Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr
Bridgend County Borough Council

Swyddfeydd Dinesig, Stryd yr Angel, Pen-y-bont, CF31 4WB / Civic Offices, Angel Street, Bridgend, CF31 4WB

Rydym yn croesawu gohebiaeth yn Gymraeg. Rhowch wybod i ni os mai Cymraeg yw eich dewis iaith.
We welcome correspondence in Welsh. Please let us know if your language choice is Welsh.

Cyfarwyddiaeth y Prif Weithredwr / Chief Executive's Directorate
Deialu uniongyrchol / Direct line /: 01656 643148 / 643147 / 643694
Gofynnwch am / Ask for: Gwasanaethau Democrataidd

Ein cyf / Our ref:
Eich cyf / Your ref:

Dyddiad/Date: Dydd Lun, 17 Awst 2020

Annwyl Cynghorydd,

PWYLLGOR Y CABINET CYDRADDOLDEB

Cynhelir Cyfarfod Pwyllgor Y Cabinet Cydraddoldeb o bell trwy Skype for Business ar **Dydd Llun, 24 Awst 2020** am **10:00**.

AGENDA

1. Ymddiheuriadau am absenoldeb
Derbyn ymddiheuriadau am absenoldeb gan Aelodau.

2. Datganiadau o fuddiant
Derbyn datganiadau o ddiddordeb personol a rhagfarnol (os o gwbl) gan Aelodau / Swyddogion yn unol â darpariaethau'r Cod Ymddygiad Aelodau a fabwysiadwyd gan y Cyngor o 1 Medi 2008.

3. Cymeradwyaeth Cofnodion 3 - 10
I dderbyn am gymeradwyaeth y Cofnodion cyfarfod y 21/11/19

4. Diweddariad ar Waith Cydraddoldebau Mewn Ysgolion 11 - 20

5. Defnyddio'r Enw Picton mewn Enwau Strydoedd ac Adeiladau Iedled Bwrdeistref Sirol Pen-y-bont ar Ogwr 21 - 32

6. Adroddiad Cynllun Gweithredu'r Cyllun Cydraddoldeb Strategol 2018 - 2019 33 - 74

7. Adroddiad Diweddaru ar Weithredu Mesur y Gymraeg (Cymru) 2011 a Safonau'r Gymraeg 75 - 384

8. Adroddiad Blynyddol Safonau'r Gymraeg 2019-2020 385 - 408

9. Rhaglen Gwaith 2020 - 2021 409 - 414

10. Materion Brys

I ystyried unrhyw eitemau o fusnes y, oherwydd amgylchiadau arbennig y cadeirydd o'r farn y dylid eu hystyried yn y cyfarfod fel mater o frys yn unol â Rhan 4 (pharagraff 4) o'r Rheolau Trefn y Cyngor yn y Cyfansoddiad.

Yn ddiffuant
K Watson
Prif Swyddog – Gwasanaethau Cyfreithiol, Adnoddau Dynol a Rheoleiddio

Nodyn: Sylwch: Yn sgil yr angen i gadw pellter cymdeithasol, ni fydd y cyfarfod hwn yn cael ei gynnal yn ei leoliad arferol. Yn hytrach, bydd hwn yn gyfarfod rhithwir a bydd Aelodau'r Pwyllgor a Swyddogion yn mynychu o bell. Bydd y cyfarfod yn cael ei recordio i'w ddarlledu ar wefan y Cyngor ar ol i'r cyfarfod orffen. Os oes gennych unrhyw gwestiwn am hyn, cysylltwch â cabinet_committee@bridgend.gov.uk neu ffoniwch 01656 643147 / 643148.

Dosbarthiad:

Cynghowrwyr	Cynghorwyr	Cynghorwyr
SE Baldwin	JE Lewis	SR Vidal
TH Beedle	D Patel	PJ White
HJ David	JC Radcliffe	HM Williams
SK Dendy	KL Rowlands	RE Young
J Gebbie	CE Smith	
DG Howells	E Venables	

PWYLLGOR Y CABINET CYDRADDOLDEB - DYDD IAU, 21 TACHWEDD 2019

COFNODION CYFARFOD Y PWYLLGOR Y CABINET CYDRADDOLDEB A GYNHALIWYD YN SIAMBR Y CYNGOR, SWYDDFEYDD DINESIG, STRYD YR ANGEL, PENYBONT AR OGWR CF31 4WB DYDD IAU, 21 TACHWEDD 2019, AM 09:30

Presennol

Y Cynghorydd D Patel – Cadeirydd

TH Beedle	HJ David	J Gebbie	DG Howells
JE Lewis	CE Smith	E Venables	PJ White
HM Williams	RE Young		

Ymddiheuriadau am Absenoldeb

Cyng H David, JC Radcliffe

Swyddogion:

Nicola Bunston	Rheolwr Ymgynghori, Ymgysylltu a Chydraddoldeb
Judith Jones	Partnership Co-ordinator
Michael Pitman	Prentis Gweinyddu Busnes

59. DATGAN BUDDIANT

Dim

60. CYMERADWYO'R COFNODION

PENDERFYNWYD: Cymeradwyo bod cofnodion y cyfarfodydd dyddiedig 26/03/2019 a 04/07/2019 yn gywir.

61. Y DIWEDDARAF AM YR AROLWG CYDLYNIANT CYMUNEDOL A RÔL Y SWYDDOG CYDLYNIANT CYMUNEDOL O FEWN CBSPO.

Cyflwynodd y Cydgysylltydd Partneriaethau adroddiad a roddai'r newyddion diweddaraf i'r Pwyllgor Cabinet Cydraddoldeb am yr Arolwg Cydlyniant Cymunedol, a rôl y Swyddog Cydlyniant Cymunedol yng Nghyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr (CBSPO).

Esboniodd fod Llywodraeth Cymru, ym mis Rhagfyr 2018, yn anfon ei e-bost 'bwriad i ariannu' at holl Gydgysylltwyr Cymunedol Rhanbarthol Cymru. Nodwyd y byddai £140,000 yn cael ei ddyrannu i bob rhanbarth gan anelu i:

- Nodi a lliniaru tensiynau cymunedol (troseddau casineb, eithafiaeth, pryder, ymddygiad gwrthgymdeithasol) sy'n ymwneud â Brexit;
- Gwella cyfathrebu cydlyniant cymunedol;
- Trefnu digwyddiadau / gweithgareddau i hyrwyddo cynhwysiant cymdeithasol; a
- Chyflwyno gweithgareddau nad ydynt yn ymwneud â Brexit fel yr amlinellwyd yn y Cynllun Cydlyniant Cymunedol Cenedlaethol (2019).

Dywedodd y Cydgysylltydd Partneriaethau fod Cynllun Cyflawni Cydlyniad Cymunedol Brexit wedi cael ei ddatblygu yn rhan o'r cais cyllido. Roedd manylion y cynllun wedi'u cynnwys yn Atodiad 1 yr adroddiad.

Dywedodd mai un o brif amcanion y cynllun oedd datblygu ymarfer mapio er mwyn cael dealltwriaeth well o effeithiau Brexit ar gymunedau. Ymatebodd cyfanswm o 183 o bobl i'r arolwg, ac mae copi o'r adroddiad i'w gael yn atodiad 2. Rhestrir crynodeb o'r

ymatebion yn adran 4.7 yr adroddiad. Ychwanegodd mai anwladolion yr UE oedd y rhan fwyaf o'r ymatebwyr, gyda chyfranogiad o 2% ymhlith gwladolion yr UE. Roedd hynny'n destun siom, oherwydd gobeithiwyd cael mwy o ymatebion gan Wladolion yr UE. Ychwanegodd fod system monitro tensiwn wedi cael ei chynnal i ddarparu'r ffigurau ar gyfer troseddau casineb.

Esboniodd y Cydgysylltydd Partneriaethau fod system monitro tensiynau wedi cael ei chynnal a oedd yn darparu'r ffigurau troseddau casineb ar gyfer mis Ebrill i Fehefin a mis Mehefin i Awst 2019, ac yn eu cymharu â 2018. Rhestrwyd y manylion isod:

Dyma'r ffigurau troseddau casineb ar gyfer mis Ebrill i fis Mehefin 2019:-
- CBSPO = 23 o droseddau casineb
- Hiliol - 10
- Anabledd - 4
- Cyfeiriadedd rhywiol - 10
- Trawsryweddol - 0

O gymharu â'r un cyfnod y llynedd (Ebrill i Fehefin 2018)
- CBSPO = 18 o droseddau casineb
- Hiliol - 13
- Crefydd - 1
- Anabledd - 2
- Cyfeiriadedd rhywiol - 2

Ffigurau troseddau casineb Mehefin i Awst 2019-
- CYFANSWM = 34 o droseddau casineb
- Hiliol - 26
- Crefydd - 2
- Anabledd - 5
- Cyfeiriadedd rhywiol - 3
- Trawsryweddol - 0

O gymharu â'r un cyfnod y flwyddyn gynt (Mehefin i Awst 2019)
- CYFANSWM = 34 o droseddau casineb
- Hiliol - 19
- Crefydd - 2
- Anabledd - 5
- Cyfeiriadedd rhywiol - 7
- Trawsryweddol - 1

Dywedodd y Cydgysylltydd Partneriaethau, er na chafwyd ymchwydd mewn ffigurau, y cafwyd cynnydd bach iddynt o gymharu â'r un adeg y flwyddyn gynt.

Credai'r Aelod Cabinet Addysg ac Adfywio fod ei bod hi'n ddigon posibl bod y cynnydd mewn troseddau casineb yn deillio o Brexit a'r tensiynau'n gysylltiedig â hynny, ac y gallai llawer o'r achosion hynny fod wedi'u tanadrodd ym Mhen-y-bont ar Ogwr.

Mynegodd yr Aelod Cabinet Lles a Chenedlaethau'r Dyfodol ei phryder ynghylch diffyg canlyniadau'r arolwg, gan nad oedd digon o ddata o ddigon o ardaloedd ym Mhen-y-bont ar Ogwr, a bod mwyafrif y canlyniadau'n ymddangos fel pe baent o ardal Pen y Fai.

Esboniodd y Cydgysylltydd Partneriaethau fod y data lleol yn brin iawn i ddibenion dadansoddi, a chan na nodwyd unrhyw brif ardaloedd problemus, roedd hi'n anodd cyfeirio'n benodol at unrhyw ardaloedd neilltuol a oedd yn destun pryder. Nododd y bu cynnydd bach mewn Ysgolion, yn enwedig Ysgol Gyfun Maesteg ac Ysgol Gyfun Brynteg.

Dywedodd y Cydgysylltydd Partneriaethau fod Swyddog Cydlyniant Cymunedol bellach wedi'i benodi a oedd ar hyn o bryd yn gweithio ar Gynllun Setliad yr UE, ar y cyd â'r Ganolfan Waith.

Gofynnodd Aelod a fyddai'r Swyddog Cydlyniant Cymunedol yn cael ei weld yn y gymuned, wyneb yn wyneb. Cadarnhaodd y Cydgysylltydd Partneriaethau y byddai hynny'n digwydd.

Dywedodd y byddai'r Swyddog Cydlyniant Cymunedol hefyd yn gweithio gyda theuluoedd i gynyddu eu gwybodaeth am y cyfleusterau sydd ar gael i Wladolion yr UE. Roedd hi'n cwrdd â chynrychiolydd o Dangos y Cerdyn Coch i Hiliaeth i'n helpu i adnabod ac ymdrin â throseddau casineb yn yr ardal.

Esboniodd yr Aelod Cabinet Cymunedau ei fod wedi bod i gynhadledd Comisiynwyr yr Heddlu a Throseddu yn ddiweddar yn Warwick, lle cyflwynwyd ffigurau yn dangos sut yr ystyriwyd bod Brexit wedi effeithio ar droseddau casineb. Dywedodd fod De Cymru yn is na'r cyfartaledd o gymharu ag ardaloedd eraill, ac y bu cynnydd sydyn yn ystod y refferendwm, ond bod y ffigurau wedi gostwng ers hynny. Beth bynnag fydd yn digwydd yn achos Brexit, ond yn enwedig os bydd y DU yn aros yn yr UE, mae'r Heddlu wedi nodi y ceir cynnydd cyflym mewn troseddau casineb.

Esboniodd y Cydgysylltydd Partneriaethau y byddai'r Swyddog Cydlyniant Cymunedol yn gwneud gwaith yn y cymunedau, gan gynnwys mwy o ymglymiad ag ysgolion ac eglwysi ac ati i weld a allant gael mwy o wybodaeth. Esboniodd fod pobl yn aml yn amharod i ateb, o sôn am Brexit, a bod hynny'n rhywbeth i'w ystyried yn y dyfodol.

Diolchodd Aelod i'r Cydgysylltydd Partneriaethau am yr adroddiad a dywedodd fod llawer o'r Aelodau wedi gweld enghreifftiau o droseddau casineb yn gysylltiedig â Brexit. Dywedodd ei fod yn pryderu ynghylch y cynnydd mewn ysgolion, a gofynnodd beth oedd y ffurf fwyaf cyffredin ar droseddau casineb.

Esboniodd y Cydgysylltydd Partneriaethau fod natur y troseddau casineb yn amrywio, ac nad oeddent wedi'u cyfyngu i un math arbennig o drosedd. Ychwanegodd hefyd y gallai troseddau casineb godi rhwng disgyblion Saesneg a Chymraeg eu hiaith hefyd.

Soniodd aelod fod troseddau casineb wedi cynyddu ym Maesteg a Brynteg, ond roedd yn pryderu bod problemau i'w cael mewn ysgolion eraill nad oeddent, o bosib, wedi cael eu riportio. Gofynnodd sut y byddai modd edrych ar hyn.

Esboniodd y Cydgysylltydd Partneriaethau fod Llywodraeth Cymru wedi darparu cyllid a fyddai'n cael ei ddefnyddio ar gyfer pum ysgol wahanol. Bydd cymysgedd o ysgolion yn cael eu targedu i sicrhau bod cwmpas y gwaith a gyflawnir yn ddigon eang.

Soniodd Aelod fod llawer o droseddau casineb yn cael eu riportio ar-lein a gofynnodd beth ellid ei wneud i sicrhau ein bod yn cael data o'r cyfryngau cymdeithasol ac ati. Esboniodd y Cydgysylltydd Partneriaethau fod gan yr heddlu feddalwedd y maen nhw'n ei defnyddio i nodi problemau ar-lein.

Dywedodd Aelod fod apiau'r cyfryngau cymdeithasol yn dangos cynnydd mewn troseddau casineb, gan gynnwys troseddau wedi'u targedu'n wleidyddol yn ardal Maesteg. Gofynnodd i'r Cydgysylltydd Partneriaethau a oedd ganddi unrhyw ffigurau ar gyfer y digwyddiadau a riportiwyd. Dywedodd y Cydgysylltydd Partneriaethau nad oedd ganddi'r ffigurau hynny wrth law, ond y gallai ymchwilio i hynny.

Gofynnodd yr Aelod Cabinet Llesiant a Chenedlaethau'r Dyfodol gwestiwn ar ran Aelod, sef am ba mor hir y byddai'r cyllid yn cael ei ddarparu.

Esboniodd y Cydgysylltydd Partneriaethau fod y cyllid ar gyfer Swyddog rhan-amser. Mae'r Swyddog Cydlyniant Cymunedol bellach yn amser llawn hyd fis Ebrill 2021, ond bydd y cyllid yn darfod ar ôl y dyddiad hwn, ac nid oes darpariaeth ar hyn o bryd er mwyn i'r cyllid barhau. Mae'r tîm, fodd bynnag, yn ystyried sicrhau mwy o gyllid.

Soniodd y Dirprwy Arweinydd ei fod wedi gweld sylwadau annymunol am bobl ar-lein, a gofynnodd sut y byddai Cynghorwyr yn mynd ati i adrodd am yr ymddygiad hwn.

Dywedodd y Cydgysylltydd Partneriaethau y gallai ddarparu manylion cyswllt y Swyddog Cydlyniant Cymunedol yn ogystal â'n swyddog rhanbarthol.

Awgrymodd y Dirprwy Arweinydd y dylid darparu'r manylion hyn i'r cyhoedd er mwyn iddynt hwythau allu adrodd am ymddygiad negyddol y byddent yn dod ar ei draws.

Soniodd yr Aelod Cabinet Llesiant a Chenedlaethau'r Dyfodol y byddai mwy o waith i hyrwyddo tudalen y Bartneriaeth Diogelwch Cymunedol ar wefan CBSPO yn fuddiol i'r Aelodau ac i'r cyhoedd.

PENDERFYNWYD: Bod Pwyllgor Cydraddoldeb y Cabinet yn nodi ac yn derbyn cynnwys yr adroddiad.

62. ADRODDIAD DIWEDDARU AR WEITHREDU MESUR Y GYMRAEG (CYMRU) 2011 A SAFONAU'R GYMRAEG

Cyflwynodd y Rheolwr Ymgynghori, Ymgysylltu a Chydraddoldeb adroddiad a oedd yn rhoi'r newyddion diweddaraf i Bwyllgor Cydraddoldeb y Cabinet ynghylch gweithredu Mesur y Gymraeg (Cymru) 2011 a Safonau'r Gymraeg.

Esboniodd fod y polisi Cymraeg yn y Gwaith wedi cael ei ddiweddaru ac ar gael i'r staff drwy'r Fewnrwyd. Roedd hyn yn cynnwys gwybodaeth am y strategaeth 5 mlynedd a'r hyn yr oedd hynny'n ei olygu i gwsmeriaid a chyflogeion.

Ychwanegodd eu bod wedi cwrdd â Chomisiynydd y Gymraeg ar 30 Hydref ac wedi derbyn gwybodaeth yn gysylltiedig â'u perfformiad. Roedd yr adborth yn gadarnhaol ar y cyfan o ran gohebiaeth, cynnwys y cyfryngau cymdeithasol, polisïau a gwefan CBSPO. O ran galwadau ffôn, roedd opsiynau iaith awtomatig ar gael ym mhob un o'r tair galwad, ond nid oedd modd ateb unrhyw un o'r galwadau hyn yn llawn drwy ddefnyddio'r Gymraeg. Ychwanegodd eu bod yn dal i ddisgwyl am god ymarfer Comisiynydd y Gymraeg i roi cyfarwyddyd ychwanegol ar ddehongli Safonau'r Gymraeg. Gobeithir y bydd y rhain yn cael eu darparu yng nghyfarfod nesaf y Pwyllgor Cydraddoldeb.

