

# SAFONAU'R GYMRAEG:

Rôl AD a Dysgu a Datblytgu

## WELSH LANGUAGE STANDARDS:

The role of HR and Learning and Development

Cartrefi Cymunedol Cymru  
Cynhadledd AD, Dysgu a Datblytgu  
Community Housing Cymru  
HR, Learning & Development Conference



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# Beth fyddwn yn drafod ...

## What we'll cover...

- Trosolwg o safonau'r Gymraeg
- Beth sydd angen i Gymdeithasau Tai wneud
- Goblygiadau i AD a D&D
- Gwersi wedi dysgu
- Cefnogaeth ar gael
- Overview of language standards
- What Housing Associations need to do
- Implications for HR and L&D
- Lessons learnt
- Support available

# Trosolwg o'r safonau...

## Standards overview...

- Mesur y Gymraeg (Cymru) 2011
  - Statws swyddogol i'r Gymraeg
  - Creu rôl Comisiynydd y Gymraeg
  - Cyflwyno **safonau'r Gymraeg** (rheolau/ hawliau)
- Fframwaith gyfreithiol – rhoi hawl i unigolion dderbyn gwasanaethau yn y Gymraeg
- Bydd disgwyl i Gymdeithasau Tai gydymffurfio â'r safonau – Rheoliadau yn cael eu drafftio
- Monitro gan Gomisiynydd y Gymraeg
- Welsh Language (Wales) Measure 2011
  - Official status for Welsh language
  - Created role of Language Commissioner
  - Introduce Welsh **language standards** (rules/ rights)
- legal framework giving individuals the right to receive services through the medium of Welsh
- Housing Associations will be expected to comply with the standards – Regulations being drafted
- Monitored by the Welsh Language Commissioner

# Trosolwg o'r safonau – amcanion...

## Standards overview – objectives...

- Sicrhau nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol
- Rhoi eglurder i chi/ y cyhoedd
- Gwella gwasanaethau Cymraeg
- Cynyddu'r defnydd o wasanaethau Cymraeg
- Cynyddu hyder – y **Cynnig Rhagweithiol**
- Ensure Welsh is not treated less favourably
- Clarity for you/ the public
- Improve Welsh language service
- Increases take up of Welsh language services
- Increases consumer confidence – **The Active Offer**

# Yr hyn sydd yn y safonau...

## What the standards cover...

- **Cyflenwi gwasanaeth**  
llythyru, e-bost, ffôn, gwefan, digwyddiadau, cyfartodydd
- **Llunio polisi**  
asesu effaith
- **Gweithredu**  
isadeiledd – Cymraeg yn y gweithle
- **Cadw cofnod**  
tystiolaeth a chwynion
- **Atodol**  
Adroddiad blynyddol
- **Service delivery**  
letters, email, phone calls, website, events, meetings etc
- **Policy making**  
assessing impact
- **Operational**  
infrastructure – Welsh at work
- **Record keeping**  
evidence and complaints
- **Supplementary**  
Annual Report

# Safonau Gweithredu – beth i ddisgwyl...

## Operational Standards – what to expect...

### Cyflogaeth

Hawl i staff fyw rhan o'u bywyd gwaith trwy gyfrwng y Gymraeg

Mae hynny yn cynnwys:

- Derbyn gohebiaeth yn ymwneud a'u cyflogaeth yn y Gymraeg – cynnwys cytundebau
- Dogfennau amcanion perfformiad, cynllun gyrfa ac anghenion hyfforddiant yn y Gymraeg
- Ffurflenni gwyliau, fflecsi ayyb yn y Gymraeg
- Polisiâu AD penodol (7 i gyd)
- Proses cwynion a disgyblu

### Employment

Rights for staff to live parts of their working lives through the medium of Welsh

This includes:

- Receiving correspondence relating to their employment in Welsh – includes contracts
- Training needs, performance objectives and career plan documentation in Welsh
- Forms for booking leave, flexi etc in Welsh
- Specific HR policies (7 in total)
- Complaints and disciplinary process

# Safonau Gweithredu – beth i ddisgwyl...

## Operational Standards – what to expect...

### Recriwtio

Ar gyfer swyddi newydd/ gwag – ystyried anghenion iaith Gymraeg hanfodol/ dymunol....)

