithog.

## 2. Cydymffurfiad

### Safonau Cyflenwi Gwasanaethau

<i>Grŵp Safonau</i>	<i>Camau a Gymerwyd yn Ystod 2022/2023</i>	<i>Camau i'w Cymryd 2023/2024</i>
Safonau 1 - 7 Gohebiaeth a ddanfonwyd ac a dderbyniwyd.	<ul style="list-style-type: none"> <li>Anfonwyd nodiadau atgoffa i staff am ein gofynion i'r Safonau'r Gymraeg wrth anfon gohebiaeth.</li> </ul>	<ul style="list-style-type: none"> <li>Parhau i fonitro gohebiaeth.</li> </ul>
Safonau 8 - 22 Galwadau ffôn a wnaed ac a dderbyniwyd.	<ul style="list-style-type: none"> <li>Ar hyn o bryd rydym yn disgwyl am system Teleffoni Canolfan Gyswllt newydd a fydd yn caniatáu i'r rhai sydd am siarad â'r Cyngor yn Gymraeg gael eu blaenoriaethu i aelod o staff sy'n siarad Cymraeg yn y Ganolfan Gyswllt.</li> <li>System chwilota ffôn gyda Swyddogion sy'n siarad Cymraeg ar draws yr Awdurdod.</li> <li>Negeseuon peiriant ateb ar gyfer pob adran wedi'w recordio'n ddwyieithog.</li> </ul>	<ul style="list-style-type: none"> <li>Sicrhau bod yr holl staff yn ymwybodol o'r gweithdrefnau pan dderbynnir galwadau ffôn Cymraeg.</li> <li>Monitro cynnydd gweithredu system Canolfan Gyswllt newydd.</li> </ul>
Safonau 24 - 36 Cyfarfodydd gyda'r Cyhoedd.	<ul style="list-style-type: none"> <li>Darperir gwasanaeth cyfieithu ar y pryd mewn cyfarfodydd cyhoeddus lle bo angen.</li> </ul>	<ul style="list-style-type: none"> <li>Monitro i sicrhau bod y cynnig o gyfieithu ar y pryd yn parhau i gael ei wneud.</li> </ul>
Safonau 37 - 51, 69 - 70 Dogfennau dwyieithog eraill.	<ul style="list-style-type: none"> <li>Atgoffwyd staff o'r angen i ddatgan ar ddogfennau eu bod hefyd ar gael yn y Gymraeg.</li> <li>Cydymffurfiaeth yn cael ei fonitro trwy wirio gwefannau a cheisiadau cyfieithu a wneir trwy wasanaeth cyfieithu Cymraeg.</li> <li>Crëir pob ffurflen gais at ddefnydd y cyhoedd yn ddwyieithog ac atgoffir staff o'r gofyniad hwn.</li> <li>Mae'r holl hysbysiadau swyddogol yn cael eu cynhyrchu a'u harddangos yn ddwyieithog.</li> </ul>	<ul style="list-style-type: none"> <li>Gwneud defnydd o'r 'Cynghorion Cymraeg' o fewn Cylchlythyr Staff i atgoffa staff o'r gofynion.</li> <li>Parhau i fonitro cydymffurfiaeth yn agos.</li> </ul>
Safonau 52 - 60 Gwefannau, Cyfryngau Cymdeithasol, Apiau, a Pheiriannau Hunanwasanaeth.	<ul style="list-style-type: none"> <li>Gwefannau a chyfrifon cyfryngau cymdeithasol Sir Fynwy yn cael eu monitro'n rheolaidd i sicrhau cydymffurfiaeth</li> </ul>	<ul style="list-style-type: none"> <li>Parhau i fonitro pob gwefan a chyfrif cyfryngau cymdeithasol.</li> </ul>

Safonau 52 - 60 Gwefannau, Cyfryngau Cymdeithasol, Apiau, a Pheiriannau Hunanwasanaeth.

- Swyddog Iaith Gymraeg yn cymryd rhan mewn cyfarfodydd gydag awduron gwefannau i'w hatgoffa o'r gofynion ac i ateb unrhyw gwestiynau.
- Pan fydd materion yn codi, mae'r Swyddog Iaith Gymraeg yn gweithio'n agos gyda'r Swyddog ac Awduron y Wefan i unioni unrhyw faterion.
- Swyddog Iaith Gymraeg yn cofnodi gwiriadau cydymffurfio ar gyfer gwefannau a chyfrifon cyfryngau cymdeithasol ac yn nodi unrhyw gamau a gymerwyd.
- Mae'r canlynol yn ddata ynghylch ymweliadau ar y tudalennau Saesneg (S) a'r Gymraeg (C):

***Ailgylchu a Gwastraff:***

S:102,814

C: 310

***Treth y Cyngor:***

S:36,739

C: 101

***Blynyddoedd Cynnar, Gofal Plant ac Ysgolion:***

S: 2,050

C: 39

***Addysg Cyfrwng Gymraeg***

S:792

C: 128

***Hybiau Cymunedol a Llyfrgelloedd:***

S: 20,578

C: 220

- Swyddog Iaith Gymraeg i gymryd rhan yng Nghaffi Digidol yr adran Gyfathrebu.
- Creu cofnod o unrhyw faterion a nodwyd ac unrhyw gamau a gymerwyd i'w datrys.
- Creu hyfforddiant gorfodol i awduron gwefannau ar sut i ddefnyddio'r Gymraeg ar lwyfannau digidol.