Rhoddodd y Rheolwr Ymgynghori, Ymgysylltu a Chydraddoldeb fanylion yn gysylltiedig â'r gŵyn a gafwyd ym mis Gorffennaf 2019 lle honnwyd bod llythyr Saesneg yn unig wedi'i dderbyn yn Ysgol Gynradd Bro Ogwr ynghylch gwersi beicio. Daeth Comisiynydd y Gymraeg â'r gŵyn i ben gan nad oedd yn 'gwrs addysg' a'i bod yn fodlon mai gwall dynol oedd wrth wraidd yr achos.

Rhoddodd y Rheolwr Ymgynghori, Ymgysylltu a Chydraddoldeb fanylion cwyn a gafwyd ym mis Mawrth 2019. Honnodd yr achwynydd nad oedd wedi derbyn ymateb llawn i ohebiaeth Gymraeg a anfonwyd i gyfeiriad e-bost Talktous. Dywedodd y Rheolwr Ymgynghori, Ymgysylltu a Chydraddoldeb fod cwynion eisoes wedi dod i law ynghylch hyn, felly penderfynodd Comisiynydd y Gymraeg beidio mynd ar drywydd y gŵyn neilltuol hon gan fod y cwynion blaenorol yn destun ymchwiliad.

Rhoddodd y Rheolwr Ymgynghori, Ymgysylltu a Chydraddoldeb fanylion cwyn a gafwyd ym mis Hydref 2019. Roedd yr achwynydd wedi derbyn ymateb awtomatig i e-bost a oedd yn cydnabod bod taliad y Dreth Gyngor wedi'i dderbyn. Yn ôl yr achwynydd roedd y Gymraeg yn yr e-bost yn wallus.
Dywedodd y Rheolwr Ymgynghori, Ymgysylltu a Chydraddoldeb eu bod wedi darparu tystiolaeth i Gomisiynydd y Gymraeg ynghylch hyn, gan mai dyma oedd yr ail gŵyn a gafwyd o natur debyg.

Rhoddodd y Rheolwr Ymgynghori, Ymgysylltu a Chydraddoldeb y newyddion diweddaraf i'r pwyllgor Cydraddoldeb am y cwynion blaenorol a gafwyd. Roedd y rhain, a'r cynnydd yn gysylltiedig â hwy, wedi'u nodi yn adran 4.1.6 yr adroddiad.

Gofynnodd Aelod i ba raddau yr ydym wedi datblygu yn nhermau cydymffurfiaeth gyffredinol wrth weithredu'n Gymraeg.

Esboniodd y Rheolwr Ymgynghori, Ymgysylltu a Chydraddoldeb mai'r unig feysydd lle nad oeddem wedi sicrhau cydymffurfiaeth lawn eto oedd peiriannau hunanwasanaeth, er enghraifft, nid oedd peiriannau talu meysydd parcio yn rhoi'r dewis i weld cyfarwyddiadau yn Gymraeg eto.

Mewn perthynas â'r gŵyn am yr e-bost a anfonwyd allan, gofynnodd Aelod a oedd y broblem hon wedi'i datrys, neu beth oedd y sefyllfa bresennol yn gysylltiedig â hynny.

Esboniodd y Rheolwr Ymgynghori, Ymgysylltu a Chydraddoldeb na lwyddwyd i gael hyd i'r gwall dan sylw, felly gofynnwyd am eglurhad gan Gomisiynydd y Gymraeg ynghylch lleoliad y gwall, ac rydym yn dal i ddisgwyl ymateb.

Gofynnodd Aelod a oedd yr achwynwyr wedi cysylltu'n uniongyrchol â'r Cyngor i ddechrau.
Dywedodd y Rheolwr Ymgynghori, Ymgysylltu a Chydraddoldeb nad oedd cwynion yn cael eu hanfon i'r Cyngor gan amlaf, ond yn hytrach yn cael eu hanfon yn syth at Gomisiynydd y Gymraeg.

Dywedodd Aelod ei bod hi'n syndod bod y Cyngor wedi llwyddo i gyflawni cymaint a gweithredu cynifer o safonau o fewn cyfnod mor fyr.

PENDERFYNWYD: Bod Pwyllgor Cydraddoldeb y Cabinet yn nodi cynnwys yr adroddiad.

63. ADRODDIAD DIWEDDARU BLYNYDDOL AR Y CYNNYDD A WNAED O RAN CYFLAWNI'R AMCANION YN Y STRATEGAETH PUM MLYNEDD AR GYFER SAFONAU'R GYMRAEG

Cyflwynodd y Rheolwr Ymgynghori, Ymgysylltu a Chydraddoldeb adroddiad a roddai'r newyddion diweddaraf i Bwyllgor Cydraddoldeb y Cabinet ynghylch y gwaith a gyflawnwyd i fodloni amcanion Strategaeth Pum Mlynedd Safonau'r Gymraeg (2016-2021) yn ystod y drydedd flwyddyn ers cyflwyno'r Strategaeth honno.

Esboniodd fod rhybudd cydymffurfio terfynol y Cyngor oddi wrth Gomisiynydd y Gymraeg yn cynnwys dwy safon (145 a 146) a oedd yn ei gwneud hi'n ofynnol i'r Cyngor gynhyrchu a chyhoeddi Strategaeth Pum Mlynedd erbyn 30 Medi 2016. Roedd y strategaeth wedi'i hatodi yn Atodiad 1 yr adroddiad.

Esboniodd y Rheolwr Ymgynghori, Ymgysylltu a Chydraddoldeb fod y strategaeth wedi'i rhannu'n ddwy adran, y naill i gyflogeion a'r llall i'r cyhoedd. Roedd manylion y rhain a'r cynnydd a wnaed ers 2018 wedi'u rhestru isod.

Datblygiadau o ran cyflogeion

Nodi'r gallu mewn meysydd gwasanaeth i ddarparu gwasanaethau yn Gymraeg

- Mae offeryn asesu'r Gymraeg a ddatblygwyd i gynorthwyo rheolwyr i ddeall sgiliau ieithyddol eu timau fel bo modd targedu hyfforddiant yn y dyfodol yn well, wedi cael ei roi ar waith yng ngwasanaethau cwsmeriaid Gofal Dydd Pen-y-bont ar Ogwr.
- Mae camau wedi cael eu cymryd i fonitro'r galw am wasanaethau Cymraeg yn y ganolfan gyswllt ffôn a'r Ganolfan Gyswllt Cwsmeriaid.

Darparu datrysiadau dysgu a datblygu priodol ar amryw o lefelau er mwyn bodloni'r angen a nodir o fewn y gyllideb a ddyrennir.

- Mae 18 o gyflogeion wedi cwblhau modiwl e-ddysgu Safonau'r Gymraeg a 32 wedi cwblhau'r cwrs ymwybyddiaeth o'r Gymraeg
- Mae 10 o gyflogeion wedi cofrestru ar Gwrs Mynediad blwyddyn 1, 7 wedi cofrestru ar flwyddyn 2 ac 8 wedi cofrestru ar y flwyddyn lefel sylfaen.
- Mae 21 o gyflogeion wedi mynychu hyfforddiant cwrdd a chyfarch Cymraeg

Gwneud trefniadau i recriwtio i swyddi lle mae sgiliau Cymraeg yn hanfodol

- Mae'r system recriwtio ar-lein ar gael yn ddwyieithog.
- Mae gennym amrywiaeth o ddulliau recriwtio, gan gynnwys drwy Fenter Bro Ogwr a thrwy ymgysylltu ag ysgolion Cymraeg i hyrwyddo prentisiaethau.

Datblygiadau o ran y cyhoedd

Codi proffil y Gymraeg, diwylliant Cymru a gweithgareddau a digwyddiadau lleol Cymraeg a drefnir gan y Cyngor a'n partneriaid mewn modd strwythuredig

Ceir calendr treigl o weithgareddau a digwyddiadau Cymraeg a rhennir y manylion ar draws sianelau cyfathrebu mewnol ac allanol, fel y wasg, y cyfryngau cymdeithasol a Bridgenders. Dyma rai o'r digwyddiadau a'r gweithgareddau a gafodd eu hyrwyddo dros y cyfnod:

- Diwrnod Shwmae Sumae
- Darpariaeth addysg cyfrwng Cymraeg newydd yn Ysgol Calon y Cymoedd
- Gwledd Nadolig Cymru
- Cynllun chwarae Cymraeg Menter Bro Ogwr

Cynyddu'r graddau y mae Cynllun Strategol Cymraeg mewn Addysg yn cael ei hyrwyddo, a'r ymwybyddiaeth ohono.

- Rydym wedi amlygu cynnydd o ran canlyniad un y Cynllun, lle gwelwyd cynnydd yn nifer y dysgwyr mewn ysgolion cynradd cyfrwng Cymraeg.
- Yng nghanlyniad dau'r Cynllun, gallwn weld cynnydd yn nifer y disgyblion sy'n dilyn y cwrs llawn Cymraeg ail iaith (TGAU), ers cael gwared â'r cwrs byr Cymraeg iaith.

- Yng nghanlyniad pedwar y Cynllun gallwn weld bod disgyblion sy'n cwblhau Safon Uwch Cymraeg Iaith gyntaf wedi parhau'n weddol sefydlog.
- Rydym wedi gwneud cynnydd o ran datblygu llyfryn i hyrwyddo addysg cyfrwng Cymraeg, a byddwn yn rhoi'r llyfryn hwnnw i rieni ar enedigaeth eu plentyn, ac wrth ymweld â'r cartref pan fo'r plentyn yn 18 mis oed.

Lle bo modd, archwilio a gweithredu unrhyw weithgareddau newydd a fydd yn cefnogi defnydd ehangach o'r Gymraeg o fewn y fwrdeistref sirol

- Ers yr adroddiad diwethaf rydym wedi gweithio mewn partneriaeth a chefnogi gweithgareddau ar draws y fwrdeistref sirol, gan gynnwys gwaith â Menter Bro Ogwr, yn cefnogi 80 o blant mewn cynlluniau chwarae.
- Mewn partneriaeth â'r Urdd rydym wedi darparu cyfleoedd yn YGG Llangynwydd Maesteg a Bracla.
- Rydym wedi datblygu rhwydwaith merched ym Mracla, ac wedi cynorthwyo 594 o bobl ifanc i fynychu clybiau wythnosol. Mae 389 o bobl ifanc wedi manteisio ar ddarpariaeth yn ystod y gwyliau a 103 o unigolion wedi manteisio ar weithgareddau i'r teulu, a thros 2500 wedi manteisio ar ddarpariaeth chwaraeon yr Urdd.

Cyflwynodd y Rheolwr Ymgynghori, Ymgysylltu a Chydraddoldeb lyfryn i'r Aelodau a oedd yn cynnwys gwybodaeth er mwyn helpu i hyrwyddo'r Gymraeg ac annog y cyhoedd i ddefnyddio'r iaith. Roedd yr Aelodau wrth eu bodd â'r llyfryn ac yn cymeradwyo gwaith y tîm fu'n ei greu.

Diolchodd yr Aelodau i'r Rheolwr Ymgynghori, Ymgysylltu a Chydraddoldeb am y llyfryn. Dywedodd Aelod ei fod yn rhoi portread deniadol o'r Gymraeg ac yn creu argraff gadarnhaol. Ailbwysleisiodd Aelod arall hynny, ac roedd yn falch fod y llyfryn yn cael ei gynnig i rieni newydd ar enedigaeth eu plentyn fel bo modd dysgu'r iaith o oedran ifanc, a hefyd i fyfyrwyr Safon Uwch.

Diolchodd yr Aelod Cabinet - Llesiant a Chenedlaethau'r Dyfodol i'r Rheolwr Ymgynghori, Ymgysylltu a Chydraddoldeb am yr adroddiad, ac roedd yn hapus i dderbyn yr adroddiad yn flynyddol er mwyn sicrhau bod y pwyllgor yn gallu cadw golwg ar gynnydd yn rheolaidd, heb golli unrhyw ddatblygiadau allweddol.

PENDERFYNWYD: Bod Pwyllgor Cydraddoldeb y Cabinet yn nodi'r adroddiad.

64. ADRODDIAD BLYNYDDOL AR WAITH FFORWM CYDLYNIANT CYMUNEDOL A CHYDRADDOLDEB PEN-Y-BONT AR OGWR

Cyflwynodd y Rheolwr Ymgynghori, Ymgysylltu a Chydraddoldeb adroddiad a oedd yn rhoi'r newyddion diweddaraf i Bwyllgor Cydraddoldeb y Cabinet am waith Fforwm Cydlyniant Cymunedol a Chydraddoldeb Pen-y-bont ar Ogwr.

Esboniodd fod trafodaethau wedi cael eu cynnal rhwng Heddlu De Cymru a CBSPO yn 2017 ynghylch bwriad i gyfuno Fforwm Cydraddoldeb a Grŵp Cydlyniant Cymunedol Pen-y-bont ar Ogwr. Cynhaliwyd cyfarfod cyntaf Fforwm Cydlyniant Cymunedol a Chydraddoldeb Pen-y-bont ar Ogwr ar 27 Ebrill 2018. Dywedodd fod y grŵp wedi cyfarfod bob chwarter ers y cyfarfod cyntaf. Dywedodd mai dyma oedd yr ail waith i adroddiad ar gynnydd y Fforwm gael ei gyflwyno gerbron Pwyllgor Cydraddoldeb y Cabinet.

Rhoddodd y Rheolwr Ymgynghori, Ymgysylltu a Chydraddoldeb fanylion am y testunau a drafodwyd yn y Fforwm, gan gynnwys cyflwyniadau ar y canlynol:

- Hyrwyddo prentisiaethau ymhlith grwpiau wedi'u tangynrychioli, gan gynnwys Pobl Ddu a Lleiafrifoedd Ethnig, pobl ag anghenion dysgu ychwanegol, sicrhau bod mwy o ferched yn astudio pynciau Gwyddoniaeth, Technoleg, Peirianneg a Mathemateg (STEM).

- Tensiynau cymunedol wrth ymadael â'r UE
- Y newyddion diweddaraf am drafnidiaeth a thacsis hygyrch
- Y diweddaraf am y "sgoriau ar y drysau" ym Mhen-y-bont ar Ogwr, sy'n annog busnesau lleol i ddangos a oes ganddynt gyfleusterau i bobl anabl ar eu heiddo.
- Ymgynghoriad ar Gynllun Cydraddoldeb Strategol Bwrdd Iechyd Cwm Taf Morgannwg
- Ymgynghoriad ar Gyllideb CBSPO 2019

Dywedodd y Rheolwr Ymgynghori, Ymgysylltu a Chydraddoldeb hefyd fod Heddlu De Cymru hefyd yn rhoi'r newyddion diweddaraf ym mhob cyfarfod o'r Fforwm. Roedd hynny'n cynnwys gwybodaeth am nifer o feysydd allweddol, fel troseddau casineb, defnyddio grym, tensiynau yn y gymuned, trais yn erbyn menywod a merched, a chwynion a wnaed yn erbyn yr heddlu.

Ychwanegodd fod y grŵp yn weithredol yn annog aelodau newydd i ymuno, a'i fod wedi llwyddo i wneud hynny, gyda nifer o aelodau newydd o'r sefydliadau a ganlyn:

- Cymdeithas Mudiadau Gwirfoddol Pen-y-bont ar Ogwr;
- Gwasanaethau camddefnyddio sylweddau Cwm Taf;
- Swyddfa Cyngor ar Bopeth;
- Dangos y Cerdyn Coch i Hiliaeth;
- Cydgysylltydd Cydlyniant Cymunedol Pen-y-bont ar Ogwr a Chastell-nedd Port Talbot

Gofynnodd Aelod pwy oedd holl aelodau'r grŵp.

Esboniodd y Rheolwr Ymgynghori, Ymgysylltu a Chydraddoldeb fod y Fforwm yn cynnwys amrywiaeth o sefydliadau, gan gynnwys y Bartneriaeth Diogelwch Cymunedol, Mental Health Matters Wales, Vine Christian Center, Eglwys y Santes Fair, Heddlu De Cymru, y Gwasanaeth Tân ac Achub a Chanolfan Loches Cymru.

PENDERFYNWYD: Bod Pwyllgor Cydraddoldeb y Cabinet wedi ystyried a derbyn yr adroddiad.

65. EITEMAU BRYS

Dim

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CABINET COMMITTEE EQUALITIES

24 AUGUST 2020

REPORT OF THE CHIEF EXECUTIVE

UPDATE ON EQUALITIES WORK WITHIN SCHOOLS

1. Purpose of report

1.1 The purpose of this report is to update Cabinet Committee Equalities on the Equalities work within schools within Bridgend County Borough, to include incidents of bullying, racial incidents, partnership working, the impact of the community cohesion officer role and working with the police.

2. Connection to Corporate Well-being Objectives / Other Corporate Priorities

2.1 The Bridgend Community Cohesion and Equality Forum links to following corporate priorities:

1. **Supporting a successful sustainable economy** –. taking steps to make the county borough a great place to do business, for people to live, work, study and visit, and to ensure that our schools are focussed on raising the skills, qualifications and ambitions for all people in the county borough.

2. **Helping people and communities to be more healthy and resilient -** taking steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services. Supporting individuals and communities to build resilience, and enable them to develop solutions to have active, healthy and independent lives.

3. **Smarter use of resources** – ensure that all resources (financial, physical, ecological, human and technological) are used as effectively and efficiently as possible and support the creation of resources throughout the community that can help to deliver the Council's well-being objectives.

3. Background

3.1 On 18 March 2019 all schools were sent guidance on reporting racist incidents within schools.

3.2 Guidance included notifying the local authority of racist incidents as well as notification to the police where incidents were recorded as a hate crime.

3.3 Schools were provided with an updated Racist Incident Report Form (Appendix one).

3.4 This report outlines the incidents reported during academic years 2018-2019 and 2019-2020, the work carried out in schools by the inclusion team and the collaborative work with the police during this period.