- Proses recriwtio dwyieithog ym mhob achos
- Opsiwn o gyfweiliad Cymraeg
- Gohebiaeth am geisiadau a phenodi yn y Gymraeg

### Recruitment

For new/ empty posts – consider Welsh language requirements (essential/ desirable....)

- Bilingual recruitment process in all cases
- Option of Welsh interview
- Welsh correspondence in relation to application and appointment

# Safonau Gweithredu – beth i ddisgwyl...

## Operational Standards – what to expect...

### **Dysgu a Datblygu**

Safonau yn gofyn i gyflogwyr gynnig hyfforddiant mewn meysydd penodol

yn cynnwys:

- Ymwybyddiaeth o'r Gymraeg
- Gwersi Cymraeg a gloywi iaith
- Hyfforddiant yn Gymraeg mewn meysydd penodol
  - Anwytho
  - Gwasanaethau cwsmer
  - Iechyd a diogelwch
  - Defnyddio'r Gymraeg yn effeithiol mewn cyfarfodydd, cyfweiliadau ac ati

### **Learning & Development**

Standards require employers to offer training for employees in specific areas

including:

- Welsh awareness
- Welsh lessons and refresher training
- Training in Welsh in specific areas
  - Induction
  - Customer services
  - Health and safety
  - Using Welsh effectively in meetings, interviews etc



# Safonau Gweithredu – beth i ddisgwyl...

## Operational Standards – what to expect...

### Cynllunio Gweithlu

- Mapio ieithyddol blynyddol
- Cofnodi niferoedd a lefelau sgil
- Cyswllt gyda asesu sgiliau iaith ar gyfer swyddi gwag

### Workforce Planning

- Annual language mapping
- Record numbers skill level
- Link with assessing Welsh skills requirements for new posts

# Gwersi a ddysgwyd...

## Lessons learnt...

- Cynllunio yn gynnar ac ystyried y Gymraeg mewn diweddariadau (gwefan, ffurflenni ayyb)
- Ymgysylltu gyda staff – lleddfu pryderon
- Mwy na safonau – hyrwyddo cydraddoldeb a bod yn gynhwysol
- Cyfleodd cydweithio
- Enw da
- Canfyddiad siaradwyr Cymraeg
- Plan early and consider Welsh language in current reviews (website, forms etc)
- Engage with staff – combat myths
- More than standards – promote inclusive image and equality
- Collaboration opportunities
- Reputation
- Welsh speakers perception

# Cefnogaeth Ateb...

## Ateb support...

- Ateb wedi cydweithio gyda CHC i ddatblygu pecyn cefnogaeth/cydymffurfio i'r sector – fydd yn cynnwys:
  - Pecyn cost effeithiol – galluogi CTai i gydymffurfio heb effeithio ar weithgareddau craidd
  - Cyd-weithio a rhannu adnoddau o ran datblygu dogfennau cydymffurfio
  - Cefnogaeth un i un i gymdeithasau unigol
- Ateb has worked with CHC to develop a sector standards support and compliance package to provide CHC members with:
  - Cost effective solution – enabling HAs to comply without impacting core activity
  - Collaborative/ resource sharing approach to compliance documentation
  - One to one support for individual associations

# Cefnogaeth Ateb – manteision...

## Ateb support – benefits...

- Costau gostyngol i aelodau CHC
- Arbed amser ac adnoddau trwy gydweithio
- Ymateb cyson i'r safonau ar draws y sector
- Cydymffurfio mewn ffordd cost-effeithiol a fforddiadwy
- Mynediad i arbenigedd a phrofiad sylweddol o fewn y maes tai
- Mynediad i brofiad o gydymffurfiaeth a gwersi o sectorau eraill
- Discounted rate for CHC members
- Time and resource saving through collaboration
- Consistent approach to the standards across the sector
- Achieving compliance in a cost-effective and affordable way
- Access to Welsh language expertise and significant housing experience
- Access to experience of compliance and lessons learnt from other sectors

Cysylltwch am fwy o wybodaeth...

Contact us for more information...

# Camau nesaf...

## Next steps...

1. Peidiwch ag oedi cyn cychwyn ar y gwaith
2. Rhowch brosesau iawn mewn lle o'r cychwyn
3. Cynlluniwch ymlaen i'r hir dymor

1. Don't put it off – start thinking about it now
2. Put right processes in place from the beginning
3. Think long term and plan ahead



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