Safonau 61 - 63 Arwyddion.	<ul style="list-style-type: none"> <li>• Mae pob arwydd stryd newydd naill ai'n ddwyieithog neu'n uni-aith Gymraeg. Dewisir enwau yn ofalus i adlewyrchu hanes a thref-tadaeth yr ardal. Mae Swyddog y Gymraeg yn gweithio'n agos gyda'r Swyddog Enwi Strydoedd i helpu gyda'r broses hon.</li> <li>• Polisi Enwi a Rhifo Strydoedd wedi'i ddiweddarau i gynnwys y bydd platiau enwau strydoedd newydd yn cynnwys enwau Cymraeg a Saesneg a bydd y ddau enw'n cael eu diweddarau ar y rhestr.</li> </ul>	<ul style="list-style-type: none"> <li>• Swyddog Iaith Gymraeg i barhau i weithio'n agos gyda'r Swyddog Enwi Strydoedd ar enwi strydoedd newydd</li> <li>• Monitro cydymffurfiaeth.</li> </ul>
Safonau 64 - 68 Gwasanaethau'r Dderbynfa.	<ul style="list-style-type: none"> <li>• Derbyniadau ar draws yr Awdurdod yn cael eu monitro i sicrhau bod posteri 'Cymraeg' yn cael eu harddangos i ddangos y gellir defnyddio'r Gymraeg.</li> <li>• Sgiliau Cymraeg yn cael eu hasesu yn ystod cyfweiliadau ar gyfer rolau yn y dderbynfa.</li> </ul>	<ul style="list-style-type: none"> <li>• Mae derbyniadau ar draws yr Awdurdod yn parhau i gael eu monitro.</li> <li>• Comisiynu ymarferion siopa dirgel.</li> </ul>
Safonau 71 - 75 Rhoi Grantiau.	<ul style="list-style-type: none"> <li>• Mae gan y Cyngor restr wirio Gofynion Iaith Gymraeg - Caffael.</li> </ul>	<ul style="list-style-type: none"> <li>• Monitro i sicrhau cydymffurfiaeth.</li> </ul>
Safonau 76 - 80 Rhoi Cytundebau.	<ul style="list-style-type: none"> <li>• Mae gan y Cyngor restr wirio Gofynion Iaith Gymraeg - Caffael.</li> </ul>	<ul style="list-style-type: none"> <li>• Monitro i sicrhau cydymffurfiaeth.</li> </ul>
Safonau 81 - 82 Hyrwyddo Gwasanaethau Iaith Gymraeg.	<ul style="list-style-type: none"> <li>• Mae gwasanaethau Cymraeg yn cael eu hyrwyddo'n frwd ar wefan a thudalennau cyfryngau cymdeithasol y Cyngor.</li> <li>• Postiadau cyfryngau cymdeithasol wedi'u creu ar gyfer dyddiadau pwysig yn y calendr Cymraeg i hybu'r Gymraeg.</li> </ul>	<ul style="list-style-type: none"> <li>• Monitro cyfryngau cymdeithasol i sicrhau bod gwasanaethau Cymraeg yn parhau i gael eu hyrwyddo.</li> <li>• Trefnu hyrwyddiadau ar gyfer digwyddiadau / dyddiadau allweddol.</li> </ul>

Safon 83 Hunaniaeth Gorfforaethol.	<ul style="list-style-type: none"> <li>• Rhoddir cyfeiriadau e-bost ddwyieithog i bob aelod o staff.</li> <li>• Sicrhau bod pob agwedd ar hunaniaeth gorfforaethol yn ddwyieithog ac nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol.</li> </ul>	<ul style="list-style-type: none"> <li>• Hyrwyddo cyfeiriadau e-bost ddwyieithog i bob aelod o staff.</li> <li>• Sicrhau bod cyfeiriadau e-bost ddwyieithog yn cael eu defnyddio ar draws ein gwefan, dogfennau a ffurflenni.</li> </ul>
Safonau 84 a 86 Cyrsiau Addysgol.	<ul style="list-style-type: none"> <li>• Rydym yn asesu cyrsiau addysgol i benderfynu a oes angen eu cyflwyno yn Gymraeg.</li> </ul>	<ul style="list-style-type: none"> <li>• Parhau i asesu a monitro'r angen i gyflwyno cyrsiau addysgol yn Gymraeg.</li> </ul>
Safon 87 Systemau Cyhoeddiadau Cyhoeddus.	<ul style="list-style-type: none"> <li>• Mae pob system annerch cyhoeddus yn ddwyieithog.</li> <li>• Monitro cydymffurfiaeth drwy ymweliadau.</li> </ul>	<ul style="list-style-type: none"> <li>• Monitro i sicrhau cydymffurfiaeth.</li> <li>• Sicrhau bod unrhyw systemau annerch cyhoeddus newydd yn parhau i fod yn ddwyieithog.</li> </ul>

## Safonau Llunio Polisi

<b>Grŵp Safonau</b>	<b>Camau a Gymerwyd yn Ystod 2022/2023</b>	<b>Camau i'w Cymryd 2023/2024</b>
Standards 88 - 93 Llunio Polisi.	<ul style="list-style-type: none"> <li>• Hyfforddiant wedi'i greu ar gyfer 'Aseidiadau Effaith ar y Gymraeg'.</li> <li>• Cynhelir aseidiadau effaith ar y Gymraeg ar gyfer pob penderfyniad polisi.</li> <li>• Cyfarfodydd Sicrhau Ansawdd ar gyfer Aseidiadau Effaith a rhoi adborth i awduron adroddiadau - Tîm Polisi.</li> </ul>	<ul style="list-style-type: none"> <li>• Porth hyfforddiant 'Thinqi' i'w gael ei ddefnyddio i ganiatáu mynediad hawdd i staff at hyfforddiant Cymraeg sy'n ymwneud â Llunio Polisi.</li> <li>• Cynnal gweithdai ar sut i gwblhau Aseidiadau Effaith ac Ymgynghoriadau effeithiol ar y Gymraeg.</li> <li>• Cyfarfodydd sicrhau ansawdd i barhau a monitro eu heffeithiolrwydd o ran canlyniadau.</li> <li>• Monitro cydymffurfiaeth gyda Safonau a rhoi hyfforddiant pellach i staff lle nodir materion.</li> </ul>