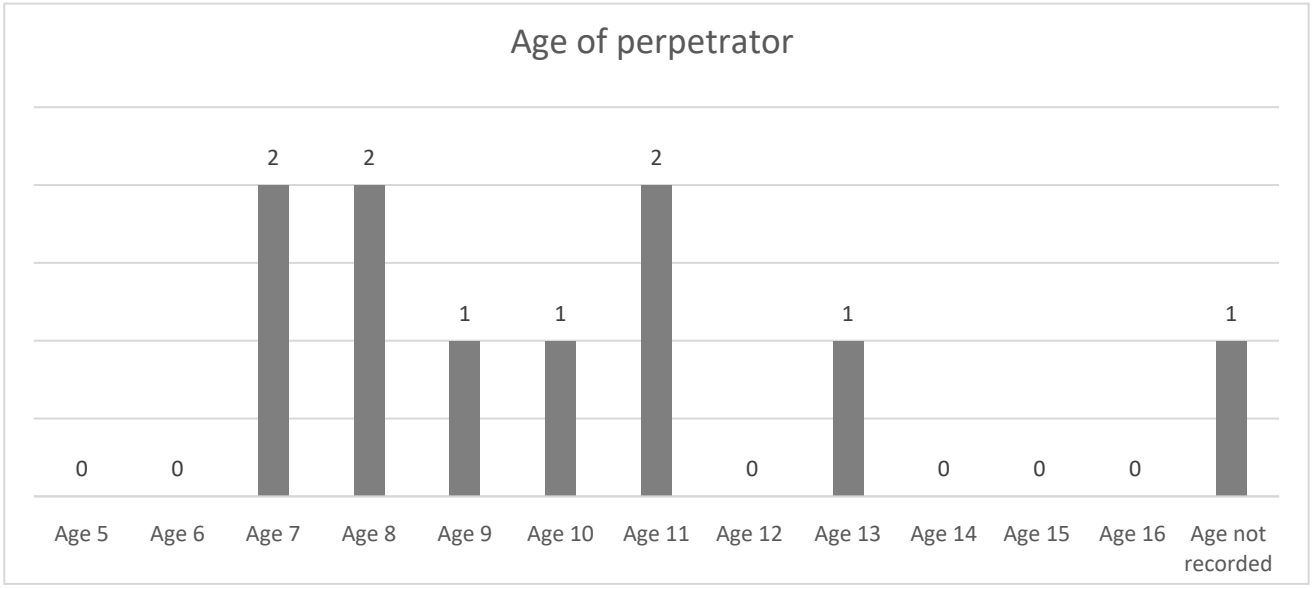
4. Current situation

4.1 In the academic year **2018-2019** there were ten racist incidents reported by schools across the county borough. Incidents were reported from the following schools:

- Bryncethin Primary (1)
- Porthcawl Comprehensive (1)
- Brynmenyn Primary (4)
- Betws Primary (2)
- Nantymoel Primary (1)
- Bryntirion Comprehensive (1)

4.1.1 Incidents are recorded by incident type (where more than one incident type could be recorded). Incidents were recorded as verbal abuse or insults (9) and racist comments in the course of a discussion (2).

4.1.2 Incidents have been recorded by age of perpetrator and age of victim:



4.1.3 In seven of the incidents the perpetrator was recorded as White British, for the other three incidents the ethnicity of the perpetrator was not recorded.

4.1.4 Ethnicity of the victims were recorded as:

- White and black Caribbean (2)
- White and black African (2)
- White British (2)
- Chinese (1)
- Polish (1)
- Not recorded (2)

4.1.5 Nine of the perpetrators were recorded as male and one female.

4.1.6 Five victims were recorded as male, four female and one was not recorded.

4.1.7 Incidents resulted in a range of interventions taking place including verbal reprimand (7), lunch or break detention (3) letter home (1), fixed period exclusion (2), phone call home (4), meeting with parents (8) and support plan (1).

4.2 In the academic year **2018-2019** following feedback gained from Early Help staff through annual supervisions and formal feedback from head teachers, the Youth Development Service, through funding from the Corporate Management Board, sought to commission an external partner to deliver sessions to give pastoral, anti-bullying and curriculum leads in schools the knowledge, tools and confidence to train colleagues on tackling homophobic, biphobic and transphobic bullying.

4.2.1 Through a procurement process, Stonewall Cymru were identified as the preferred partner and were commissioned to deliver a Train the Trainer programme over three separate dates.

4.2.2 The Train the Trainer programme was Continuing Professional Development (CPD) accredited, and all participants received a certificate upon successful completion. Adopting this approach ensured members of school and early help staff were able to cascade training to other staff, ensuring a greater level of sustainability and value for money.

4.2.3 Across the three workshops 65 people attended. The breakdown was as follows:

Schools	Attended	Not Attended	Opted Out
Secondary	Bryntirion (1), Archbishop (1), Cynffig (1), Maesteg (1), Pencoed (2), Porthcawl (3), Y Dderwen (1), The Bridge (2), YBC (2)	Brynteg, Heronsbridge	YGG Llangynwyd

Primary	Litchard, Pen-y-Bont, Tremains, Maes Yr Haul, Trelales, Bryntirion, St Roberts Catholic, Afon-y-Felin, Cefn Cribwr, Corneli, Mynydd Cynffig, Pil, Garth, Nantyffyllon, Coety, Coychurch, Pencoed, West Park, YGG Calon Y Cymoedd, YGG Cynwyd Sant, Betws, Blaengarw, Bryncethin, Brynmenyn, Ffaldau (2), Tynyrheol	Llangewydd, Cen Glas, Bryntirion Infants, Archdeacon John Lewis, St Mary's & St Patrick's Catholic, St Mary's Catholic, Caerau, Cwmfelin, Llangynwyd, Plasnewydd, Croesty, Newton, Nottage, Porthcawl, Bro Ogwr, Ysgol y Ferch O'r Sger, Abercerdin, Ogmore Vale, Pen-y-Fai, Tondu, Tynyrheol	Brackla, Oldcastle, Nantymoel
Early Help	Vulnerable Groups (6), Youth Development (5), Locality Hubs (10), Just @sk Plus (1), Youth Offending Service (1)		
Third Sector	Menter Bro Ogwr, STEER		

4.2.4 A schools LGBTQ network has been established to support school staff and pupils. Members of the network, along with members form the Youth Council joined the Equalities Team and Proud Councils in the PRIDE Cymru march in August 2019.

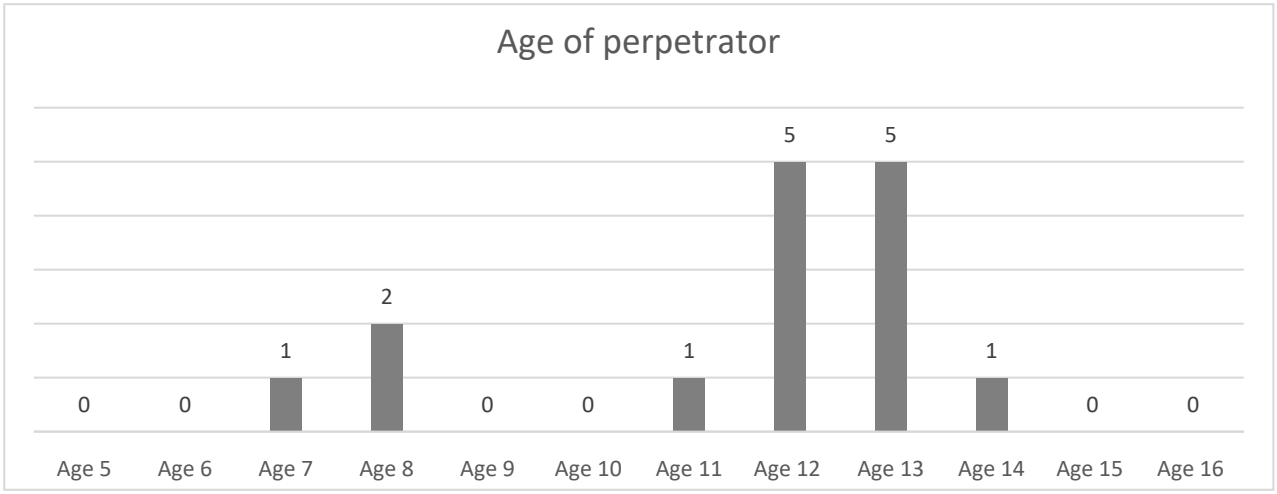
4.3 In the academic year **2019-2020**, so far there have been there have been 12 racist incidents reported by schools across the county borough. Incidents have been reported from the following schools:

- Porthcawl Comprehensive (3)
- Bryntirion Comprehensive (2)
- Archbishop McGrath Catholic High School (1)
- Coleg Cymunedol Y Dderwen (2)
- Oldcastle Primary school (1)
- Ysgol Bryn Castell (1)
- West Park Primary school (1)
- Brackla Primary school (1)

4.3.1 Incidents are recorded by incident type (where more than one incident type could be recorded). Incidents were recorded as verbal abuse or insults (11), racist comments in the course of a discussion (3), written derogatory comments text or email (1) and refused to co-operate with others because of religion, ethnicity or language (1).

4.3.2 Incidents have been recorded by age of perpetrator and age of victim.

In two of the incidents there were multiple perpetrators. One incident had two perpetrators and one incident had four perpetrators.



4.3.3 In all of the incidents except one the perpetrators were recorded as White British. For one incident the perpetrator ethnicity was recorded as unknown.

4.3.4 Ethnicity of the victims were recorded as:

- White and black Caribbean (2)
- White and black African (2)
- White and Chinese (1)
- White and Asian (1)
- British/Sri Lankan (1)
- Romanian (1)
- Nigerian (2)
- Black (1)
- White British (1)

- Not recorded (1)

4.3.5 14 of the perpetrators were recorded as male, one female and one unknown.

4.3.6 Seven victims were recorded as male, five female, in once incident there was no direct victim recorded and one victim was recorded as unknown.

4.3.7 Incidents resulted in arrange of interventions taking place including verbal reprimand (7), lunch or break detention (2) letter home (4), fixed period exclusion (3), phone call home (5), meeting with parents (6), removal from lesson (8) and support plan (2).

4.4 In **Autumn 2019** Welsh Government announced a number of grant funded streams to deal with Hate Crime. Amongst these was a project for work specifically in 100 schools, and its aim was to deliver critical thinking skills and raise awareness of all aspects of Hate Crime in schools, with a focus on Key Stage 3. The aim is to begin this work in the academic year 2019-2020. The other funding streams were available for victim support to increase capacity of the national reporting of hate crime incidents and a series of one off grants available to organisations working with the BAME community and minority ethnic faith communities to tackle hate crime and provide reassurance post Brexit and EU withdrawal. These grants were not available to local authorities.

4.4.1 Due to the national scope of the proposals, the Welsh Local Government Association (WLGA) were deemed to be best placed to act as a lead on the delivery of this project as local authorities are far more aware of the local and regional needs and requirement of its schools.

4.4.2 Following a series of meetings between WLGA, Community Cohesion Coordinators and preferred providers for delivering hate crime projects, a number of schools in Bridgend were identified on the basis of analysis on reported hate crime in the community, anti-social behaviour in the area and discussions with the school liaison officers.

4.4.3 The five schools identified were:

- Brynteg School
- Bryntirion Comprehensive School
- Coleg Cymunedol Y Dderwen
- Maesteg School
- Pencoed Comprehensive School

4.4.4 In January 2020, WLGA commissioned Show Racism the Red Card (SRtRC) as their preferred partner to deliver the project to identified schools across Wales.

4.4.5 The aim of the project is to deliver a series of workshops to support children and young people to develop critical thinking skills which will enable them to question hateful narratives, assist them in recognising ‘fake news’, consider the causes of hate crime, and dissuade them from becoming perpetrators of hate crime in future.

4.4.6 The project will also aim to equip school staff (including teachers and key support staff, such as receptionists or break time supervisors) with the skills to challenge hate

crime and support victims when it occurs in school through separate train the trainer style workshops.

4.4.7 SRtRC have been tasked with contacting each of the identified schools directly to arrange the dates and times of workshops with the aim of completing delivery by July 2020.

5. Effect upon Policy Framework & Procedure Rules

5.1 The report has no direct effect upon the policy framework or procedure rules but it enables us to effectively implement the council's statutory duties in relation to equalities and human rights.

6. Equality Impact Assessment

6.1 The report provides the committee with information that positively assists in the delivery of the authority's equality duties.

7. Financial Implications

7.1 There are no financial implications associated with this report. The hate crime project is being coordinated by the WLGA and delivered by SRtRC using grant funding from Welsh Government.

8. Well-being of Future Generations (Wales) Act 2015 Assessment

8.1 The well-being goals identified in the Act were considered in the preparation of this report. It is considered that there will be no significant or unacceptable impacts upon the achievement of well-being goals/objectives as a result of this report.

9. Recommendation

9.1 That the Cabinet Committee Equalities receives and considers this report.

Mark Shephard

Chief Executive
Date: 24 August 2020

10. Contact Officers:

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Bridgend
CF314WB

Background papers:

Racist Incident Log

Please complete and return to:
equalities@bridgend.gov.uk
Nicola.bunston@bridgend.gov.uk

School name			
School term and academic year		Date of incident (recorded)	

Type of incident:					
Verbal abuse/name calling/threats/insults/jokes		Written derogatory comments, texts or e-mail		Racist comments in the course of discussion	
Refusal to co-operate with others because of religion, ethnicity or language		Incitement of others to behave in a racist manner		Physical assault	
Use of weapon		Abuse of personal property		Racist graffiti	
Display/distribute offensive material/insignia		Attempts to recruit others to racist organisations		Other (please specify)	

Location of incident:					
Classroom		Other area in school (e.g. corridor, dining room, staff room) please specify		Outside the school but not in school time	
Playground		Outside the school but in school time		Other (please specify)	

Description of incident:

Details of support for victim:
.

Actions Taken:					
Verbal reprimand		Internal referral		Support plan/programme	
Break or lunch detention		Formal school detention		Fixed period exclusion	
Letter home		Meeting with parents		Permanent exclusion	
Phone call home		Removal from lesson/internal exclusion		Other (please specify)	

Perpetrators:					
Name(s)	Person Type (Pupil/Parent/Staff/Governor/Visitor)	Age	Gender	Ethnic group code*	Repeat Y/N

Victims:					
Name(s)	Person Type (Pupil/Parent/Staff/Governor/Visitor)	Age	Gender	Ethnic group code*	Repeat Y/N

Witnesses:			
Person Type (Pupil/Parent/Staff/Governor/Visitor)	Age	Gender	Ethnic group code*

External support:	
Do you require any external support?	
If yes, which external support do you require?	
Contact details for external support (N.B. This person must have been notified)	

Other information:	
Incident dealt with by:	
Position in school:	
Any other comments:	

Signature :	Date:

* To comply with the Data Protection Act, please check your school's MIS records for a pupil or staff's ethnicity, otherwise please ask the person(s) who is involved their ethnicity.

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CABINET COMMITTEE EQUALITIES

24 AUGUST 2020

REPORT OF THE CHIEF EXECUTIVE

USE OF THE NAME PICTON IN STREET NAMES AND BUILDINGS THROUGHOUT BRIDGEND COUNTY BOROUGH

1. Purpose of Report

The purpose of this report is to provide Cabinet Committee Equalities with information on the use of the name Picton in street names and buildings across Bridgend County Borough.

2. Connection to corporate well-being objectives / other corporate priorities

2.1 The Strategic Equality Plan sets out our objectives to comply with the Equality Act 2012 and the Public Sector Equality Duty general duties:

- Eliminate discrimination, harassment and victimisation;
- Advance equality of opportunity and;
- Foster good relations between people who share a protected characteristic and those who do not.

2.2 This report assists in the achievement of the following corporate well-being objectives under the Well-being of Future Generations (Wales) Act 2015:

1. **Supporting a successful economy** – taking steps to make the county borough a great place to do business, for people to live, work, study and visit, and to ensure that our schools are focused on raising the skills, qualifications and ambitions of all people in the county borough.

2. **Helping people and communities to be more healthy and resilient** – taking steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services. Supporting individuals and communities to build resilience, and enable them to develop solutions to have active, healthy and independent lives.

3. **Smarter use of resources** – ensuring that all resources (financial, physical, ecological, human and technological) are used as effectively and efficiently as possible and support the creation of resources throughout the community that can help deliver the Council's well-being objectives.

3. Background

3.1 The Equality Act introduced a General Duty for public bodies to:

- Eliminate discrimination, harassment and victimisation;
- Advance equality of opportunity and;
- Foster good relations between people who share a protected characteristic and those who do not.

3.2 The Equality Act also introduced specific duties which include:

- Setting Equality Objectives and publishing a Strategic Equality Plan;
- Ensuring it engages with people who have an interest in how the Council's decisions affect them and;
- Carrying out Equality Impact Assessments and publishing the results if there is a substantial impact on the Council's identified.

3.3 Following the death of George Floyd in America, National protests and demonstrations as part of the Black Lives Matter movement have resulted in several UK councils taking steps to remove some statues of historical figures. Local authorities are also considering whether buildings, parks, playing fields and streets may have links with individuals criticised as part of the protests. Campaigns began to remove memorials to General Thomas Picton, mainly focusing on a statue in Cardiff and a 25 metre tall monument in Carmarthen[i].

3.4 With a number of streets named 'Picton' across Bridgend County, this report looks at the history of these streets with the aim of identifying if they are associated with General Thomas Picton. Although the research has been unable to identify the exact reason for the street naming, the research has suggested that there are links between the Picton family and to land ownership in Bridgend.

3.5 Initial research has suggested there are two possible sources of the name Picton in Bridgend county borough. It is recommended that in order to verify this information and ensure its accuracy further work should be undertaken by a local historian and the findings of that research will be considered once Welsh Government have concluded their review.

4. Current situation / proposal.

4.1 Streets named 'Picton' in Bridgend County Borough

Bridgend:

Street name	Number of properties
Picton Gardens	61
Picton Avenue	9
Picton Close	9

Porthcawl:

Street name	Number of properties
Picton Avenue	48
Middleton Court, Picton Avenue	60

Kenfig Hill:

Street name	Number of properties
Picton Street	39

Nantyffyllon:

Street name	Number of properties
Picton Place	18
Picton Street	116

4.2 **General Thomas Picton**

Thomas Picton was born in 1758 in Pembrokeshire. He was a celebrated general[ii] who was known as the highest ranking general to die at the battle of Waterloo on 18 June 1815. He served in the West Indies, including five years as the governor of Trinidad, during which he acquired a reputation for brutality[iii] and became known as 'The Tyrant of Trinidad'[iv].