## Safonau Gweithredu

Grŵp Safonau	Camau a Gymerwyd yn Ystod 2022/2023	Camau i'w Cymryd 2023/2024
Safonau 99 – 104 Dogfennau Cyflogaeth.	<ul style="list-style-type: none"> <li>• Dogfennau AD ar gael yn ddwyieithog ar fewnwyd y Cyngor - Hyb.</li> <li>• Atgoffir staff ar Sianel Teams Cymraeg y gallant gyrchu dogfennau AD yn y Gymraeg.</li> </ul>	<ul style="list-style-type: none"> <li>• Parhau i anfon nodiadau atgoffa i staff o bryd i'w gilydd drwy gydol y flwyddyn.</li> </ul>
Safonau 105 – 111 Polisiâu Adnoddau Dynol.	<ul style="list-style-type: none"> <li>• Mae polisiâu AD ar gael yn ddwyieithog ar fewnwyd y staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Monitro i sicrhau cydymffurfiaeth.</li> </ul>
Safonau 112 – 119 Gweithdrefnau Cwyno a Disgyblu.	<ul style="list-style-type: none"> <li>• Gwneir staff yn ymwybodol o'u hawl i gwblhau'r broses gwyno / disgyblu yn y Gymraeg.</li> </ul>	<ul style="list-style-type: none"> <li>• Parhau i sicrhau bod hyn yn cael ei gynnig.</li> </ul>
Safonau 120 - 126 Mewnwyd y Staff ac Adnoddau TG.	<ul style="list-style-type: none"> <li>• Meddalwedd gwirio sillafu Cymraeg wedi'i osod ar bob cyfrifiadur.</li> <li>• Fideos hyfforddi Cysgliad yn cael eu rhannu gyda staff sy'n siarad Cymraeg ar Sianel Timau Cymraeg.</li> <li>• Tudalen Gymraeg ar fewnwyd staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Parhau i gynnig cefnogaeth i staff ar ddefnyddio 'Cysgliad'</li> <li>• Sicrhau bod tudalen fewnwyd Gymraeg yn cael ei diweddarau'n rheolaidd.</li> </ul>
Safon 127 Sgiliau Iaith Staff.	<ul style="list-style-type: none"> <li>• Cesglir gwybodaeth am sgiliau iaith staff yn ystod y broses ymgeisio am swyddi newydd.</li> <li>• Cynhaliwyd adolygiad diweddar gan y Swyddog Iaith Gymraeg i sicrhau bod gwybodaeth am sgiliau Cymraeg staff yn gywir ac yn gyfredol.</li> <li>• Mae'r Swyddog Iaith Gymraeg yn derbyn gwybodaeth gan yr adran AD am ddechreuwyd newydd ac mae'r rhestr o siaradwyr Cymraeg yn cael ei diweddarau'n fisol.</li> </ul>	<ul style="list-style-type: none"> <li>• Ymgorffori cofnodion o sgiliau iaith Gymraeg staff ar y llwyfan hyfforddi Thinqi. Lefelau sgiliau Cymraeg i'w diweddarau'n flynyddol ynghyd â hyfforddiant gorfodol.</li> </ul>

<p>Safonau 128 - 133 Hyfforddi Staff.</p>	<ul style="list-style-type: none"> <li>• Mae'r Swyddog Iaith Gymraeg yn cymryd rhan yn yr hyfforddiant Anwytho Corfforaethol trwy gydol y flwyddyn i hysbysu dechreuwyr newydd o'n gofynion ar gyfer y Gymraeg a hefyd i gynnig cefnogaeth gyda'r Gymraeg.</li> <li>• Hyfforddiant ymwybyddiaeth o'r Gymraeg yn cael ei ddarparu i staff.</li> <li>• Mae cyrsiau Cymraeg ar gael i bob aelod o staff ar bob lefel.</li> <li>• Mae 40 aelod o staff wedi bod yn cwblhau cwrs Cymraeg yn ystod 23/24.</li> </ul>	<ul style="list-style-type: none"> <li>• Swyddog Iaith Gymraeg i barhau i fod yn rhan o'r broses anwytho.</li> <li>• Parhau i hysbysebu a hyrwyddo hyfforddiant Cymraeg i staff.</li> <li>• Bydd platfform hyfforddi newydd 'Thinqi' yn caniatáu i'r holl hyfforddiant iaith Gymraeg fod ar gael i bob aelod o staff.</li> </ul>
<p>Safonau 134 - 135 Geiriad a Logo ar Gyfer Llofnod E-byst Staff.</p>	<ul style="list-style-type: none"> <li>• Mae gan bob aelod o staff fynediad i'r gwasanaeth cyfieithu ar gyfer llofnodion e-bost ac mae rheolwyr llinell yn atgoffa eu staff yn rheolaidd o'r gofyniad hwn.</li> <li>• Mae llofnodion e-bost staff yn cael eu monitro i sicrhau cydymffurfiaeth.</li> <li>• Mae'r logo 'Iaith Gwaith' ar gael ar fewnrwyd y staff yn ogystal â Sianel Teams Cymraeg i staff ei gynnwys yn eu llofnodion e-bost.</li> </ul>	<ul style="list-style-type: none"> <li>• Monitro i sicrhau cydymffurfiaeth.</li> <li>• Defnyddio Sianel Teams Cymraeg i rannu gwybodaeth berthnasol gyda staff sy'n siarad Cymraeg.</li> </ul>

<p>Safonau 136 - 140 Y Broses Recriwtio.</p>	<ul style="list-style-type: none"> <li>• Gweler yr adran ar 'Recriwtio'.</li> <li>• Mae'r Cyngor yn nodi bod bob swydd newydd fel o leiaf Cymraeg yn ddymunol.</li> <li>• Mae pob hysbyseb swydd yn cael ei hysbysebu'n ddwyieithog ac yn cynnwys y fframwaith sgiliau iaith Gymraeg ac asesiad iaith Gymraeg.</li> <li>• Swyddog Iaith Gymraeg yn monitro hysbysebion swyddi newydd i sicrhau cydymffurfiaeth.</li> <li>• Pob rôl lle'r aseswyd bod y Gymraeg yn Hanfodol a rhai eraill lle mae'r Gymraeg yn Ddymunol yn cael eu hysbysebu ar safleoedd recriwtio Cymraeg.</li> </ul>	<ul style="list-style-type: none"> <li>• Parhau i wneud defnydd o safleoedd recriwtio Cymraeg. Swyddog y Gymraeg i fonitro canlyniadau'r hysbysebion hyn.</li> <li>• Darparu'r lefelau sgiliau Cymraeg sydd eu hangen ar gyfer rolau Cymraeg yn Hanfodol er mwyn ceisio cynyddu'r nifer o ymgeiswyr.</li> </ul>
<p>Safonau 141 - 143 Arwyddion Mewnol.</p>	<ul style="list-style-type: none"> <li>• Rhoi arweiniad i staff ynghylch arwyddion mewnol.</li> <li>• Arwyddion i'w monitro ar gyfer cydymffurfiaeth.</li> </ul>	<ul style="list-style-type: none"> <li>• Monitro i sicrhau cydymffurfiaeth.</li> </ul>
<p>Safon 144 Cyhoeddiadau yn y Gweithle.</p>	<ul style="list-style-type: none"> <li>• Recordiwyd pob cyhoeddiad yn ddwyieithog.</li> </ul>	<ul style="list-style-type: none"> <li>• Monitro i sicrhau cydymffurfiaeth.</li> </ul>

### 3. Cwynion

#### *Cwynion gan y Cyhoedd*

***Ymateb Dwyieithog*** - Cwyn wedi ei dderbyn gan aelod o'r cyhoedd gan eu bod wedi derbyn ymateb awtomatig dwyieithog wrth e-bostio'r Ganolfan Gyswllt i ofyn am gael gohebiaeth gan y Cyngor yn Saesneg yn unig. Gan mai ymateb awtomataidd oedd yr e-bost a anfonwyd at lu o bobl, mae'n ofynnol yn ôl safonau'r Gymraeg bod ymateb dwyieithog yn cael ei anfon.