The number of slaves while General Thomas Picton was Governor doubled to nearly 20,000 and he too was a slave owner, who sanctioned torture[v]. In 1806 he was convicted of ordering the illegal torture of 14-year-old girl, Luisa Calderón, after she was accused of stealing, but this was then later overturned in 1808 after arguing that Trinidad was under Spanish rule which allowed torture [vi]. He was also believed to have amassed his fortune from the trading of slaves, executing several during his governorship[vii].

4.3 **Use of the name Picton in the naming of streets/buildings across the county borough**

The use of the name Picton and the link to General Thomas Picton in the borough was uncertain, some assumed the use of the name was associated with General Thomas Picton, and others believed that it was linked to Lieutenant-Colonel Thomas Picton Turberville, a former owner of Ewenny Priory. However research has shown that the use of the name Picton in the borough, including that at Ewenny Priory, is linked to the family of General Thomas Picton[viii] in Bridgend, Maesteg and Porthcawl.

This is also the case with the Brogden family, who are credited with the substantial expansion and development of Porthcawl[ix]. While the Brogden family did indeed own land and expand the area of Porthcawl, this family is also linked to the family of Sir Thomas Picton. Research began with the lineage of these two families (the Brodgens

and Picton-Turbervills). A family tree outlining General Thomas Picton was created to explore these family links (Appendix 1).

General Thomas Picton was one of 10 siblings[x]. It is these siblings that land ownership in Bridgend County focuses on as land in the borough was subsequently owned by the siblings, through inheritance or marriage. The tree is incomplete as it only focuses on General Thomas Picton's generation and those family members linked to land ownership in Bridgend County. Other siblings of General Thomas Picton not outlined in the family tree are: Edward, Francis, Elizabeth, William, Cecil and John[xi]. For an outline of descendants please click here.

All the direct male lines from General Thomas Picton became extinct by 1861, the last male descendant being Gervas Powell Turbervill of Ewenny. The Picton surname was then adopted by the heirs and descendants through various female lines, as they took over the ownership and management of the Iscoed estate at Ferryside, Carmarthenshire, from 1867 onwards[xii].

4.4 Ewenny Priory

It was believed that the use of 'Picton' is linked to Lieutenant Colonel Thomas Picton-Turberville, a former owner of Ewenny Priory. This was thought to be a different family to that of General Thomas Picton, however research has found that this family is linked to that of General Thomas Picton.

In the early eighteenth century Ewenny Priory passed by marriage to the Turbervills. **It was a condition** of subsequent **inheritance** of the **Ewenny Estate** that the occupier **should change their name to Turbervill**[xiii]**.** By the beginning of the nineteenth century the house was ruinous. It was Richard Turbervill Picton, elder brother of General Thomas Picton, who rebuilt the house[xiv] (also documented in the Glamorgan archives[xv]).

Richard Turbervill Picton succeeded to the Ewenny estate. He was succeeded by his son Richard Turbervill, who was succeeded by his brother Colonel Gervase Powell Turberville. He was succeeded by his great-nephew, John Thomas Picton-Warlow (born 1837) the grandson of John Warlow and Catherine (General Thomas Picton's sister)[xvi]. He changed his name to Colonel Thomas Picton-Turbervill in 1867[xvii].

The Turberville estate included properties at Maesteg, Nantyffyllon, Llanharan, Bridgend and St Brides Minor[xviii]. Research suggests that Thomas Picton Turbervill also had links to land ownership in Porthcawl[xix] and links to land in Maesteg[xx] and Nantyffyllon[xxi].

Research also suggests that General Thomas Picton stayed and took his last communion in the church before leaving to join Wellington in Belgium. Evidence also suggest that this visit is commemorated by the grove of trees on the left hand side as

you approach the village from Bridgend[xxii] and these trees were planted as a memorial to his death[xxiii].

4.5 The Brogden family

General Thomas Picton (1758-1815) purchased Iscoed (Old) and Iscoed (Modern) and two other farms from Sir John Bell William Mansel for £30,000 in 1804. The estate descended to Lucy Eleanor Picton who sold it in 1914 and 1917[xxiv]. Evidence of ownership and sale can be found here.

General Thomas Picton's sister, Charlotte, married John Beete. Their son, also named John, married and assumed the name of his maternal uncle (which was General Thomas Picton)[xxv]. Their great-grandaughter, Mary, married James Brogden.

The Brogden family (Brogden & Sons) was a partnership of father and sons (including James Brogden) who owned and developed land across Bridgend County. In 1854 the Brogdens purchased the ironworks and land at Tondu from Sir Robert Price as well as land at Tir Gunter and Park, Bettws and Tywith in the Llynfi valley. In 1863, they authorised the construction of a standard railway from Nantymoel to a junction with the Llynvi Valley Railway at Tondu. They also constructed a new dock at Porthcawl[xxvi].

In 1865, James Brogden purchased land adjoining the new dock at Porthcawl, and in 1867 he granted building leases on the western side of what he planned was to be its main street and was to be named John Street in honour of the head of the family firm[xxvii].

In 1874, James Brogden married his second wife Mary Caroline Beete, daughter of John Picton Beete, the nephew of General Thomas Picton[xxviii]. In December 1880 John Brogden & Sons dissolved and Mrs. James Brogden purchased the 30 acres adjoining the new Porthcawl dock that her husband had previously bought for the company. By the end of the century, she had developed the early stages of the modern town of Porthcawl. By 1927, Mary Brogden had sold off all her properties in Porthcawl and the death of Mary's daughter, Lucy, was the end of the family in Porthcawl[xxix].

4.6 Other evidence relating to land ownership and references to General Thomas Picton and his family

- Picton Street in Nantyffyllon, also believed to be named after General Thomas Picton. He owned a large amount of land in this area[xxx].

- Charlotte Edwards married Rev Edward Picton, the younger brother of Sir Thomas Picton, who was the vicar of St Brides Major[xxxi]. Rev Edward Picton died in 1834. In

1837 Charlotte Maria Picton made a claim for 98 slaves at Aranjuez in Trindad[xxxii] and was awarded £4224 11s 6d[xxxiii].

- The National Library of Wales holds information which suggest links with Porthcawl and Ewenny Priory as well as between the Picton family, the Picton-Turbervills and the Brogden family[xxxiv].

- In 1889 Colonel Thomas Picton Turbervill of Ewenny Priory gives consent to Llynvi and Tondu Co Ltd to assign licence to the Company for the right to use tramway from Cwmdu to No.9 screen of the Company[xxxv].

- During a comprehensive survey of great landowners in 1837, Colonel Thomas Picton Turbervill of Ewenny Priory is ranked at number 140 through owning 3274 acres in Glamorgan[xxxvi].

- The Rest Convalescent home in Porthcawl was the idea of James Lewis. James Lewis established himself in general practice in Maesteg in the Llynfi Valley. The doctor and his wife purchased three small cottages with the help of donations and in the summer of 1862 opened their doors to a few of his patients. It was subsequently used as an auxiliary military hospital from 1915. Colonel Thomas Picton Turberville of Ewenny Priory was the chairman of the committee[xxxvii] and trustee during the sale of the land[xxxviii]. Colonel Thomas Picton-Turbervill was the grandson of John Warlow and Catherine (Sir Thomas Picton's sister). This building has now been turned into flats[xxxix].

- In 1886 Richard Edwin Jones acquired The Marine Hotel, Porthcawl, shortly after it had been built by local entrepreneur Jamie Brogden. He financed the building of many Edwardian houses and streets, renaming Mary Street to Esplanade Avenue, the land he acquired from the Pickets Lease[xl]. In 1911 he was a partner in the development of Picton Avenue and Esplande Avenue[xli].

- In 1916 Timothy James bought property in Bethania Street, Llwydarth Road, Wood Street, Park Street and Princes Street, in Maesteg, and Picton Street, Barnardo Street, Picton Place, and Bangor Terrace, in Nantyffyllon, relating to lot 779 cemetery and schoolroom behind Bethania Baptist chapel from the Turbervill estate[xlii]. Indicating previous ownership in Maesteg and Nanyffyllon.

- Evidence has been found that shows in 1827 Richard Turbervill Turbervill of Ewenny Abbey leased land at Maesteg with links to Duffryn Llynvi ironworks, a parcel of land at Llynvi and Porthcawl railroad and Maesteg Farm with buildings and lands where the renter was to erect and furnish two dwelling houses[xliii].

  The following records have been found via an internet search but have not been verified by any other sources. They are included here as indications of land that may have been owned by General Thomas Picton's family[xliv].

- Assignment of demise [as in DST/22/1], for £60. Colonel Thomas Picton Turbervill [as in DST/22/4], now described as: three cottages standing together on the W. side of the road leading from Newton to Porthcawl, known as 'The Old Rest'[xlv].

- Lease from Colonel Thomas Picton Tuberville and Benjamin Bowen, James Bowen, John Bowen for piece of land for building purposes at Maesteg, in Llangynwyd, with four houses in course of erecting, for 99 years. Memoranda relating to 1 and 4 Turberville Street.

- Lease for 99 years from Colonel Thomas Picton Turbervill of Ewenny Priory to Thomas Richards and others for the Bethania cemetery ground and school room; with plan.

- Colonel Thomas Picton Turbervill to Reverend Edward Jones and others of property in lease (D548/2/7/6-7). Schedule of deeds 1868-1915.

- Conveyance from Colonel Thomas Picton Tubervill and Charles Grenville Turbervill to Reverend Edward Jones and others, trustees, of property in lease (D548/2/6-7).

- In 1890 Colonel Thomas Picton Turbervill offered a site valued at £500, for the erection of a hospital in the Rhondda Valley, and also subscribed £100 towards the cost of erection[xlvi].

4.7 **Places for further research**

The following organisations have been identified to approach if further information is needed on the history of 'Picton' street names:

- Porthcawl Museum and Historical Society
- Llynfi valley historical society
- Bridgend & District Local History Society
- Dr Chris Evans at University of South Wales: wrote Slave Wales: The Welsh and Atlantic Slavery 1660-1850 in 2010.

4.8 **Process of changing street names**

The procedure for altering street names under section 18 of the Public Health Act 1925 is an order making process set out below:

(1) The local authority by order may alter the name of any street, or part of a street, or may assign a name to any street, or part of a street, to which a name has not been given.

(2) Not less than one month before making an order under this section, the local authority shall cause notice of the intended order to be posted at each end of the street, or part of the street, or in some conspicuous position in the street or part affected.

(3) Every such notice shall contain a statement that the intended order may be made by the local authority on or at any time after the day named in the notice, and that an appeal will lie under this Act to the Magistrates' Court against the intended order at the instance of any person aggrieved.

(4) Any person aggrieved by the intended order of the local authority may, within twenty-one days after the posting of the notice, appeal to the Magistrates' Court.

While it is not a specific requirement of the legislation any change to a street name would require public consultation prior to implementation. To change a street name would impact on all households as it has an effect on a number of areas including mortgages as the deeds will need to be changed.

Post Office and Town and Community Councils would also need be consulted on any proposed new name(s).

https://www.bridgend.gov.uk/residents/planning-and-building-control/street-signs-names-and-numbers/

4.9 Welsh Government have commissioned an audit of Wales' historic monuments and statues, and the names of streets and public buildings, and identify those sites and names that are associated with the history of black communities in Wales, and in particular the slave trade.

Welsh Government have described how a two-phased project will be carried out. The first phase will be to undertake the audit. The task and finish group will then share the findings of the audit with an external reference group, which will include wide community and stakeholder representations, including young people.

Informed by the outcome of this work, Welsh Government will then move to a second phase to determine how we can move forward together and address the concerns it highlights.

5. Effect upon Policy Framework and Procedure Rules

5.1 The report has no direct effect upon the policy framework or procedure rules but supports the council's statutory duties in relation to equalities and human rights.

6. Equality Impact Assessment

6.1 This is an information report to Cabinet Committee Equalities therefore an Equality Impact Assessment is not required at this stage. Further consideration may be given following the outcome of the Welsh Government audit of Wales' historic monuments and statues, and the names of streets and public buildings

7. Well-being of Future Generations (Wales) Act 2015 Assessment

7.1 The well-being goals identified in the Act were considered in the preparation of this report. It is considered that there will be no significant or unacceptable impacts upon the achievement of well-being goals/objectives as a result of this report. Further consideration may be given following the outcome of the Welsh Government audit of Wales' historic monuments and statues, and the names of streets and public buildings.

8. Financial Implications

8.1 There would be significant financial implications for the local authority and residents associated with changing street names which would include changes to street signage, legal fees and consultation costs. The exact costs would be unknown until the extent of any changes are determined.

9. Recommendation

9.1 That Cabinet considers the possible links between street names and the link to General Thomas Picton. Initial research has concluded there could be two possible sources of the name Picton in Bridgend county borough. It is recommended that in order to verify that this information is accurate that further work should be undertaken by a local historian and the findings of that research will be considered once Welsh Government have concluded their audit of Wales' historic monuments and statues, and the names of streets and public buildings.

Mark Shephard

Chief Executive
Date: 24 August 2020

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Background papers:

None

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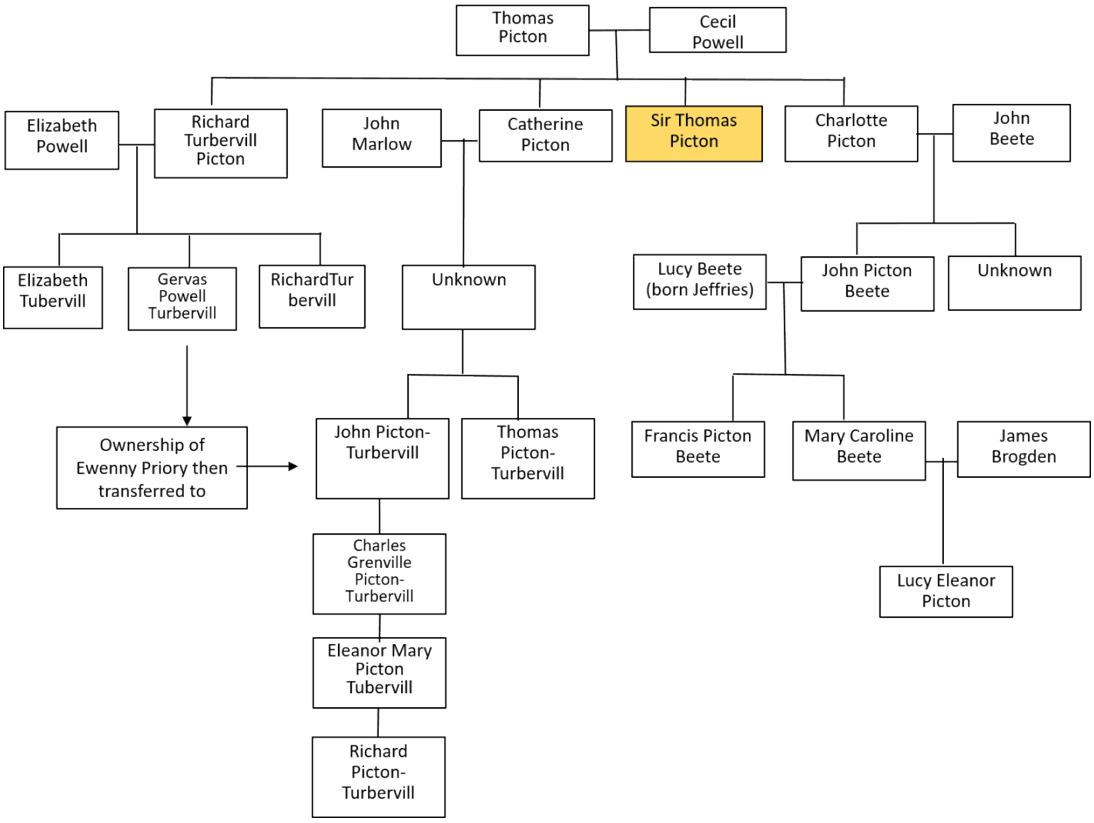
Appendix 1: Family tree of Sir Thomas Picton (General Thomas Picton)


Thomas Picton
Cecil Powell
Elizabeth Powell
Richard Turbervill Picton
John Marlow
Catherine Picton
Sir Thomas Picton
Charlotte Picton
John Beete
Elizabeth Tubervill
Gervas Powell Turbervill
RichardTurbervill
Unknown
Lucy Beete (born Jeffries)
John Picton Beete
Unknown
Ownership of Ewenny Priory then transferred to
John Picton-Turbervill
Thomas Picton-Turbervill
Francis Picton Beete
Mary Caroline Beete
James Brogden
Charles Grenville Picton-Turbervill
Lucy Eleanor Picton
Eleanor Mary Picton Tubervill
Richard Picton-Turbervill

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CABINET COMMITTEE EQUALITIES

24 AUGUST 2020

REPORT OF THE CHIEF EXECUTIVE

STRATEGIC EQUALITY PLAN ANNUAL REPORT 2018 - 2019

1. Purpose of report

1.1 The purpose of this report is to provide members with an update on the work completed within the Strategic Equality Plan (SEP) 2016-2020 for the period 2018 - 2019.

2. Connection to Corporate Well-being Objectives/Other Corporate Priorities

2.1 The Equality Act 2010 sets out both general and specific duties for local authorities in Wales. The specific duties include the development of a SEP to identify the council's equality objectives and the publication of an annual report.

2.2 The strategic equality plan also supports the council's following corporate priorities:

- **Priority 2: Helping people and communities to be more healthy and resilient -** taking steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services. Supporting individuals and communities to build resilience, and enable them to develop solutions to have active, healthy and independent lives.

- **Priority 3: Smarter use of resources** – ensure that all resources (financial, physical, ecological, human and technological) are used as effectively and efficiently as possible and support the creation of resources throughout the community that can help to deliver the Council's well-being objectives.

3. Background

3.1 The SEP annual report enables the council to:

- Monitor and review progress against its strategic equality objectives;
- review its objectives and processes in light of any new legislation and other new developments;
- engage with relevant stakeholders around equality objectives, providing transparency;

- include relevant updates on equality impact assessments, procurement arrangements and training.

Specifically, the report sets out:

- The steps taken to identify and collect relevant information;
- Any reasons for not collecting relevant information;
- Where appropriate, employment information, including information on training and pay.

3.2 Progress made by the council on each of its seven equality objectives is included in the report, which will be of interest to:

- Elected Members;
- Members of the community and community groups;
- Equality and Human Rights Commission;
- Welsh Government.

4. Current situation

4.1 The annual report (Appendix 1) covers the period 1 April 2018 to 31 March 2019. The annual report must be published on the council website/made available by 1 April 2020.