***Hysbysiad Cynllunio Dwyieithog*** - Hysbysiad Cynllunio Dwyieithog - Cwyn wedi ei dderbyn gan aelod o'r cyhoedd a oedd wedi derbyn hysbysiad cynllunio dwyieithog pan oedd am dderbyn ei holl ohebiaeth gan y Cyngor yn uniaith Saesneg. Rhoddwyd copi uniaith Saesneg i'r cwsmer, yn unol â'i ddewis iaith.

#### *Cwynion gan Gomisiynydd y Gymraeg*

***CS1153 - Wedi'i Gwblhau*** - Cwyn wedi ei dderbyn gan Gomisiynydd y Gymraeg ynghylch plât enw stryd uniaith Saesneg ar gyfer Park Crescent yn Y Fenni. Cafodd yr arwydd ei osod gan Gyngor Sir Fynwy a chredir ei fod dros ugain mlwydd oed. Oherwydd oedran yr arwydd, nid oes cofnodion bellach o'r union ddyddiad y gosodwyd yr arwydd. Gan fod yr arwydd mor hen, roedd wedi'i osod cyn y gofyniad i arwyddion gael eu cynhyrchu'n ddwyieithog.

## 4. Sgiliau Iaith Gymraeg

### Lefel Sgiliau Iaith Cymraeg Staff

<i>Lefel Sgiliau Iaith Gymraeg</i>	<i>Nifer o Staff (heb ysgolion)</i>	<i>Canran %</i>
Rhugl	43	12.1%
Uwch	5	1.5%
Canolradd	38	14.3%
Sylfaen	26	6.4%
Dechreuwr	215	65.7%
<b>Cyfanswm</b>	<b>327</b>	

### Lefel Sgiliau Iaith Gymraeg fesul Gyfarwyddiaeth

<i>Lefel Sgiliau Iaith Gymraeg fesul Gyfarwyddiaeth</i>	<i>Nifer o siaradwyr Cymraeg (heb ysgolion)</i>	<i>Canran %</i>
Plant a Phobl Ifanc	9	2.8%
Cymunedau a Lleoedd	65	19.9%
Cyfraith a Llywodraethu	5	1.5%
Adnoddau	17	5.2%
Gofal Cymdeithasol, Diogelu ac Iechyd	112	34.3%
Pobl, Perfformiad a Phartneriaethau	10	3.1%
Cwsmer, Diwylliant a Lles – MonLife	109	33.3%
<b>Cyfanswm</b>	<b>327</b>	

## Siaradwyr Cymraeg Rhugl fesul Cyfarwyddiaeth

<i>Siaradwyr Cymraeg Rhugl fesul Cyfarwyddiaeth</i>	<i>Nifer o Siaradwyr Cymraeg Rhugl (heb ysgolion)</i>	<i>Canran %</i>
Plant a Phobl Ifanc	1	2.3%
Cymunedau a Lleoedd	2	4.7%
Cyfraith a Llywodraethu	3	7.0%
Adnoddau	2	4.7%
Gofal Cymdeithasol, Diogelu ac Iechyd	15	34.9%
Pobl, Perfformiad a Phartneriaethau	3	7.0%
Cwsmer, Diwylliant a Lles – MonLife	17	39.5%
<b><i>Cyfanswm</i></b>	<b>43</b>	

## 5. Cyrsiau Cymraeg

Mae'r Cyngor yn cynnig nifer o gyrsiau Cymraeg i staff ar bob lefel o ddysgu. Nod y cyrsiau hyn yw cynyddu nifer y staff sy'n siarad Cymraeg yn yr Awdurdod yn ogystal â chynyddu hyder fel bod staff yn teimlo'n fwy cyfforddus yn defnyddio'r Gymraeg yn eu gwaith. Hwylusir cyrsiau drwy'r Ganolfan Dysgu Cymraeg Cenedlaethol ac fe'u cyflwynir trwy Goleg Gwent. Ariennir yr holl gyrsiau Cymraeg yn llawn drwy Adran y Gymraeg.

Ym mlwyddyn 2023/2024, mae nifer y staff a fynychodd cyrsiau Cymraeg ar y lefelau perthnasol fel a ganlyn:

<i>Lefel Iaith y Cwrs</i>	<i>Nifer y Staff a Gofrestrwyd 2022/2023</i>	<i>Nifer y Staff a Gofrestrwyd 2023/2024</i>
Mynediad / Entry	23	33
Sylfaen / Foundation	3	3
Canolradd / Intermediate	4	3
Uwch / Advanced	1	1
Hyfedredd / Proficiency	1	0
<i>Cyfanswm</i>	<i>32</i>	<i>40</i>

<i>Lefel Iaith y Cwrs</i>	<i>Nifer y Staff a Gofrestrwyd 2022/2023</i>	<i>Nifer y Staff a Gofrestrwyd 2023/2024</i>
Mynediad 1 / Entry 1	22	23
Mynediad 2 / Entry 2	1	10
Sylfaen 1 / Foundation 1	1	1
Sylfaen 2 / Foundation 2	2	2
Canolradd 1 / Intermediate 1	2	2
Canolradd 2 / Intermediate 2	2	1
Uwch 1 / Advanced 1	1	1
Hyfedredd / Proficiency	1	0
<i>Cyfanswm</i>	<i>32</i>	<i>40</i>

Mae Safon 128 yn ei gwneud yn ofynnol i'r Cyngor ddarparu hyfforddiant yn Gymraeg i staff yn y meysydd canlynol, os cânt eu darparu yn Saesneg:

- Recriwtio a chyfweld;
- Rheoli Perfformiad;
- Gweithdrefnau cwyno a disgyblu;
- Ymsefydlu;
- Delio â'r cyhoedd; ac
- Iechyd a diogelwch.

Gofynnir i staff a hoffent dderbyn yr hyfforddiant hwn yn Gymraeg.

Rydym wedi bod yn defnyddio ein Grŵp Teams Cymraeg newydd i atgoffa staff eu bod yn gallu cael mynediad at yr hyfforddiant uchod drwy gyfrwng y Gymraeg.

## 6. Recriwtio

### Swyddi wedi'u hysbysebu ar gyfer 2023-2024

	2022-2023	2022-2023	2023-2024	2023-2024
	Nifer	%	Nifer	%
Swyddi gwag/newydd a hysbysebwyd	781	-	649	-
Swyddi gwag/newydd a hysbysebwyd oedd â sgiliau yn y Gymraeg yn 'hanfodol'	6	0.8%	24	3.7%
Swyddi gwag/newydd a hysbysebwyd oedd â sgiliau yn y Gymraeg yn 'ddymunol'	775	99.2%	625	96.3%
Swyddi gwag/newydd a hysbysebwyd a gafodd eu nodi fel swyddi lle mae 'angen dysgu sgiliau yn y Gymraeg pan benodir rhywun i'r swydd'	0	0	0	0
Nifer y swyddi gwag/newydd a hysbysebwyd 'nad oedd angen sgiliau yn y Gymraeg'	0	0	0	0
Nifer y swyddi nad oedd yn cynnwys <b>asesiad</b>	0	0	0	0
Nifer y swyddi heb eu nodi	0	0	0	0

### Swyddi wedi'u hysbysebu ar gyfer ysgolion ar gyfer 2023 - 2024

	2022-2023	2022-2023	2023-2024	2023-2024
	Nifer	%	Nifer	%
Swyddi gwag/newydd <b>mewn ysgolion</b> a hysbysebwyd	108	-	117	-
Swyddi gwag/newydd <b>mewn ysgolion</b> a hysbysebwyd oedd â sgiliau yn y Gymraeg yn 'hanfodol'	29	26.9%	20	17.1%
Swyddi gwag/newydd <b>mewn ysgolion</b> a hysbysebwyd oedd â 'sgiliau yn y Gymraeg yn ddymunol.	79	73.1%	97	82.9%
Swyddi gwag/newydd <b>mewn ysgolion</b> a hysbysebwyd a gafodd eu nodi fel swyddi lle mae 'angen dysgu sgiliau yn y Gymraeg pan benodir rhywun i'r swydd'	0	0	0	0
Nifer y swyddi gwag / newydd <b>mewn ysgolion</b> a hysbysebwyd 'nad oedd angen sgiliau yn y Gymraeg'	0	0	0	0
Nifer y swyddi nad oedd yn cynnwys asesiad	0	0	0	0
Nifer y swyddi heb eu nodi	0	0	0	0

## *Recriwtio*

Mae'r broses ymgeisio am swydd ar gael yn Gymraeg yn unol â Safonau'r Gymraeg ac mae pob swydd wag yn cael ei hysbysebu'n ddwyieithog. Fel rhan o'r broses recriwtio, ac un o ofynion Safon 136, rhaid asesu'r angen am sgiliau Cymraeg ar gyfer pob swydd wag. Mae'r Cyngor yn nodi bod pob swydd wag newydd yn nodi bod sgiliau yn y Gymraeg yn ddymunol fel gofyniad sylfaenol. Os yw'r swyddi'n cynnwys lefel uchel o ryngweithio â'r cyhoedd neu lle mae diffyg sgiliau Cymraeg cyfredol yn y maes gwasanaeth, asesir bod y Gymraeg yn hanfodol i'r rhain. Ar gyfer swyddi sy'n cael eu hasesu fel rhai Cymraeg hanfodol, rydym yn annog rheolwyr i nodi yn y fanyleb swydd pa fathau o sgiliau Cymraeg sydd eu hangen i gyflawni'r rôl. Mae hyn er mwyn annog ceisiadau gan y rhai sydd wedi dysgu'r iaith, gan ein bod yn aml yn gweld nad oes gan ddysgwyr yr hyder i ymgeisio am rolau Cymraeg hanfodol oherwydd yr ansicrwydd ynghylch pa fathau o dasgau y bydd angen iddynt allu eu cyflawni yn Gymraeg. Yn ogystal, rydym yn cynnwys y fframwaith sgiliau iaith Gymraeg o fewn pob hysbyseb swydd. Rydym hefyd yn defnyddio safleoedd recriwtio Cymraeg i hysbysebu swyddi sy'n cael eu hasesu fel bod y Gymraeg yn hanfodol, yn ogystal â rhai swyddi dethol lle mae'r Gymraeg yn ddymunol. Drwy hysbysebu swyddi ar y safleoedd recriwtio pwrpasol hyn, rydym yn ei gwneud yn haws i siaradwyr Cymraeg ddod o hyd i'n swyddi gwag, ac rydym wedi llwyddo i benodi siaradwyr Cymraeg o ganlyniad i'r safleoedd recriwtio hyn.

## 7. Gwasanaeth Cwsmer

### Galwadau Ffôn Cymraeg

Rhwng 1af Ebrill 2023 a'r 31ain Mawrth 2024, bu 56 o alwadau i'r llinell Gymraeg.

Mae'r rhestr ganlynol yn rhoi dadansoddiad o natur yr ymholiadau fesul adran.

Ailgylchu a Gwastraff	27
Tîm Cyfathrebu	2
Treth y Cyngor/cyfraddau/cyllid	9
Adnoddau Dynol	2
Plant a Phobl Ifanc/Addysg	2
Gofal Cymdeithasol	5
Cynllunio	1
Priffyrdd	4
Swyddog y Gymraeg	3
Grantiau	1
Cyfanswm	56

Yn ogystal â theleffoni, mae gennym Ap cwbl ddwyieithog 'Fy Sir Fynwy' lle gall cwsmeriaid wneud taliadau, adrodd am ddigwyddiadau a gofyn am wasanaethau yn Gymraeg. Mae gennym ni hefyd sgwrsfot cwbl ddwyieithog fel bod cwsmeriaid yn gallu cael cymorth yn Gymraeg 24/7. Mae staff yn monitro'r sgwrsfot yn ystod oriau agor y swyddfa i helpu cwsmeriaid gydag unrhyw ymholiadau nad yw'r sgwrsfot yn gallu eu hateb.

## 8. Hyrwyddo

### Cynghorion Cymraeg (Welsh Tip)

Er mwyn helpu i hyrwyddo Safonau'r Gymraeg i staff ac i ddsbarthu canllawiau ar gyfer arferion gorau, mae 'Cynghorion Cymraeg' wedi'i gynnwys yng nghylchlythyr pythefnos ar gyfer staff y Cyngor. Nodir Safon y Gymraeg ar gyfer pob mater a rhoddir canllawiau ar sut y gallwn gydymffurfio â'r safon honno. Er enghraifft, pan nodwyd bod adegau pan oedd staff yn anghofio cynnwys geiriad ar eu dogfennau i nodi bod y ddogfen hefyd ar gael yn Gymraeg, roedd y Cyngor Cymraeg yn cynnwys geiriad safonol i'w ddefnyddio.