4.2 Our seven strategic equalities objectives for 2016 – 2020 are:

- transportation;
- fostering good relations and awareness raising;
- our role as an employer;
- mental health;
- children;
- leisure, arts and culture;
- data.

4.3 Some key points to note from the annual report are:

- We have continued to mark, support and raise awareness of national equalities and diversity campaigns via social media and our website, including

  - Holocaust Memorial Day;
  - Dementia Awareness week;
  - St David's Day;
  - Dementia friendly communities;
  - Apprenticeship week, Urdd 2018;
  - International Day for the Elimination of Racial Discrimination;
  - Step out for Stroke;
  - Mayor's Citizens awards 2018;
  - Mini Olympage events;

- Dementia Awareness week 2018;
- Carers week;
- Ras yr Iaith - race for welsh language;
- Eid al-Adha;
- International Day of Older Persons;
- Mental Health Day 2018;
- Hate Crime Awareness week;
- Remembrance day;
- 100 years since the end of WW1;
- White ribbon campaign;
- Carers rights day;
- International Migrants day;
- St Dwynwen's day;
- LGBTQ History Month.

- In November 2018 Cabinet Committee Equalities confirmed that Bridgend County Borough Council would adopt the Full Definition of Antisemitism as proposed by the International Holocaust Remembrance Alliance (IHRA).

- The theme for Holocaust Memorial Day 2019 was 'torn from home', which aimed to encourage attendees to reflect on how the enforced loss of a safe place to call home is part of the trauma faced by anyone experiencing persecution and genocide. BCBC marked the event with a poignant public event, which was held in partnership with Bridgend College held at the Sony Theatre within Bridgend College.

- The Vulnerable Groups team have trained two 'train the trainers' in Youth mental health first aid – this is being rolled out to all schools and those undertaking the 2 day course report positive impact amongst staff as well as for pupil support.

- BCBC has delivered a successful programme of dementia supportive activities with partners including BAVO, Alzheimer's, Halo and Awen. The opportunities have included dementia friendly swimming, carers' choir and dementia supportive schools.

- The Active 4 Life programmes have supported 9,769 visits across 12 sites providing free access and in targeted communities.

- 1,494 people have engaged in Park Lives outdoor activity programme.

- During 2018-19 regular Hate Crime awareness sessions have taken place across the County Borough. A total of 69 sessions took place in which we engaged with 1,392 people. During Hate Crime awareness week joint South Wales Police and BCBC events were held in Civic Offices, Porthcawl, Maesteg, Caerau and Bridgend bus station.

- Progress has been made through the local community coordination service, the integrated provision provided through ARC (Assisted Recovery in the Community) with outreach services being developed in the Borough. Also information and advice provided through community hubs, links with GP clusters, the 'Ageing well in Bridgend' initiative and other key partnerships working towards the prevention and wellbeing agenda

- During 2018-2019 Awen have become the first Welsh library operator to remove library fines, to encourage greater usage.

- We have started to offer monthly health check clinics to staff, which include blood pressure and cholesterol monitoring and bodimetrics measurements.

5. Effect upon Policy Framework & Procedure Rules

5.1 As this is an information report, there is no effect upon the Policy Framework and Procedure Rules.

6. Equality Impact Assessment

6.1 The report provides the committee with information which will positively assist in the delivery of the authority's equality duties.

7. Well-being of Future Generations (Wales) Act 2015 Assessment

7.1 The well-being goals identified in the Act were considered in the preparation of this report. It is considered that there will be no significant or unacceptable impacts upon the achievement of well-being goals/objectives as a result of this report.

8. Financial Implications

8.1 There are no financial implications identified as this is an information/update report.

9. Recommendation

9.1 That the Cabinet Committee Equalities notes the progress being made and approves the Strategic Equality Plan Annual Report 2018-19.

Mark Shephard
Chief Executive
Date: 24 August 2020

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Background papers:

None

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Bridgend County Borough Council
Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr
www.bridgend.gov.uk

Strategic Equality Plan Annual Report 2018-19

This document is also available in Welsh

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1. Background

As an authority, our aim is to understand and tackle the equality barriers that people face so that everyone has a fair chance to fulfil their potential. We aim to ensure that equality is a part of everything we do and the services we deliver.

We aim to develop our services and activities in line with the Public Sector Equality Duty (PSED) and the general duties outlined in the Equality Act 2010. This will help us to eliminate unlawful discrimination, advance equality of opportunity and foster good relations.

Our aim is to mainstream equality and diversity, both internally and externally.

Between January-March 2016, we developed our Strategy Equality Plan (SEP) and objectives for 2016-2020. In order to do this, we reviewed previous objectives, achievements and what we learnt through our work and engagement with local equality and diversity groups.

We consulted with the public and equality groups on these objectives and 101 people shared their views. The detail of this consultation can be viewed here.

Our SEP was approved by our Cabinet on 15 March 2016 with the following seven strategic objectives for 2016-2020:

Objective	What we hope to achieve/support?
Objective 1: Transportation	We will help to provide an accessible, cost effective, all-inclusive transport network within Bridgend County Borough.
Objective 2: Fostering good relations and awareness raising	We will positively promote a fairer society in the county borough by increasing public awareness of the issues faced by people with protected characteristics and increasing our efforts to help tackle issues such as hate crime and domestic abuse. We will also improve the ways in which we communicate, consult and engage with those who share a protected characteristic.
Objective 3: Our role as an employer	We will build on our efforts to be an inclusive, supportive employer promoting diversity and equality within our workforce, enabling all employees who have a protected characteristic to fulfil their potential.
Objective 4: Mental health	Our adult social care service will build on its partnership work with the third (voluntary) sector to provide mental health support and

	services.
Objective 5: **Children**	We will positively promote and support the emotional and educational attainment of children in the county borough and address the issues children face such as bullying.
Objective 6: **Leisure, arts and culture**	We will work with our partners to help to promote fair and equal access to participation in sport and recreation services as well as in the arts and culture services to all members of the community.
Objective 7: **Data**	We will continue to develop systems to collect, collate, monitor and publish equalities data on our service users and employees as well as improve our equality impact assessments.

Following this, we worked with a range of key managers across the authority to develop the 47 actions which sit under these seven objectives.

We consulted with the public and equality groups on these actions and 317 participants shared their views with us via surveys and through nine engagement workshops. The details of this consultation can be viewed here.

Following this, we developed our action plan which was approved by our Cabinet Equalities Committee on 14 July 2016. Our third action plan annual report was received by this committee on 04 July 2019 and can be viewed here.

Heads of Service and senior service managers are responsible for ensuring the actions are achieved within their service areas. The Communications, Marketing and Engagement team (who are responsible for the equalities agenda) will ensure progress and regular updates are reported at the council's Cabinet Equalities Committee and that feedback is provided to partners, local equality and diversity groups and other key stakeholders.

2. Introduction

This is our third annual report for this strategic annual plan.

In order to prepare this report, we collated data gathered from our annual report of our action plan in July 2019. Data provided at that time by service areas and partners, provide a continual way of monitoring progress against our objectives and actions.

3. Progress in meeting our objectives during 2018/19

Key progress under our seven objectives can be summarised as:

Transportation

- 50 junctions were treated at various locations throughout the borough and had dropped kerbs installed.

- Officers of the Licensing Department have met with Bridgend residents who require Wheelchair Accessible Vehicles (WAVs), to see what steps could be taken to improve provision for passengers in wheelchairs. This work is ongoing. A list of accessible taxis is available on the website.

Fostering good relations

- During 2018/19 regular Hate Crime awareness sessions have taken place across the County Borough. A total of 69 sessions took place in which we engaged with 1392 people. During Hate Crime awareness week joint South Wales Police and BCBC events were held in Civic Offices, Porthcawl, Maesteg, Caerau and Bridgend bus station.

- BCBC has promoted campaigns via Twitter, Facebook, Instagram and the BCBC website, including:

    - Holocaust Memorial Day;
    - Dementia Awareness week;
    - St David's Day;
    - Dementia friendly communities;
    - Apprenticeship week, Urdd 2018;
    - International Day for the Elimination of Racial Discrimination;
    - Step out for Stroke;
    - Mayor's Citizens awards 2018;
    - Mini Olympage events;
    - Dementia Awareness week 2018;
    - Carers week;
    - Ras yr Iaith - race for welsh language;
    - Eid al-Adha;
    - International Day of Older Persons;
    - Mental Health Day 2018;
    - Hate Crime Awareness week;
    - Remembrance day;
    - 100 years since the end of WW1;
    - White ribbon campaign;
    - Carers rights day;
    - International Migrants day;
    - St Dwynwen's day;
    - LGBTQ History Month.

- In November 2018 Cabinet Equalities Committee confirmed that Bridgend County Borough Council would adopt the Full Definition of Antisemitism as Proposed by the International Holocaust Remembrance Alliance (IHRA).

- The theme for Holocaust Memorial Day 2019 was 'torn from home', which aimed to encourage attendees to reflect on how the enforced loss of a safe place to call home is part of the trauma faced by anyone experiencing persecution and genocide. BCBC marked the event with a poignant public event, which was held in partnership with Bridgend College held at the Sony Theatre within Bridgend College.

The council's role as an employer

- Equality Impact Assessments (EIA) training was provided for staff identified within each business area. Five sessions had taken place in 2017/18 and a further two sessions, with 18 delegates, took place in 2018/19. A total of 64 staff (all those identified as the target group of employees for EIA training) have now completed this training.

- We continue to promote the Care First service to staff via an ongoing communication plan and quarterly Bridgenders newsletter. We measure the use of Care First quarterly.

- We have started to offer monthly health check clinics to staff, these include blood pressure and cholesterol monitoring and bodimetrics measurements.

Mental health

- Since Welsh Government made the announcement in relation to the Health Board boundary change the council has been working with our new Health partners in Cwm Taf Morgannwg. There are ongoing discussions in relation to service models that will be delivered in the Borough

- Progress has been made through the local community coordination service, the integrated provision provided through ARC with outreach services being developed in the Borough. Also Information and advice providing through community hubs, links with GP clusters, the 'Ageing well in Bridgend' initiative and other key partnerships working towards the prevention and wellbeing agenda

- The Vulnerable Groups team have trained two train the trainers in Youth mental health first aid – this is being rolled out to all schools and those undertaking the 2 day course report positive impact amongst staff as well as for pupil support. This is a rolling plan to ensure all schools will have at least one mental health trained staff member by December 2019.

Children

- Using feedback from schools and Early Help support staff, the Education and Family Support directorate undertook an exercise to procure an organisation to deliver training around LGBT+. Stonewall were the successful organisation and have delivered 3 rounds of their Train the Trainer programme to school and support staff. In total 65 members of staff attended from the organisations such as Primary and Secondary Schools, Early Help teams, Youth Offending Service, Young Carers, Vulnerable Groups (VG) team, Mentor Bro Ogwr, Post-16 (Aftercare) and Inspire 2 projects.

- Education and Family support have established a Vulnerable Groups Team that provides integrated support for a range of pupils identified by Estyn as vulnerable or potentially vulnerable:

    - Elective home education
    - Looked after children
    - Children missing education
    - English as an additional language
    - Gypsy and Roma Traveller
    - Permanently excluded pupils

- The team provides safeguarding support to schools. The VG team also facilitate termly Designated LAC and safeguarding lead forums where external speakers and internal training and updates are provided.

- Stonewall support the prevention of LGBTQ+ bullying in schools and an LGBTQ+ school network is being developed with the inclusion and schools and Vulnerable Groups teams.

Leisure, arts and culture

- Community Chest has supported 56 community projects including £5556 investment into tackling inequalities. Partnership with Youth Charter for sport culture and the arts has trained 15 people as social coach leaders to target disadvantage. A further cohort of 13 people attended Get on Track in partnership with Dame Kelly Holmes Trust.

- The Active 4 Life programmes have supported 9769 visits across 12 sites providing free access and in targeted communities.

- Leisure and cultural opportunities are contributing to the development of age friendly communities. Bridgend continues to perform well with the national over 60 free swim initiative with 77011 visits. Bridgend works with Neath Port Talbot and Swansea councils regularly to deliver the Park Lives programme supporting older adults to be active outdoors.

- 1494 people have engaged in Park Lives outdoor activity programme.

- BCBC has delivered a successful programme of dementia supportive activities with partners including BAVO, Alzheimers, Halo and Awen. The opportunities have included dementia friendly swimming, carers choir and dementia supportive schools.

- 40 schools have participated, in family active zone training to support family activity.

- Awen continue to operate the Hynt scheme and offer concessionary prices for services and activities.

- During 2018-2019 Awen have become the first Welsh library operator to remove library fines, to encourage greater usage.

Data

- Equality monitoring continues to be included in all public consultations. Services use the equalities information gathered to complete Equality Impact Assessments, alongside the consultation report.

- In 2018/19 we engaged with over 15,000 residents across the County Borough through a range of consultations and engagement sessions.

- Details of the closed consultation, outcomes and next steps are shared on the consultation page of the website. For Citizens' Panel members we produce an annual "You said…We did…" Citizens' Panel newsletter.

- As a result of the formal complaints process, ten equality monitoring forms have been processed.

- We continue to gather equalities data for all new employees, and we continue to promote the employee self-service system to encourage staff to complete/update their personal data

- Between February 2018 and January 2019 the council produced six full EIAs and 33 EIA screenings. Activity related to the number and nature of EIAs undertaken by the council continues to be reported to Cabinet Equalities Committee annually.

4. Communication, consultation and engagement

Between 1 April 2018 and 31 March 2019, the council carried out 12 public consultations:

Gynradd Gymraeg Calon y Cymoedd ALN
Betws Primary School ALN provision
Shaping Bridgend's Future 2018

Licensing Policy Consultation (Gambling Act 2005)
Call for candidate sites submissions (preparing Replacement Local Development Plan (LDP) for the County Borough)
The potential re-organisation of post-16 provision
Supported bus consultation 2019 to 2020
Proposal to Consult on the Empty Property Strategy 2019-2023
University support packages for care leavers
Public consultation public spaces: protection order control of dogs

In addition to the above consultation exercises, we carried out two engagement surveys with our Citizens' Panel members. The first survey covered adult community learning, digital developments, employability Bridgend, recycling and waste, mental health provision and customer services the second survey was a replication of the Shaping Bridgend's Future survey.

5. Equality Impact Assessments (EIAs)

During June 2018, 18 employees completed EIA workshops and a total of 217 employees have completed the e-learning module to date.

6. Procurement arrangements

Service areas work with the procurement team to ensure that EIAs are integrated in the procurement process. The contract procedures rules include, as a minimum, clauses which include equalities, Welsh language, modern slavery and employment legislation. Equality issues are fully integrated into the procurement process from pre-qualification to awarding of contract. The Welsh language compliance notice is included in every contract.

7. Employment information

As at 31 March 2019 there were 5740 employees in the council, including those employed in schools. The headcount and age profiles provide a breakdown of these employees. However, details of the remaining protected characteristics are based on the information voluntarily provided by employees. Percentage figures therefore reflect the information available as a percentage of the whole workforce.

	BCBC - as at 31.03.2019			
Description	**Male**	**Female**	**Total**	**%**
Total headcount	1165	4575	**5740**	
Of the above :				

Full time	899	1566	**2465**	**42.94%**
Part time	266	3009	**3275**	**57.06%**
Disability declared	47	91	**138**	**2.40%**
Carer responsibility declared	30	249	**279**	**4.86%**
Ethnicity				
White	980	3909	4889	85.17%
Asian or Asian British	4	26	30	0.52%
Black or Black British	2	5	7	0.12%
Mixed Race	2	16	18	0.31%
Any other ethnic group	2	17	19	0.33%
Not declared	175	602	777	13.54%
Welsh speaker				
'A little'	147	640	787	13.71%
'Fairly good'	26	100	126	2.20%
'Fluent'	42	216	258	4.49%
Welsh reader				
'A little'	148	644	792	13.80%
'Fairly good'	37	121	158	2.75%
'Fluent'	42	215	257	4.48%

Welsh writer				
'A little'	111	533	644	11.22%
'Fairly good'	29	111	140	2.44%
'Fluent'	38	197	235	4.09%
Sexuality				
Heterosexual	561	2146	2707	47.16%
Bisexual	3	13	16	0.28%
Gay man	21		21	0.37%
Gay woman / lesbian		10	10	0.17%
Transgender	0	0	0	0.00%
Other	3	7	10	0.17%
Prefer not to say	29	93	122	2.13%
Age profile				
16-19	12	9	21	0.37%
20-25	55	180	235	4.09%
26-30	100	392	492	8.57%
31 - 35	115	508	623	10.85%
36 - 40	124	555	679	11.83%
41 - 45	134	647	781	13.61%
46 - 50	172	742	914	15.92%
51 - 55	183	652	835	14.55%
56 - 60	160	533	693	12.07%
61 - 65	73	266	339	5.91%

66 +	37	91	128	2.23%
Total	**1165**	**4575**	**5740**	

8. Employees as at 31 March 2019 by gender and pay grade

Our pay and grading structure was implemented on 1 September 2013 and a clear and robust mechanism is in place for evaluating the relative grades of positions. This is based on roles and responsibilities as opposed to any individual factors relating to the employee.

Grade	Male	Female	Total
JE grades 1 – 8 (£16,394 - £24,657)	549	3468	**4017**
JE grades 9 – 10 (£26,470 - £30,756)	103	224	**327**
JE grades 11 – 16 (£32,233 - £50,323)	145	284	**429**
Chief officers (£53,537 - £136,400)	6	5	**11**
Soulbury & youth officers (£20,456 - £63,089)	6	38	**44**
Teachers, head, deputy, and assistant head teachers (£17,208 - £106,709)	314	1011	**1325**

NB The above figures are based on the number of contractual hours positions across the authority. If an employee has more than one position, they will be counted for each position they hold. As such, the above figures will not correlate with other totals in this report, which are based on headcount.

9. Job applications

Between 1 April 2018 and 31 March 2019, we received 6,495 job applications via the HR recruitment system from 3,518 individuals, comprising both internal and external applicants. The data does not include applications received directly by some schools.

In some instances, applicants did not declare information for each protected characteristic. The percentage figures there for identify the level of non response as ‘Not Declared’ for each particular characteristic.