When we produce a Welsh language version and a separate English language version of a document, we need to make sure that we clearly state on the English language version that the document is also available in Welsh. Include this standard phrasing on the English document:

"Mae'r ddogfen hon hefyd ar gael yn Gymraeg / This document is also available in Welsh"

We can also include on the Welsh document the following phrasing:

"This document is also available in English / Mae'r ddogfen hon hefyd ar gael yn Saesneg"

Pan rydym yn llunio fersiwn Gymraeg a fersiwn Saesneg o ddogfen ar wahân, mae angen i ni wneud yn siŵr ein bod yn datgan yn glir ar y fersiwn Saesneg bod y ddogfen hefyd ar gael yn Gymraeg. Defnyddiwch y frawddeg safonol hon ar y ddogfen Saesneg:

"Mae'r ddogfen hon hefyd ar gael yn Gymraeg / This document is also available in Welsh"

Gallwn hefyd gynnwys y frawddeg ganlydol ar y ddogfen Gymraeg:

"This document is also available in English / Mae'r ddogfen hon hefyd ar gael yn Saesneg"

### Cyrsiau Cymraeg

Hyrwyddwyd cyrsiau Cymraeg i staff wrth i ni baratoi ar gyfer iddynt gychwyn ym mis Medi ac yna nifer cyfyngedig o ddsbarthiadau ym mis Ionawr. Hyrwyddwyd y dosbarthiadau hyn trwy Gylchlythyr Staff y Cyngor, e-byst ar gyfer Holl Staff, sianel Timau Holl Staff a phosteri yn swyddfeydd Neuadd y Sir. Trefnwyd sesiynau hefyd lle gallai staff alw i mewn i siarad â staff o Ddysgu Cymraeg Gwent am y cyrsiau gwahanol sydd ar gael ac i gael y cyfle i edrych dros rywfaint o gynnwys y cwrsiau. Ymatebodd y staff yn dda i'r cynnig o gyrsiau Cymraeg eto eleni gyda 40 aelod o staff yn cwblhau cwrs. Dyfarnwyd Gwobr Cyflogwr y Flwyddyn 23/24 i Sir Fynwy hefyd yn seremoni wobrwyo flynyddol Dysgu Cymraeg Gwent.

**Dysgu Cymraeg**

Eisiau darganfod mwy am ddysgu Cymraeg?

Ydych chi wedi gwneud cwrs Cymraeg o'r blaen ond yn ansicr os ydych chi eisiau ail gafael ar ddysgu?

Ydych chi wedi bod yn ystyried cofrestru ar gyfer cwrs ond ddim yn siŵr?

Dewch i sesiwn galw heibio gyda Dysgu Cymraeg Gwent am fwy o wybodaeth am gyrsiau Cymraeg.

Neuadd y Sir  
Cegin Llawr Cyntaf

Dydd Iau 24ain Awst 12:30pm-2pm  
Dydd Iau 31ain Awst 12:30pm-2pm  
Does dim angen cofrestru ar gyfer y sesiynau hyn, dim ond galw heibio am egwrs.

Ariannir y cyrsiau hyn yn llawn i staff gan Adran y Gymraeg.

Os hoffech ragor o wybodaeth cysylltwch â Nia Roberts, Swyddog y Gymraeg.

[nia.roberts@monmouthshire.gov.uk](mailto:nia.roberts@monmouthshire.gov.uk)

**CYMRAEG**

monmouthshire sir fynyw

**Learn Welsh**

Want to find out more about learning Welsh?

Have you done a Welsh course previously but unsure if you want to pick it back up?

Have you been considering registering for a course but not sure if it's for you?

Come along to a drop in session with Dysgu Cymraeg Gwent for more information about Welsh courses.

County Hall  
First Floor Kitchen

Thursday August 24th 12:30pm-2pm  
Thursday August 31st 12:30pm-2pm  
No need to register for these sessions, just drop in for a chat.

Courses are fully funded for staff by the Welsh Language Department.

If you would like more information please contact Nia Roberts, Welsh Language Officer.

[nia.roberts@monmouthshire.gov.uk](mailto:nia.roberts@monmouthshire.gov.uk)

**CYMRAEG**

monmouthshire sir fynyw



## Hyrwyddo ar y Cyfryngau Cymdeithasol

Drwy gydol y flwyddyn, mae'r Cyngor yn cyhoeddi cynnwys cyfryngau cymdeithasol i hyrwyddo gwasanaethau a digwyddiadau Cymraeg. Nodir dyddiadau allweddol, pwysig yn y calendr Cymraeg a threfnir postiadau i helpu i ddathlu'r dyddiau hynny ac i sicrhau bod y Gymraeg yn weladwy ac yn cael ei dathlu o fewn ein Sir.



Rydym hefyd yn ceisio annog pobl i ymgysylltu gyda'n postiadau am yr iaith, er enghraifft ar Ddiwrnod Santes Dwynwen ofynnwm i bobl rannu gyda ni'r hyn y maent yn ei garu am Sir Fynwy. Yn ogystal, ar Ddydd Gŵyl Dewi, defnyddiwyd yr achlysur fel cyfle i lansio cynlluniau'r Cyngor ar gyfer yr ysgol Gymraeg newydd a fydd yn agor yn Nhrefynwy ym mis Medi. Gwneir hyn i geisio symud oddi wrth ddull tocenistaidd at postiadau Cymraeg ac yn lle hynny i gael postiadau sy'n fwy debygol o gael effaith gadarnhaol ar y Gymraeg.



## Fideos

Rydym wedi creu fideos amrywiol drwy gydol y flwyddyn i helpu hyrwyddo'r Gymraeg.

### Addysg Cyfrwng Cymraeg

Creodd y Cyngor fideo i hyrwyddo addysg Gymraeg a'r ysgol Gymraeg newydd yn Nhrefynwy a fydd yn agor ym mis Medi. Ffilmwyd y fideo yn Ysgol y Ffin lle clywn gan yr Aelod Cabinet dros Addysg, y Cynghorydd Martyn Groucutt, sy'n trafod manteision addysg cyfrwng Cymraeg. Clywn hefyd gan athrawes yn yr ysgol sy'n sôn am ba mor dda y mae'r plant yn bwrw ati i ddysgu'n ddwyieithog ac yn rhoi sicrwydd i rieni na sydd efallai yn siarad yr iaith eu hunain, am y cymorth a'r gefnogaeth sydd ar gael iddynt fel rhieni. Ar ddiwedd y fideo, mae rhai o ddisgyblion Ysgol y Ffin yn dweud wrthym sut maen nhw'n mwynhau siarad Cymraeg a bod yn ddwyieithog.



### Diwrnod Shwmae Su'mae

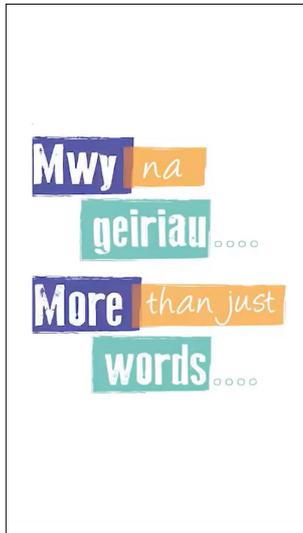
Mae Diwrnod Shwmae Su'mae yn cael ei ddathlu'n flynyddol ar 15fed Hydref. Nod y diwrnod yw i ddathlu'r iaith Gymraeg ac annog pawb i ddechrau pob sgwrs yn Gymraeg gyda chyfarfodiad syml o 'Shwmae' neu 'Su'mae'. Nid oes rhaid i chi fod yn siaradwr Cymraeg rhugl i gymryd rhan yn dathlu'r diwrnod. Anogir pawb i ddefnyddio'r Gymraeg beth bynnag fo lefel eu sgiliau. Y peth pwysicaf yw ein bod yn rhannu'r iaith ag eraill. Creodd y Cyngor fideos i ddathlu'r diwrnod gyda staff ar draws y sefydliad ynghyd â disgyblion o Ysgol y Ffin yn rhannu eu cyfarfodiad o 'Shwmae'.



## Defnyddia Dy Gymraeg

### Mwy Na Geiriau

I ddatlu ymgyrch 'Defnyddia Dy Gymraeg' Comisiynydd y Gymraeg yn fis Rhagfyr, cyfrannodd y Cyngor at fideo a grëwyd fel prosiect ar y cyd gan Grŵp Rhwydwaith Mwy Na Geiriau Gwent. Yn rhan Cyngor Sir Fynwy o'r fideo, buom yn cyfweld ag Arwel Rowlands sy'n gweithio fel Gweithiwr Gofal a Chymorth yng Nghanolfan Adnoddau Parc Maerdy. Yn y cyfweiliad, bu Arwel yn trafod sut mae'n defnyddio'r Gymraeg i gefnogi trigolion Parc Mardy, a faint mae hynny'n ei olygu iddo ef a'r trigolion. Soniodd hefyd am sut mae'n helpu ei gydweithwyr i ddysgu a defnyddio'r Gymraeg yn eu gwaith.



## Digwyddiadau

Mynychodd staff y Cyngor ddigwyddiadau amrywiol drwy gydol y flwyddyn i helpu i hyrwyddo'r Gymraeg yn Sir Fynwy. Mynychodd staff Sioe Brynbuga lle'r oedd stondin i hyrwyddo addysg cyfrwng Cymraeg yn ogystal ag amryw o ddigwyddiadau hyrwyddo ar gyfer yr ysgol Gymraeg newydd yn Nhrefynwy. Drwy fynychu'r mathau hyn o ddigwyddiadau, mae'n rhoi cyfle gwyb i ni gwrdd â phobl yn ein cymuned, gwrandao ar eu hawgrymiadau a darparu gwybodaeth am ein gwasanaethau Cymraeg.



## 9. Casgliad

### Cyrsiau Cymraeg

Yn ystod blwyddyn ariannol 23/24, dilynwyd ein llwyddiant blaenorol ym mlwyddyn 22/23 o ran nifer y staff a gwblhaodd gwrs Cymraeg. Yn 22/23, cwblhaodd 32 aelod o staff cwrs, ac yn y flwyddyn gyfredol cwblhaodd 40 o staff cwrs. Mae hyn yn gynnydd sylweddol o'r flwyddyn 21/22 pan gwblhaodd 19 aelod o staff cwrs Cymraeg. At hyn, pan edrychwn ar nifer y staff sy'n cwblhau cwrs fesul lefel sgil, rydym yn sylwi ar welliannau pellach. Rhennir y lefel Mynediad yn ddwy is-lefel, Mynediad 1 a Mynediad 2, ac mae'n cymryd dwy flynedd i gwblhau'r lefel yn ei chyfanrwydd. Y llynedd, roedd 22 aelod o staff wedi cwblhau lefel Mynediad 1 ac 1 wedi cwblhau Mynediad 2. Eleni, mae 23 aelod o staff yn cwblhau lefel Mynediad 1 a 10 yn cwblhau Mynediad 2. Mae hyn yn golygu ein bod yn gweld bod aelodau staff yn parhau i ddysgu Cymraeg. Yn y cyfnod cyn i'r cyrsiau cychwyn yn fis Medi 2023, roeddem wedi cynnal nifer o ddigwyddiadau hyrwyddo yn Neuadd y Sir gyda Dysgu Cymraeg Gwent a oedd yn annog staff i gofrestru ar gyfer cyrsiau ac yn rhoi cyfle iddynt ddysgu mwy am strwythur y cyrsiau a'u cynnwys. Yn dilyn y llwyddiant hwn, dyfarnwyd gwobr Cyflogwr y flwyddyn 22/23 i Gyngor Sir Fynwy yn seremoni wobrwyo flynyddol Dysgu Cymraeg Gwent. Mae hyn yn destament mawr i staff y Cyngor am eu hymroddiad i ddysgu Cymraeg i'n galluogi i allu darparu gwasanaethau Cymraeg gwell i'n trigolion

Cynhelir gwerthusiadau anffurfiol gydag aelodau staff i adolygu profiad y staff o ddilyn cyrsiau Cymraeg. Mae adborth gan staff yn parhau i fod yn gadarnhaol, gyda staff yn nodi er bod dysgu Cymraeg wedi bod yn anodd ar adegau, maent wedi mwynhau'r broses a'u dosbarthiadau ac yn teimlo'n llawer mwy hyderus wrth ddefnyddio'r iaith fel rhan o'u gwaith a'u bywydau bob dydd. Gyda phob carfan o weithwyr sy'n cwblhau'r cwrs, mae'r rhwydwaith o siaradwyr Cymraeg ar draws yr Awdurdod yn cynyddu, sy'n golygu ein bod ni fel Awdurdod yn gallu darparu gwasanaethau Cymraeg gwell. Yn ogystal, mae'n caniatáu mwy o gyfleoedd i staff gyfathrebu â'u cydweithwyr yn Gymraeg. Mae sianel Timau Cymraeg hefyd yn cynnig llwyfan gwych i staff y Cyngor allu rhwydweithio a chymdeithasu ag aelodau eraill o staff sy'n siarad Cymraeg.