Description	No. Applicants	%
Male Applicants	1003	28.51%
Female Applicants	2511	71.38%

Not declared	4	0.11%
Disability declared/:	218	6.20%
Age Profile:-		
16 – 25	841	23.91%
26 – 35	1052	29.90%
36 – 45	763	21.69%
46 – 55	594	16.88%
56 – 65	246	6.99%
66+	7	0.20%
Not declared	15	0.43%
Sexual Orientation		
Heterosexual	3132	89.03%
Bisexual	40	1.14%
Gay Man	31	0.88%
Gay Woman/Lesbian	27	0.77%
Prefer not to say	102	2.90%
Other	21	0.60%
Not Declared	165	4.69%
Marital Status		
Married	1196	34.00%
Living with Partner	611	17.37%
Same Sex or Civil Partnership	5	0.14%
Separated/divorced	205	5.83%
Single	1334	37.92%
Widowed	24	0.68%
Prefer not to say	40	1.14%
Not Declared	103	2.93%
Race		
White	3279	93.21%
Asian/Asian British	41	1.17%
Black/Black British	38	1.08%
Chinese	7	0.20%
Mixed Race	26	0.74%
Prefer not to say	31	0.88%
Other Ethnic Group	16	0.45%
Unknown / not stated	80	2.27%

10. **Staff training**

Our arrangements for providing corporate staff training are categorised as follows:

- **Post-entry training** – service specific training is requested by employees via the post entry training policy. Only requests agreed by line managers are forwarded to human resources and so we are unable to identify any that may have been rejected.

- We are unable to disclose information relating to those accessing post entry training as, even though data is collected, the number of employees and the amount of data is too small for us to interpret in a meaningful way.

- **Face to face training** – the majority of our face to face training is targeted at employees based on the nature of the role and responsibilities. As such, no requests for this training have been declined.

- **E-learning** – the majority of corporate training is provided via e-learning which in the majority of cases can be accessed directly by employees.

The table below sets out the protected characteristics of those employees who accessed this method of training between 1 April 2018 and 31 March 2019.

Description	**Completed e-learning**	
Male	608	19.5%
Female	2506	80.5%
Disability declared/:	98	3.1%
Age Profile:-		
16 – 25	164	5.3%
26 – 35	622	20.0%
36 – 45	822	26.4%
46 – 55	962	30.9%
56 – 65	514	16.5%
66+	30	1.0%
Sexual Orientation		
Heterosexual	1890	60.7%
Bisexual	13	0.4%
Gay Man	18	0.6%
Gay Woman/Lesbian	8	0.3%
Prefer not to say	89	2.9%
Other	7	0.2%
Not Declared	1089	35.0%
Marital Status		
Married	1509	48.5%
Living with Partner	272	8.7%
Same Sex or Civil Partnership	7	0.2%

Separated/divorced	272	8.7%
Single	704	22.6%
Widowed	18	0.6%
Prefer not to say	25	0.8%
Not Declared	307	9.9%
Race		
White	2803	90.0%
Asian/Asian British	18	0.6%
Black/Black British	5	0.2%
Chinese	3	0.1%
Mixed Race	11	0.4%
Prefer not to say	140	4.5%
Other Ethnic Group	6	0.2%
Unknown / not stated	128	4.1%

There are no records in HR about employees being refused access to training as outlined above, nor has there been any grievance received on this matter.

11. **Grievance and disciplinary hearings held during 2018-19**

This includes employees involved in grievance procedures as a complainant, against whom a complaint was made or subject to a disciplinary procedure. To comply with the Data Protection Act, we are unable to disclose this information. In each category, the number of employees and the amount of data is too small for us to interpret in a meaningful way.

12. Employees that left the council in 2018/19

The following data summarises the protected characteristics of the 886 individuals who left the employment of the council between 1 April 2018 and 31 March 2019. Data on protected characteristics (other than gender and age) is based upon information disclosed voluntarily by the employees. The percentage breakdown is based on the total number of leavers.

Description	No. of leavers	% of leavers
Male Employee	203	22.91%
Female Employee	683	77.09%
Disability	31	3.50%
Age Profile:-		
16 – 25	113	12.75%
26 – 35	161	18.17%
36 – 45	193	21.78%
46 – 55	203	22.91%

56 – 65	193	21.78%
66+	23	2.60%
Sexual		
Heterosexual	477	53.84%
Bisexual	8	0.90%
Gay Man	4	0.45%
Gay	3	0.34%
Prefer not to say	21	2.37%
Other	2	0.23%
Not declared	371	41.87%
Marital Status		
Married	366	41.31%
Living with Partner	76	8.58%
Same Sex or Civil	0	0.00%
Separated/divorced	76	8.58%
Single	233	26.30%
Widowed	5	0.56%
Prefer not to say	7	0.79%
Not declared	123	13.88%
Race		
White	772	87.13%
Asian/Asian British	5	0.56%
Black/Black British	3	0.34%
Mixed Race	6	0.68%
Prefer not to say	0	0.00%
Other Ethnic Group	3	0.34%
Not declared	97	10.95%

13. Engagement and consultation

We aim to include the views of representative groups in our planning and decision making processes so we can develop accessible services for the public and our employees.

Engagement is an important part of our work so we put specific processes in place to ensure that people's needs are taken into account and that the dimensions of equality are addressed.

Employees and stakeholders who represent the protected characteristic groups are involved with the delivery, implementation, monitoring and evaluation of our objectives.

We publish consultation reports on the outcome of our engagement activity to show clearly how people have influenced planning and decision making within Bridgend County Borough Council.

14. Contact us

If you would like further information on our SEP or a copy of the plan in an alternative format, please contact us:

By email: talktous@bridgend.gov.uk
By telephone: 01656 643643
By textphone: 18001 01656 643643
By fax: 01656 668126
In writing: Bridgend County Borough Council Civic Offices, Angel Street, Bridgend, CF31 4WB.
Our Customer Contact Centre is open from 8am to 5.30pm, Monday to Friday
This is our complaints procedure.

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Bridgend County Borough Council
Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr
www.bridgend.gov.uk

Adroddiad Blynyddol 2018-19 y Cynllun Cydraddoldeb Strategol

Mae'r ddogfen hon ar gael yn Saesneg hefyd

Cynnwys

1. Cefndir 3

2. Cyflwyniad 4

3. Cynnydd gyda chyflawni ein hamcanion yn ystod 2018/19 5

4. Cyfathrebu, ymgynghori ac ymgysylltu 8

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6. Trefniadau caffael 9

7. Gwybodaeth am gyflogaeth 9

8. Cyflogeion ar 31 Mawrth 2019 yn ôl rhyw a graddfa cyflog 11

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12. Cyflogeion a adawodd y cyngor yn 2018/19 15

13. Ymgysylltu ac ymgynghori 16

14. Cysylltu â ni 16

1. Cefndir

Fel awdurdod, ein nod yw deall a mynd i'r afael â'r rhwystrau'n atal cyfle cyfartal y mae pobl yn eu hwynebu fel bod gan bawb gyfle teg i gyflawni'u potensial. Rydym yn amcanu at sicrhau bod cydraddoldeb yn rhan o bopeth a wnawn a'r gwasanaethau yr ydym yn eu darparu.

Rydym yn amcanu at ddatblygu ein gwasanaethau a'n gweithgareddau yn unol â Dyletswydd Cydraddoldeb y Sector Cyhoeddus a'r dyletswyddau cyffredinol sydd wedi'u hamlinellu yn Neddf Cydraddoldeb 2010. Bydd hyn yn ein helpu i ddileu gwahaniaethu anghyfreithlon, hybu cyfleoedd cyfartal a meithrin perthnasoedd da.

Ein nod ni yw prif ffrydio cydraddoldeb ac amrywiaeth, yn fewnol ac yn allanol.

Rhwng misoedd Ionawr a Mawrth 2016, aethom ati i ddatblygu ein Cynllun Cydraddoldeb Strategol (CCS) ac amcanion ar gyfer 2016-2020. Er mwyn gwneud hyn, adolygwyd ein hamcanion blaenorol, ein cyflawniadau a beth roeddem wedi'i ddysgu drwy ein gwaith a'n hymgysylltu â grwpiau cydraddoldeb ac amrywiaeth lleol.

Buom yn ymgynghori â'r cyhoedd a grwpiau cydraddoldeb ynghylch yr amcanion hyn a rhannodd 101 o bobl eu safbwyntiau. Mae manylion yr ymgynghoriad hwn i'w gweld yma.

Cafodd ein CCS ei gymeradwyo gan ein Cabinet ar 15 Mawrth 2016 gyda'r saith amcan strategol canlynol ar gyfer 2016-2020:

Amcan	**Beth rydym yn gobeithio ei gyflawni/ gefnogi?**
Amcan 1: **Cludiant**	Byddwn yn helpu i ddarparu rhwydwaith trafnidiaeth hygyrch, cost effeithiol, hollgynhwysol ym Mwrdeistref Sirol Pen-y-bont ar Ogwr.
Amcan 2: **Meithrin cysylltiadau da a chodi ymwybyddiaeth**	Byddwn yn hybu cymdeithas decach yn bositif yn y fwrdeistref sirol drwy gynyddu ymwybyddiaeth y cyhoedd o'r problemau a wynebir gan bobl sydd â nodweddion gwarchodedig a chynyddu ein hymdrechion i helpu i fynd i'r afael â phroblemau fel troseddau casineb a cham-drin domestig. Byddwn hefyd yn gwella'r ffyrdd rydym yn cyfathrebu, yn ymgynghori ac yn ymgysylltu â'r rhai sydd â nodwedd warchodedig.
Amcan 3: **Ein rôl fel cyflogwr**	Byddwn yn adeiladu ar ein hymdrechion i fod yn gyflogwr cynhwysol a chefnogol gan hybu amrywiaeth a chydraddoldeb yn ein gweithlu, gan alluogi pob cyflogai sydd â nodwedd warchodedig i gyflawni ei

	botensial.
Amcan 4: **Iechyd meddwl**	Bydd ein gwasanaeth gofal cymdeithasol i oedolion yn adeiladu ar ei waith partneriaeth gyda'r trydydd sector (gwirfoddol) er mwyn darparu cefnogaeth a gwasanaethau iechyd meddwl.
Amcan 5: **Plant**	Byddwn yn hybu'n bositif ac yn cefnogi cyflawniad emosiynol ac addysgol plant yn y fwrdeistref sirol ac yn rhoi sylw i'r problemau mae plant yn eu hwynebu, fel bwlio.
Amcan 6: **Hamdden, celfyddydau a diwylliant**	Byddwn yn gweithio gyda'n partneriaid i helpu i hybu mynediad teg a chyfartal at gyfranogiad mewn gwasanaethau chwaraeon a hamdden, yn ogystal ag yn y celfyddydau a gwasanaethau diwylliannol, i holl aelodau'r gymuned.
Amcan 7: **Data**	Byddwn yn parhau i ddatblygu systemau i gasglu, cynnull, monitro a chyhoeddi data cydraddoldeb am ein defnyddwyr gwasanaeth a'n cyflogeion, yn ogystal â gwella ein hasesiadau o'r effaith ar gydraddoldeb.

Yn dilyn hyn, buom yn gweithio gydag amrywiaeth o reolwyr allweddol ar draws yr awdurdod i ddatblygu'r 47 cam gweithredu sy'n dod o dan y saith amcan yma.

Ymgynghorwyd â'r cyhoedd a grwpiau cydraddoldeb am y camau gweithredu hyn a rhannodd 317 o gyfranogwyr eu safbwyntiau gyda ni drwy gyfrwng arolygon a thrwy naw gweithdy ymgysylltu. Mae manylion yr ymgynghoriad hwn i'w gweld yma.

Yn dilyn hyn, datblygwyd ein cynllun gweithredu a gymeradwywyd gan Bwyllgor Cydraddoldeb ein Cabinet ar 14 Gorffennaf 2016. Derbyniwyd ein trydydd adroddiad blynyddol ar gyfer y cynllun gweithredu gan y pwyllgor hwn ar 04 Gorffennaf 2019 a gellir ei weld yma.

Mae Penaethiaid Gwasanaeth ac uwch reolwyr gwasanaeth yn gyfrifol am sicrhau bod y camau gweithredu'n cael eu cyflawni yn eu meysydd gwasanaethu. Bydd y tîm Cyfathrebu, Marchnata ac Ymgysylltu (sy'n gyfrifol am yr agenda cydraddoldeb) yn sicrhau bod cynnydd a diweddariadau rheolaidd yn cael eu cyflwyno i Bwyllgor Cydraddoldeb Cabinet y cyngor a bod adborth yn cael ei roi i bartneriaid, grwpiau cydraddoldeb ac amrywiaeth lleol a rhanddeiliaid allweddol eraill.

2. Cyflwyniad

Hwn yw ein trydydd adroddiad blynyddol ar gyfer y cynllun blynyddol strategol.

Er mwyn paratoi'r adroddiad hwn, casglwyd data o'n hadroddiad blynyddol ar gyfer ein cynllun gweithredu ym mis Gorffennaf 2019. Mae data a ddarparwyd bryd hynny gan feysydd gwasanaeth a phartneriaid yn darparu ffordd barhaus o fonitro cynnydd yn erbyn ein hamcanion a'n camau gweithredu.

3. Cynnydd gyda chyflawni ein hamcanion yn ystod 2018/19

Gellir crynhoi'r cynnydd allweddol o dan ein saith amcan fel a ganlyn:

Cludiant

- Cafodd 50 cyffordd eu trin mewn lleoliadau amrywiol ledled y fwrdeistref a gosodwyd cyrbiau is yn eu lle.

- Mae swyddogion yr Adran Drwyddedu wedi cyfarfod trigolion Pen-y-bont ar Ogwr sydd angen Cerbydau Mynediad Cadair Olwyn, i weld pa gamau y gellid eu cymryd i wella'r ddarpariaeth i deithwyr mewn cadeiriau olwyn. Mae'r gwaith hwn yn parhau. Mae rhestr o dacsis hygyrch ar gael ar y wefan.

Meithrin cysylltiadau da

- Yn ystod 2018/19, mae sesiynau ymwybyddiaeth rheolaidd o Droseddau Casineb wedi cael eu cynnal ar draws y Fwrdeistref Sirol. Cynhaliwyd cyfanswm o 69 o sesiynau gan ymgysylltu â 1392 o bobl. Yn ystod yr wythnos ymwybyddiaeth o Droseddau Casineb, cynhaliwyd digwyddiadau ar y cyd gan Heddlu De Cymru a CBSP yn y Swyddfeydd Dinesig, Porthcawl, Maesteg, Caerau a gorsaf fysiau Pen-y-bont ar Ogwr.

- Mae CBSP wedi hybu ymgyrchoedd ar Twitter, Facebook, Instagram a gwefan CBSP, gan gynnwys y canlynol:
    - Diwrnod Cofio'r Holocost;
    - Wythnos Ymwybyddiaeth o Ddementia;
    - Dydd Gŵyl Dewi;
    - Cymunedau cyfeillgar i ddementia;
    - Wythnos Prentisiaethau, Urdd 2018;
    - Diwrnod Rhyngwladol ar gyfer Dileu Gwahaniaethu Hiliol;
    - Camu Allan dros Strôc;
    - Gwobr Dinasyddion y Maer 2018;
    - Digwyddiadau Olympaidd Mini;
    - Wythnos Ymwybyddiaeth o Ddementia 2018;
    - Wythnos Gofalwyr;
    - Ras yr Iaith – ras dros yr Iaith Gymraeg;
    - Eid al-Adha;
    - Diwrnod Rhyngwladol Pobl Hŷn;
    - Diwrnod Iechyd Meddwl 2018;
    - Wythnos Ymwybyddiaeth o Droseddau Casineb;
    - Diwrnod y Cofio;
    - 100 mlynedd ers diwedd y Rhyfel Byd Cyntaf;
    - Ymgyrch rhuban gwyn;
    - Diwrnod hawliau gofalwyr;

- Diwrnod Mudwyr Rhyngwladol;
- Diwrnod Santes Dwynwen;
- Mis Hanes LGBTQ.

- Fis Tachwedd 2018, cadarnhaodd Pwyllgor Cydraddoldeb y Cabinet y byddai Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr yn mabwysiadu'r Diffiniad Llawn o Wrthsemitiaeth fel y Cynigiwyd gan y Gynghrair Ryngwladol Cofio'r Holocost (IHRA).

- Thema Diwrnod Cofio'r Holocost 2019 oedd 'rhwygwyd o gartref' a'r nod oedd annog y rhai a oedd yn bresennol i adlewyrchu ar sut mae cael eich gorfodi i golli lle diogel i'w alw'n gartref yn rhan o'r trawma mae unrhyw un sy'n profi erlid a hil-laddiad yn ei ddioddef. Nododd CBSP y diwrnod gyda digwyddiad cyhoeddus teimladwy a gynhaliwyd mewn partneriaeth â Choleg Pen-y-bont ar Ogwr yn Theatr Sony yng Ngholeg Pen-y-bont ar Ogwr.

Rôl y cyngor fel cyflogwr

- Darparwyd hyfforddiant Asesiadau o'r Effaith ar Gydraddoldeb (AEG) ar gyfer staff a enwyd ym mhob ardal fusnes. Cafodd pum sesiwn eu cynnal yn 2017/18 a dau sesiwn pellach, gyda 18 o gyfranogwyr, yn 2018/19. Mae cyfanswm o 64 o staff (pawb a nodwyd fel y grŵp targed o gyflogeion ar gyfer hyfforddiant AEG) wedi cwblhau'r hyfforddiant hwn nawr.

- Rydym yn parhau i hybu'r gwasanaeth Gofal yn Gyntaf i staff drwy gyfrwng cynllun cyfathrebu parhaus a chylchlythyr chwarterol Bridgenders. Rydym yn mesur y defnydd o Ofal yn Gyntaf yn chwarterol.

- Rydym wedi dechrau cynnig clinigau archwilio iechyd misol i staff, ac mae'r rhain yn cynnwys monitro pwysedd gwaed a cholesterol a mesuriadau bodimetrig.

Iechyd meddwl

- Ers i Lywodraeth Cymru wneud cyhoeddiad mewn perthynas â newid ffiniau'r Bwrdd Iechyd, mae'r cyngor wedi bod yn gweithio gyda'n partneriaid Iechyd yng Nghwm Taf Morgannwg. Mae trafodaethau parhaus mewn perthynas â'r modelau gwasanaeth a fydd yn cael eu cyflwyno yn y Fwrdeistref.

- Mae cynnydd wedi'i wneud drwy wasanaeth cydlynu'r gymuned leol, y ddarpariaeth integredig sy'n cael ei darparu drwy ARC gyda gwasanaethau allgymorth yn cael eu datblygu yn y Fwrdeistref. Hefyd, darparu gwybodaeth a chyngor drwy hybiau cymunedol, cysylltiadau â chlystyrau meddygon teulu, menter 'Heneiddio'n Dda ym Mhen-y-bont ar Ogwr' a phartneriaethau allweddol eraill sy'n gweithio tuag at yr agenda atal a lles.

- Mae'r tîm Grwpiau Agored i Niwed wedi hyfforddi dau hyfforddi'r hyfforddwyr mewn cymorth cyntaf iechyd meddwl Ieuenctid – mae hyn yn cael ei ehangu i bob ysgol ac mae'r rhai sy'n ymgymryd â'r cwrs deuddydd yn adrodd ar effaith

bositif ymhlith staff yn ogystal â chefnogaeth i ddisgyblion. Mae hwn yn gynllun parhaus i sicrhau y bydd gan bob ysgol o leiaf un aelod o staff sydd wedi cael hyfforddiant iechyd meddwl erbyn mis Rhagfyr 2019.

Plant

- Gan ddefnyddio adborth gan ysgolion a staff cefnogi Cymorth Cynnar, cynhaliodd y gyfarwyddiaeth Addysg a Chefnogi Teuluoedd ymarfer i gaffael sefydliad i ddarparu hyfforddiant cysylltiedig ag LGBT+. Stonewall oedd y sefydliad llwyddiannus ac mae wedi cyflwyno 3 rownd o'i raglen Hyfforddi'r Hyfforddwr i ysgolion a staff cefnogi. Mynychodd cyfanswm o 65 aelod o staff o sefydliadau fel Ysgolion Cynradd ac Uwchradd, timau Cymorth Cynnar, y Gwasanaeth Troseddau Ieuenctid, Gofalwyr Ifanc, y tîm Grwpiau Agored i Niwed, Mentor Bro Ogwr, ÔI-16 (ÔI-ofal) a phrosiectau Ysbrydoli 2.

- Mae Addysg a Chefnogi Teuluoedd wedi sefydlu Tîm Grwpiau Agored i Niwed sy'n darparu cefnogaeth integredig i amrywiaeth o ddisgyblion sydd wedi'u datgan gan Estyn fel rhai agored i niwed ac â photensial i fod yn agored i niwed:
    - Addysgu gartref dewisol
    - Plant sy'n derbyn gofal
    - Plant sy'n colli addysg
    - Saesneg fel iaith ychwanegol
    - Sipsi a Theithwyr Roma
    - Disgyblion sydd wedi'u heithrio yn barhaol

- Mae'r tîm yn darparu cefnogaeth ddiogelu i ysgolion. Mae'r tîm Grwpiau Agored i Niwed hefyd yn hwyluso fforymau tymhorol ar gyfer Plant Sy'n Derbyn Gofal Dynodedig ac Arweinwyr Diogelu lle mae siaradwyr allanol a hyfforddiant a diweddariadau mewnol yn cael eu darparu.

- Mae Stonewall yn cefnogi atal bwlio LGBTQ+ mewn ysgolion ac mae rhwydwaith ysgolion LGBTQ+ yn cael ei ddatblygu gyda'r timau cynhwysiant ac ysgolion a Grwpiau Agored i Niwed.

Hamdden, celfyddydau a diwylliant

- Mae'r Gist Gymunedol wedi cefnogi 56 o brosiectau cymunedol gan gynnwys buddsoddiad o £5556 mewn trechu anghydraddoldeb. Mae partneriaeth gyda'r Siarter Ieuenctid ar gyfer diwylliant chwaraeon a'r celfyddydau wedi hyfforddi 15 o bobl fel arweinwyr hyfforddi cymdeithasol i dargedu anfantais. Mynychodd grŵp pellach o 13 o bobl Get on Track mewn partneriaeth ag Ymddiriedolaeth y Fonesig Kelly Holmes.

- Mae'r rhaglenni Egnïol am Oes wedi cefnogi 9769 o ymweliadau ar draws 12 safle gan ddarparu mynediad am ddim ac mewn cymunedau wedi'u targedu.

- Mae cyfleoedd hamdden a diwylliannol yn cyfrannu at ddatblygu cymunedau cyfeillgar i oedran. Mae Pen-y-bont ar Ogwr yn parhau i berfformio'n dda

gyda'r fenter nofio am ddim dros 60 oed genedlaethol wedi cael 77011 o ymweliadau. Mae Pen-y-bont ar Ogwr yn gweithio gyda chynghorau Castell-nedd Port Talbot ac Abertawe yn rheolaidd er mwyn cyflwyno'r rhaglen Park Lives gan gefnogi oedolion hŷn i fod yn egnïol yn yr awyr agored.

- 1494 o bobl wedi ymgysylltu â rhaglen gweithgarwch awyr agored Park Lives.

- Mae CBSP wedi cyflwyno rhaglen lwyddiannus o weithgareddau cefnogol i ddementia gyda phartneriaid, gan gynnwys BAVO, clefyd Alzheimer, Halo ac Awen. Mae'r cyfleoedd wedi cynnwys nofio cyfeillgar i ddementia, côr gofalwyr ac ysgolion cefnogol i ddementia.

- Mae 40 o ysgolion wedi cymryd rhan mewn hyfforddiant parth actif teuluoedd i gefnogi gweithgarwch teuluoedd.

- Mae Awen yn parhau i weithredu cynllun Hynt ac yn cynnig prisiau is am wasanaethau a gweithgareddau.

- Yn ystod 2018-2019, Awen oedd y gweithredwr llyfrgell cyntaf yng Nghymru i gael gwared ar ddirwyon llyfrgell, er mwyn annog mwy o ddefnydd.

Data

- Mae monitro cydraddoldeb yn parhau'n rhan o bob ymgynghoriad cyhoeddus. Mae'r gwasanaethau'n defnyddio'r wybodaeth cydraddoldeb a gasglwyd i gwblhau Asesiadau o'r Effaith ar Gydraddoldeb, ochr yn ochr ag adroddiad yr ymgynghoriad.

- Yn ystod 2018/19, buom yn ymgysylltu â mwy na 15,000 o drigolion ar draws y Fwrdeistref Sirol drwy gyfrwng amrywiaeth o ymgynghoriadau a sesiynau ymgysylltu.

- Mae manylion yr ymgynghoriadau caeedig, y canlyniadau a'r camau nesaf yn cael eu rhannu ar dudalen ymgynghoriadau'r wefan. Ar gyfer aelodau'r Panel Dinasyddion, rydym yn llunio cylchlythyr blynyddol y Panel Dinasyddion, "Chi'n dweud ... Ni'n gwneud ...".

- O ganlyniad i'r broses gwynion ffurfiol, mae deg o ffurflenni monitro cydraddoldeb wedi cael eu prosesu.

- Rydym yn parhau i gasglu data cydraddoldeb ar gyfer pob cyflogai newydd ac rydym yn parhau i hybu system hunan-wasanaeth y cyflogeion i annog staff i gwblhau/diweddaru eu data personol.

- Rhwng mis Chwefror 2018 a mis Ionawr 2019, lluniodd y cyngor chwe AEGau a 33 sgriniad AEG. Mae'r gweithgarwch cysylltiedig â nifer a natur yr AEGau a gynhaliwyd gan y cyngor yn parhau i gael ei adrodd yn ôl i Bwyllgor Cydraddoldeb y Cabinet yn flynyddol.

4. Cyfathrebu, ymgynghori ac ymgysylltu

Rhwng 1 Ebrill 2018 a 31 Mawrth 2019, cynhaliodd y cyngor 12 ymgynghoriad cyhoeddus:

ADY Ysgol Gynradd Gymraeg Calon y Cymoedd
Darpariaeth ADY Ysgol Gynradd Betws
Llunio Dyfodol Pen-y-bont ar Ogwr 2018
Ymgynghoriad y Polisi Trwyddedu (Deddf Gamblo 2005)
Cais am gyflwyno darpar safleoedd (paratoi ar gyfer y Cynllun Datblygu Lleol (CDLl) newydd ar gyfer y Fwrdeistref Sirol)
Y potensial i ad-drefnu'r ddarpariaeth ôl-16
Ymgynghoriad bysiau â chymorth 2019 i 2020
Cynnig i Ymgynghori ar y Strategaeth Eiddo Gwag 2019-2023
Pecynnau cefnogi prifysgolion ar gyfer unigolion sy'n gadael gofal
Ymgynghoriad cyhoeddus gofod cyhoeddus: gorchymyn gwarchodaeth rheoli cŵn

Yn ychwanegol at yr ymarferion ymgynghori uchod, cynhaliwyd dau arolwg ymgysylltu gennym gydag aelodau ein Panel Dinasyddion. Roedd yr arolwg cyntaf yn rhoi sylw i ddysgu cymunedol oedolion, datblygiadau digidol, cyflogadwyedd Pen-y-bont ar Ogwr, ailgylchu a gwastraff, darpariaeth iechyd meddwl a gwasanaethau cwsmeriaid ac roedd yr ail arolwg yn efelychu arolwg Llunio Dyfodol Pen-y-bont ar Ogwr.

5. Asesiadau o'r Effaith ar Gydraddoldeb (AEGau)

Yn ystod mis Mehefin 2018, cwblhaodd 18 o gyflogeion weithdai AEG ac mae cyfanswm o 217 o gyflogeion wedi cwblhau'r modiwl e-ddysgu hyd yma.

6. Trefniadau caffael

Mae meysydd gwasanaethu'n gweithio gyda'r tîm caffael i sicrhau bod AEGau yn cael eu hintegreiddio yn y broses gaffael. Mae rheolau'r gweithdrefnau contract yn cynnwys, fel isafswm, gymalau sy'n cynnwys cydraddoldeb, yr iaith Gymraeg, caethwasiaeth fodern a deddfwriaeth cyflogaeth. Mae materion cydraddoldeb yn gwbl integredig yn y broses gaffael, o gyn-cymhwysedd i ddyfarnu contract. Mae hysbysiad cydymffurfio'r iaith Gymraeg yn cael ei gynnwys ym mhob contract.

7. Gwybodaeth am gyflogaeth

Ar 31 Mawrth 2019, roedd 5740 o gyflogeion yn y cyngor, gan gynnwys y rhai'n cael eu cyflogi mewn ysgolion. Mae'r cyfrif pennau a'r proffiliau oedran yn darparu dadansoddiad o'r cyflogeion hyn. Fodd bynnag, mae'r manylion am y nodweddion gwarchodedig sy'n weddill yn seiliedig ar yr wybodaeth a ddarperir yn wirfoddol gan gyflogeion. Felly mae'r ffigurau canran yn adlewyrchu'r wybodaeth sydd ar gael fel canran o'r gweithlu cyfan.

	CBSP – fel ar 31.03.2019			
Disgrifiad	**Gwryw**	**Benyw**	**Cyfanswm**	**%**
Cyfanswm cyflogeion	1165	4575	**5740**	
O blith yr uchod:				
Llawn amser	899	1566	**2465**	**42.94%**
Rhan amser	266	3009	**3275**	**57.06%**
Anabledd wedi'i ddatgan	47	91	**138**	**2.40%**
Cyfrifoldeb gofalwr wedi'i ddatgan	30	249	**279**	**4.86%**
Ethnigrwydd				
Gwyn	980	3909	4889	85.17%
Asiaidd neu Asiaidd Prydeinig	4	26	30	0.52%
Du neu Ddu Prydeinig	2	5	7	0.12%
Hil Gymysg	2	16	18	0.31%
Unrhyw grŵp ethnig arall	2	17	19	0.33%
Heb ddatgan	175	602	777	13.54%
Siarad Cymraeg				
'Ychydig'	147	640	787	13.71%
'Cymharol dda'	26	100	126	2.20%
'Rhugl'	42	216	258	4.49%

Darllen Cymraeg				
'Ychydig'	148	644	792	13.80%
'Cymharol dda'	37	121	158	2.75%
'Rhugl'	42	215	257	4.48%
Ysgrifennu Cymraeg				
'Ychydig'	111	533	644	11.22%
'Cymharol dda'	29	111	140	2.44%
'Rhugl'	38	197	235	4.09%
Rhywioldeb				
Heterorywiol	561	2146	2707	47.16%
Deurywiol	3	13	16	0.28%
Dyn hoyw	21		21	0.37%
Menyw hoyw / lesbiad		10	10	0.17%
Trawsrywiol	0	0	0	0.00%
Arall	3	7	10	0.17%
Gwell gen i beidio dweud	29	93	122	2.13%
Proffil Oedran				
16-19	12	9	21	0.37%
20-25	55	180	235	4.09%
26-30	100	392	492	8.57%
31 - 35	115	508	623	10.85%
36 - 40	124	555	679	11.83%

41 - 45	134	647	781	13.61%
46 - 50	172	742	914	15.92%
51 - 55	183	652	835	14.55%
56 - 60	160	533	693	12.07%
61 - 65	73	266	339	5.91%
66 +	37	91	128	2.23%
Cyfanswm	**1165**	**4575**	**5740**	

8. Cyflogeion ar 31 Mawrth 2019 yn ôl rhyw a graddfa cyflog

Cafodd ein strwythur tâl a graddfa ei weithredu ar 1 Medi 2013 ac mae mecanwaith cadarn a chlir yn ei le ar gyfer gwerthuso graddfeydd cymharol swyddi. Mae hyn yn seiliedig ar swyddogaethau a chyfrifoldebau yn hytrach nag unrhyw ffactorau unigol perthnasol i'r cyflogai.

Graddfa	Gwryw	Benyw	Cyfanswm
JE graddfeydd 1 – 8 (£16,394 - £24,657)	549	3468	**4017**
JE graddfeydd 9 – 10 (£26,470 - £30,756)	103	224	**327**
JE graddfeydd 11 – 16 (£32,233 - £50,323)	145	284	**429**
Prif Swyddogion (£53,537 - £136,400)	6	5	**11**
Soulbury a swyddogion ieuenctid (£20,456 - £63,089)	6	38	**44**
Athrawon, penaethiaid, dirprwy benaethiaid, penaethiaid cynorthwyol (£17,208 - £106,709)	314	1011	**1325**

DS Mae'r ffigurau uchod yn seiliedig ar nifer y swyddi oriau contract ar draws yr awdurdod. Os oes gan gyflogai fwy nag un swydd, bydd yn cael ei gyfrif am bob swydd sydd ganddo. O'r herwydd, ni fydd y ffigurau uchod yn cyd-fynd â chyfansiymau eraill yn yr adroddiad hwn, sy'n seiliedig ar gyfrif pennau.

9. Ceisiadau am swyddi

Rhwng 1 Ebrill 2018 a 31 Mawrth 2019, cawsom 6,495 o geisiadau am swyddi drwy'r system recriwtio Adnoddau Dynol gan 3,518 o unigolion, yn cynnwys ceisiadau

mewnol ac allanol. Nid yw'r data'n cynnwys ceisiadau a dderbyniwyd yn uniongyrchol gan rai ysgolion.

Mewn rhai achosion, ni wnaeth yr ymgeiswyr ddatgan gwybodaeth ar gyfer pob nodwedd warchodedig. Felly mae'r ffigurau canran yn nodi lefel y diffyg ymateb fel 'Heb Ddatgan' ar gyfer pob nodwedd benodol.

Disgrifiad	Nifer yr Ymgeiswyr	%
Ymgeiswyr Gwrywaidd	1003	28.51%
Ymgeiswyr Benywaidd	2511	71.38%
Heb ddatgan	4	0.11%
Anabledd wedi'i ddatgan:	218	6.20%
Proffil Oedran:-		
16 – 25	841	23.91%
26 – 35	1052	29.90%
36 – 45	763	21.69%
46 – 55	594	16.88%
56 – 65	246	6.99%
66+	7	0.20%
Heb ddatgan	15	0.43%
Cyfeiriadedd Rhywiol		
Heterorywiol	3132	89.03%
Deurywiol	40	1.14%
Dyn Hoyw	31	0.88%
Menyw Hoyw / Lesbiad	27	0.77%
Gwell gen i beidio dweud	102	2.90%
Arall	21	0.60%
Heb Ddatgan	165	4.69%
Statws Priodasol		
Priod	1196	34.00%
Byd gyda Phartner	611	17.37%
Partneriaeth o'r Un Rhyw neu Sifil	5	0.14%
Wedi gwahanu/ysgaru	205	5.83%
Sengl	1334	37.92%
Gweddw	24	0.68%
Gwell gen i beidio dweud	40	1.14%
Heb Ddatgan	103	2.93%
Hil		
Gwyn	3279	93.21%
Asiaidd/Asiaidd Prydeinig	41	1.17%
Du/Du Prydeinig	38	1.08%
Tsieineaidd	7	0.20%

Hil Gymysg	26	0.74%
Gwell gen i beidio dweud	31	0.88%
Grŵp Ethnig Arall	16	0.45%
Anhysbys / heb ddatgan	80	2.27%

10. **Hyfforddiant staff**

Mae ein trefniadau ar gyfer darparu hyfforddiant staff corfforaethol wedi'u categoreiddio fel a ganlyn:

- **Hyfforddiant ar ôl mynediad** – mae cyflogeion yn gofyn am hyfforddiant penodol i wasanaeth drwy gyfrwng y polisi hyfforddiant ar ôl mynediad. Dim ond ceisiadau y cytunir iddynt gan reolwyr llinell sy'n cael eu hanfon ymlaen i'r adran adnoddau dynol ac felly nid ydym yn gallu canfod unrhyw rai a gafodd eu gwrthod o bosib.

- Nid ydym yn gallu datgelu gwybodaeth berthnasol i'r rhai sy'n cael hyfforddiant ar ôl mynediad oherwydd, er bod data'n cael eu casglu, mae nifer y cyflogeion a faint o ddata sydd ar gael yn rhy fach i ni eu dehongli mewn ffordd ystyrlon.

- **Hyfforddiant wyneb yn wyneb** – mae mwyafrif ein hyfforddiant wyneb yn wyneb wedi'i dargedu at gyflogeion yn seiliedig ar natur y rôl a'r cyfrifoldebau. O'r herwydd, nid oes unrhyw geisiadau am yr hyfforddiant hwn wedi'u gwrthod.