### Polisi Enwi a Rhifo Strydoedd

Yn dilyn cwyn flaenorol gan Gomisiynydd y Gymraeg ynglŷn â'n prosesau llunio polisi ynglŷn â'n Polisi Enwi a Rhifo Strydoedd, adolygwyd y polisi yn 23/24. Ychwanegwyd y paragraff canlynol at y polisi:

*“3.1.5 Pan fydd angen platiau enw stryd ychwanegol neu amnewid ar stryd bresennol gydag enw Saesneg, er enghraifft oherwydd difrod, bydd y platiau enw newydd yn cael cyfieithiad Cymraeg o enw'r stryd wedi'i ychwanegu at y plât enw, er mwyn cydymffurfio â Safonau Iaith Gymraeg Sir Fynwy. Bydd y platiau enw newydd yn arddangos enw'r stryd yn ddwyieithog, yn Gymraeg ac yn Saesneg.”*

Gwnaethpwyd y gwelliant hwn i sicrhau bod y Gymraeg yn cael ei thrin yn gyfartal ac i gynyddu amlygrwydd yr iaith yn y gymuned. Mae'n bwysig pan fyddwn yn cyfieithu enwau strydoedd presennol bod ystyriaeth ddigonol yn cael ei rhoi i gyd-destun ac ystyr yr enw gwreiddiol. Gwneir cyfieithiadau ar gyfer enwau strydoedd gan gyfieithydd pwrpasol i helpu i sicrhau cywirdeb. Mae'r Swyddog Enwi Strydoedd ynghyd â'r Swyddog Iaith Gymraeg yn gweithio'n agos gyda'r cyfieithydd i sicrhau bod cymaint o wybodaeth â phosibl yn cael ei ddarparu iddynt ynglŷn â chyd-destun gwreiddiol yr enw. Mae pob arwydd stryd newydd yn parhau i fod yn ddwyieithog neu'n uniaith Gymraeg. Dewisir enwau yn ofalus i adlewyrchu hanes a threftadaeth yr ardal, ac mae Swyddog yr Iaith Gymraeg a'r Swyddog Enwi Strydoedd yn gweithio'n agos yn y broses hon.

## *Penodi Rheolwr Cydraddoldeb a'r Gymraeg*

Rydym wedi penodi Rheolwr Cydraddoldeb a'r Gymraeg yn ddiweddar a ddechreuodd yn ei rôl ym mis Mawrth 2024. Bydd y Rheolwr yn gweithio ym mlwyddyn ariannol 24/25 i adolygu'r prosesau Cymraeg yn 23/24 i sicrhau cydymffurfiaeth y Cyngor â'r safonau ac i asesu ei gamau i hyrwyddo'r iaith. Bwriedir adolygu'r prosesau Llunio Polisi, gan gynnwys diweddarau ein templed a chanllawiau Asesiad Effaith Integredig. Mae gwaith eisoes wedi dechrau i adolygu ein prosesau lle mae hyfforddiant pwrpasol wedi'i greu ar gyfer awduron adroddiadau ar sut i ysgrifennu asesiad o'r effaith ar y Gymraeg mewn modd effeithiol a chydwybodol. Bydd ein platfform hyfforddiant newydd 'Thinqi' sydd i'w lansio'n fuan, yn cael ei ddefnyddio fel ei bod yn haws i staff gael mynediad at hyfforddiant gorfodol. Byddwn hefyd yn ymgorffori'r broses o gofnodi sgiliau Cymraeg staff ar y llwyfan, a fydd yn caniatáu cynrychiolaeth fwy cywir o'r sgiliau iaith o fewn yr Awdurdod.

## *System Deleffoni Newydd y Ganolfan Gyswllt*

Mae ein Canolfan Gyswllt ar hyn o bryd yn y camau olaf o gaffael system ffôn newydd. Nid yw ein technoleg bresennol yn caniatáu i ni flaenoriaethu galwadau Cymraeg i siaradwyr Cymraeg yn y ganolfan gyswllt. O ganlyniad, mae galwyr yn cael eu gosod mewn grŵp chwilota a atebir gan gronfa o swyddogion Cymraeg eu hiaith, yn hytrach na chynghorydd gwasanaeth cwsmeriaid hyfforddedig. Bydd y system newydd yn cael ei ffurfweddu fel bod rhywun sydd eisieu siarad yn Gymraeg yn gwthio'r rhif priodol o'r ddewislen, a byddant yn cael eu gosod mewn safle blaenoriaeth yn y ciw galwadau o staff y ganolfan gyswllt sy'n siarad Cymraeg. Gan fod gennym gyfran uwch o staff sy'n siarad Saesneg, gallwn gyfiawnhau bod y sawl sy'n ffonio ac am siarad Cymraeg yn cael eu blaenoriaethu. Bydd y system yn sicrhau bod cynghorydd gwasanaeth cwsmeriaid hyfforddedig yn delio â siaradwyr Cymraeg. Bydd hyn yn sicrhau y gellir cwblhau eu galwad yn gyfan gwbl drwy'r Gymraeg. Bydd yn osgoi trosglwyddo ac yn gwella profiad galwyr. Rydym wedi hysbysebu am ac wedi llwyddo i benodi cynghorydd sy'n siarad Cymraeg i'r Ganolfan Gyswllt, ac mae gennym ddau aelod o staff yn y Ganolfan Gyswllt sydd wedi bod yn cwblhau cwrs Cymraeg am y ddwy flynedd ddiwethaf. Gobeithiwn y bydd y system newydd hon yn cynyddu nifer y bobl sy'n dewis defnyddio'r Gymraeg yn gyntaf pan fyddant yn ymwneud â ni, yn unol ag amcan ein Strategaeth Iaith Gymraeg i gynyddu cyfleoedd i bobl ryngweithio â gwasanaethau cyhoeddus drwy gyfrwng y Gymraeg.