- **E-ddysgu** – mae mwyafrif yr hyfforddiant corfforaethol yn cael ei ddarparu drwy gyfrwng e-ddysgu a gall cyflogeion gael mynediad ato yn uniongyrchol ym mwyafrif yr achosion.

Mae'r tabl isod yn datgan nodweddion gwarchodedig y cyflogeion hynny a ddefnyddiodd y dull hyfforddi hwn rhwng 1 Ebrill 2018 a 31 Mawrth 2019.

Disgrifiad	**Wedi cwblhau e-ddysgu**	
Gwryw	608	19.5%
Benyw	2506	80.5%
Anabledd wedi'i ddatgan:	98	3.1%
Proffil Oedran:-		
16 – 25	164	5.3%
26 – 35	622	20.0%
36 – 45	822	26.4%
46 – 55	962	30.9%
56 – 65	514	16.5%
66+	30	1.0%

Cyfeiriadedd Rhywiol		
Heterorywiol	1890	60.7%
Deurywiol	13	0.4%
Dyn Hoyw	18	0.6%
Menyw Hoyw / Lesbiad	8	0.3%
Gwell gen i beidio dweud	89	2.9%
Arall	7	0.2%
Heb Ddatgan	1089	35.0%
Statws Priodasol		
Priod	1509	48.5%
Byw gyda Phartner	272	8.7%
Partneriaeth o'r Un Rhyw neu Sifil	7	0.2%
Wedi gwahanu/ysgaru	272	8.7%
Sengl	704	22.6%
Gweddw	18	0.6%
Gwell gen i beidio dweud	25	0.8%
Heb Ddatgan	307	9.9%
Hil		
Gwyn	2803	90.0%
Asiaidd/Asiaidd Prydeinig	18	0.6%
Du/Du Prydeinig	5	0.2%
Tsieineaidd	3	0.1%
Hil Gymysg	11	0.4%
Gwell gen i beidio dweud	140	4.5%
Grŵp Ethnig Arall	6	0.2%
Anhysbys / heb ddatgan	128	4.1%

Nid oes unrhyw gofnodion yn yr adran Adnoddau Dynol am wrthod mynediad i hyfforddiant i gyflogeion fel yr amlinellir uchod, ac ni dderbyniwyd unrhyw gŵyn am y mater hwn.

11. Gwrandawiadau cwynion cyflogaeth a disgyblu a gynhaliwyd yn ystod 2018-19

Mae hyn yn cynnwys cyflogeion sy'n rhan o weithdrefnau cwynion cyflogaeth fel achwynwyr, fel cyflogeion y gwnaed cwyn yn eu herbyn neu gyflogeion sy'n destun gweithred ddisgyblu. Er mwyn cydymffurfio â'r Ddeddf Diogelu Data, nid ydym yn gallu datgelu'r wybodaeth hon. Ym mhob categori, mae nifer y cyflogeion a maint y data'n rhy fach i ni eu dehongli mewn ffordd ystyrlon.

12. Cyflogeion a adawodd y cyngor yn 2018/19

Mae'r data canlynol yn crynhoi nodweddion gwarchodedig yr 886 o unigolion a adawodd gyflogaeth y cyngor rhwng 1 Ebrill 2018 a 31 Mawrth 2019. Mae'r data am nodweddion

gwarchodedig (ar wahân i rywedd ac oedran) yn seiliedig ar yr wybodaeth a ddatgelwyd yn wirfoddol gan y cyflogeion. Mae'r dadansoddiad o'r canrannau'n seiliedig ar gyfanswm y rhai wedi gadael.

Disgrifiad	Nifer wedi gadael	% wedi gadael
Cyflogai Gwrywaidd	203	22.91%
Cyflogai Benywaidd	683	77.09%
Anabledd wedi'i ddatgan:	31	3.50%
Proffil Oedran:-		
16 – 25	113	12.75%
26 – 35	161	18.17%
36 – 45	193	21.78%
46 – 55	203	22.91%
56 – 65	193	21.78%
66+	23	2.60%
Cyfeiriadedd Rhywiol		
Heterorywiol	477	53.84%
Deurywiol	8	0.90%
Dyn Hoyw	4	0.45%
Menyw Hoyw/Lesbiad	3	0.34%
Gwell gen i beidio dweud	21	2.37%
Arall	2	0.23%
Heb ddatgan	371	41.87%
Statws Priodasol		
Priod	366	41.31%
Byw gyda Phartner	76	8.58%
Partneriaeth o'r Un Rhyw neu Sifil	0	0.00%
Wedi gwahanu/ysgaru	76	8.58%
Sengl	233	26.30%
Gweddw	5	0.56%
Gwell gen i beidio dweud	7	0.79%
Heb ddatgan	123	13.88%
Hil		
Gwyn	772	87.13%
Asiaidd/Asiaidd Prydeinig	5	0.56%
Du/Du Prydeinig	3	0.34%
Hil Gymysg	6	0.68%
Gwell gen i beidio dweud	0	0.00%
Grŵp Ethnig Arall	3	0.34%
Heb ddatgan	97	10.95%

13. Ymgysylltu ac ymgynghori

Rydym yn ceisio cynnwys safbwyntiau grwpiau cynrychioliadol yn ein proses gynllunio a gwneud penderfyniadau er mwyn datblygu gwasanaethau hygyrch ar gyfer y cyhoedd a'n cyflogeion.

Mae ymgysylltu'n rhan bwysig o'n gwaith felly rydym yn rhoi prosesau penodol ar waith i sicrhau bod anghenion pobl yn cael eu hystyried a bod holl ddimensiynau cydraddoldeb yn cael sylw.

Bydd cyflogeion a rhanddeiliaid sy'n cynrychioli'r grwpiau â nodweddion gwarchodedig yn cael eu cynnwys yn llawn yn y broses o gyflawni, gweithredu, monitro a gwerthuso ein hamcanion.

Rydym yn cyhoeddi adroddiadau ymgynghori ar ganlyniad ein gweithgarwch ymgysylltu i ddangos yn glir sut mae pobl wedi dylanwadu ar gynllunio a gwneud penderfyniadau yng Nghyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr.

14. Cysylltu â ni

Os hoffech gael rhagor o wybodaeth am ein CCS neu gael copi o'r cynllun mewn fformat gwahanol, cysylltwch â ni:

Ar e-bost: talktous@bridgend.gov.uk
Dros y ffôn: 01656 643643
Dros ffôn testun: 18001 01656 643643
Ar ffacs: 01656 668126
Yn ysgrifenedig: Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr, Y Swyddfeydd Dinesig, Stryd Angel, Pen-y-bont ar Ogwr, CF31 4WB.
Mae ein Canolfan Cyswllt Cwsmeriaid ar agor rhwng 8am a 5.30pm, Llun – Gwener
Dyma ein gweithdrefn gwynion.

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BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CABINET COMMITTEE EQUALITIES

24 AUGUST 2020

REPORT OF THE CHIEF EXECUTIVE

UPDATE REPORT ON IMPLEMENTATION OF THE WELSH LANGUAGE (WALES) MEASURE 2011 AND WELSH LANGUAGE STANDARDS

1. Purpose of report

1.1 This report updates the Cabinet Committee Equalities (CCE) on the implementation of the Welsh Language (Wales) Measure 2011 and the Welsh Language Standards.

2. Connection to Corporate Well-being objectives / Other Corporate Priorities

2.1 The Welsh Language (Wales) Measure 2011 and subsequent Welsh Language Standards impact upon the work of the whole council. The standards link to the equalities agenda, form a key component of the council's Transformation Programme and Customer Charter 'Our Promise', and links to the following corporate priorities:

- **Priority 2: Helping people and communities to be more healthy and resilient -** taking steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services. Supporting individuals and communities to build resilience, and enable them to develop solutions to have active, healthy and independent lives.

- **Priority 3: Smarter use of resources** – ensure that all resources (financial, physical, ecological, human and technological) are used as effectively and efficiently as possible and support the creation of resources throughout the community that can help to deliver the Council's well-being objectives.

3. Background

3.1 Since the council received its compliance notice from the Welsh Language Commissioner in 2015, progress towards implementing the 171 assigned standards has continued.

3.2 Updates on compliance have been provided at every CCE since 28 April 2016. Those reports are referenced as background documents to this report.

4. Current situation / proposal

4.1 Key progress/updates with compliance since the last meeting in November 2019 and March 2020 can be summarised as:

1. BCBC celebrated Welsh Language Rights Day on 6 December 2019 by sharing posts on social media relating to:

    - BCBC's bilingual social media accounts;

- BCBC's bilingual chatbot;
- Welsh signage;
- Contacting the council using the Welsh Language;
- Corresponding with the council using the Welsh Language;
- Applying for jobs with the council using the Welsh Language and;
- Promotion of Welsh Medium Education.

2. The Welsh Language Commissioner Code of Practice was received on 19 February 2020. The code of practice provides practical guidance on the requirements of each of the standards within the regulations, apart from the promotion standards (145 and 146). A separate advice document is available for these standards. The purpose of the code of practice is to assist local authorities (and other bodies subject to the standards) to interpret and comply with the standards. The code explains the requirements of the standards and shares examples of ways in which to comply. A copy of the code of practice is attached as appendix one and appendix two. The code came into force on 19 February 2020.

3. One new complaint has been received as detailed below:

    - The Commissioner received a complaint from a member of the public on 14 January 2020 regarding the Welsh text on the bottom of the voting card sent to the electorate for the General Election of 12 December 2019. The complainant was of the opinion that *"Os rhoi dychwelyd i'r"* was not the correct translation of *"If undelivered return to"*. The commissioner also stated that it appears that the address for returning the card is in English only (Civic Offices, Angel Street, Bridgend, CF31 4WB). The council have provided a response to the Commissioner stating that the council is not the responsible body for maintaining the Register of Electors or sending polling cards to registered voters. These functions are the responsibility of the Registration Officer and the Returning Officer whose roles are independent of the council.

4. Previous complaints update:

    - The final determination has been received following a complaint which was received on 8 February 2018 by the commissioner regarding a consultation presentation to parents that was held at Ysgol Gyfun Gymraeg Llangynwyd as part of the Post-16 review, which was held in English. The complaint has been upheld and the Commissioner concluded that it was the Council that was responsible for the meeting in question as it formed part of its consultation exercise on post-16 education reform in the County. The council had three months from the date of the compliance notice (26 September 2019) to ensure that any invites sent out in relation to a meeting for which it is responsible (be that directly or by arranging for another person to do so on its behalf) asks all those invited whether they wish to use the Welsh language at that meeting. Section 3 of the Welsh in the Workplace Policy (published in September 2019) provides information on public meetings, and reminders about meetings and compliance with the Welsh Language Standards have been sent to all staff via weekly Bridgenders messages.

    - The Commissioner received a complaint from a member of the public on **16 October 2019** regarding an automatic email the complainant received from the Council acknowledging a council tax payment. The email was sent

from the email address AUTOMAILER@E-PAYCAPITA.COM' and the same email template was the subject of complaint CSG616. The complainant alleged that the Welsh version contains errors. The council has provided initial information to the commissioner in relation to this, however this has now been raised as a formal complaint.

5. Effect upon Policy Framework & Procedure Rules

5.1 There is no effect upon the Policy Framework and Procedure Rules.

6. Equality Impact Assessment

6.1 This is an information report. As such, no Equality Impact Assessment is required.

7. Well-being of Future Generations (Wales) Act 2015 Assessment

7.1 The well-being goals identified in the Act were considered in the preparation of this report. It is considered that there will be no significant or unacceptable impacts upon the achievement of well-being goals/objectives as a result of this report.

8. Financial Implications

8.1 The current available budget for Welsh language translation in 2019-20 is £324,649. To date only £4,000 of this funding has been allocated out to Directorates. The cost of implementing the Welsh Language Standards will continue to be reviewed to the end of 2019-20 and into 2020-21.

9. Recommendation

9.1 That the Cabinet Committee Equalities receives and considers this report.

Mark Shephard
Chief Executive
Date: 24 August 2020

10. Contact officers:

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CF314WB

Philip O'Brien
Group Manager - Transformation and Customer Services
Email: Philip.OBrien@bridgend.gov.uk
Telephone: 01656 643333
Postal address: Civic Offices,
Angel Street

Bridgend
CF314WB

11. Background papers:

Appendix one - Code of Practice for the Welsh Langage Standards (No. 1) Régulations 2015 (Welsh)

Appendix two - Code of Practice for the Welsh Langage Standards (No. 1) Régulations 2015 (English)

- 28 April 2016 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards ;
- 14 July 2016 Welsh Language standards annual report 2015/16 ;
- 14 July 2016 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards ;
- 10 November 2016 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards ;
- 9 March 2017 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards ;
- 13 July 2017 Welsh Language standards annual report 2016/17 ;
- 13 July 2017 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards ;
- 23 November 2017 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards.
- 22 March 2018 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards.
- 16 July 2018 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards.
- 19 November 2018 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards.
- 26 March 2019 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards.
- 04 July 2019 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards.

- 26 November 2019 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards.

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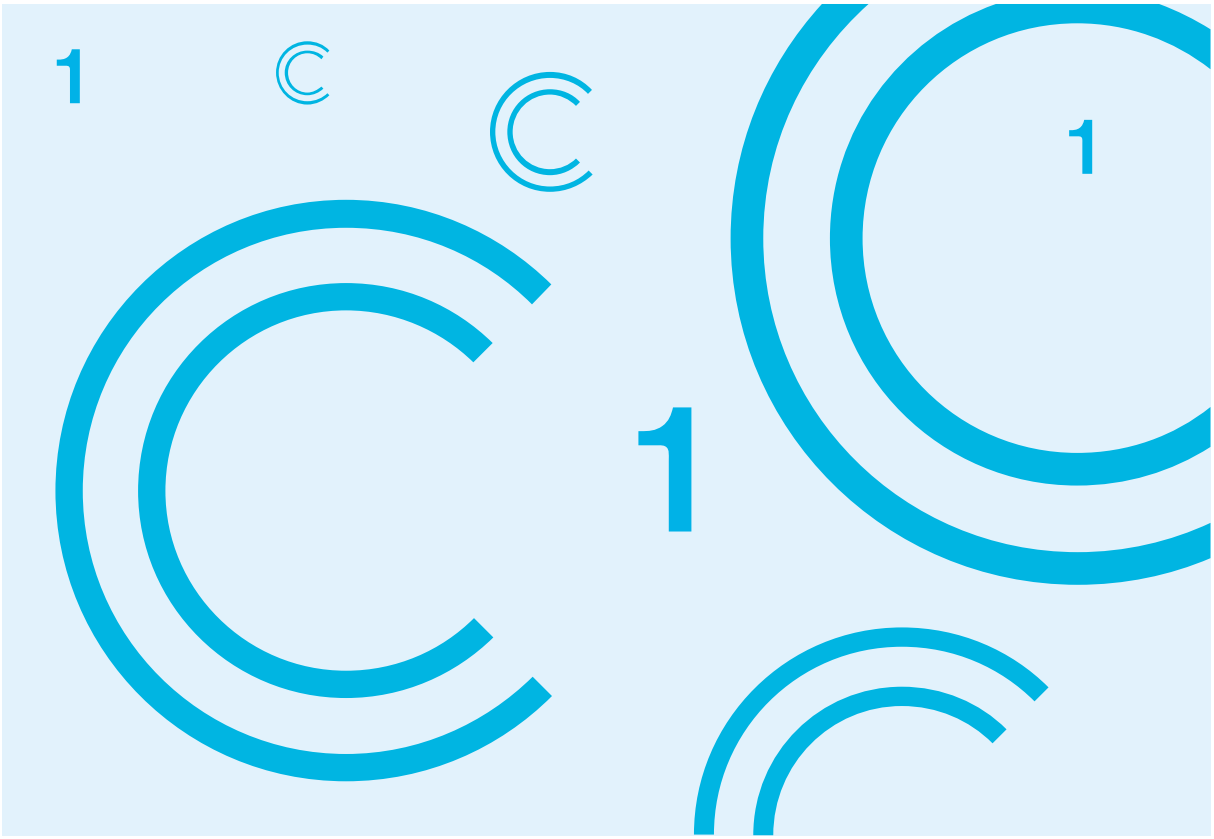
Comisiynydd y Gymraeg
Welsh Language Commissioner

Cod Ymarfer i Reoliadau Safonau'r Gymraeg (Rhif 1) 2015



Canllawiau ymarferol am ofynion safonau'r Gymraeg ar gyfer Gweinidogion Cymru, cynghorau sir, cynghorau bwrdeistref sirol ac awdurdodau parciau cenedlaethol

Dylid darllen y cod ymarfer hwn ochr yn ochr â'r deunydd canlynol:

- Hysbysiad cydymffurfio'r corff
- Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015, a
- Mesur y Gymraeg (Cymru) 2011

Rhagair

Dyma gyflwyno fy nghod ymarfer cyntaf fel Comisiynydd y Gymraeg a hynny mewn perthynas â'r safonau sydd mewn lle ar gyfer awdurdodau lleol, Gweinidogion Cymru a'r awdurdodau parciau.

Pwrpas y cod ymarfer yw cynorthwyo'r sefydliadau sydd yn gweithredu'r safonau gyda'r ffordd y maent yn cydymffurfio. Mae'r cod yn gwneud hynny drwy egluro rhagor am yr hyn y mae'r safonau yn gofyn oddi wrthynt ac yn rhannu enghreifftiau o sut i gydymffurfio.

Fy mwriad yw bod y cod ymarfer yn ei gwneud yn gliriach i sefydliadau yr hyn sy'n ddisgwyliedig ohonynt gan dynnu oddi ar eu profiad cychwynnol o fod yn gweithredu'r safonau.

Aled Roberts

Comisiynydd y Gymraeg

19 Chwefror 2020

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1 Cyflwyniad i'r gyfraith

Mesur y Gymraeg (Cymru) 2011

1.1 Mae Mesur y Gymraeg (Cymru) 2011 ('y Mesur') yn rhoi statws swyddogol i'r Gymraeg yng Nghymru. Mae hefyd yn pennu mai prif nod Comisiynydd y Gymraeg wrth arfer ei swyddogaethau yw hybu a hwyluso defnyddio'r Gymraeg. Wrth arfer ei swyddogaethau'n unol â'r prif nod yma, rhaid i'r Comisiynydd roi sylw:

- I statws swyddogol y Gymraeg yng Nghymru
- I'r dyletswyddau i ddefnyddio'r Gymraeg sydd wedi eu gosod drwy gyfraith a'r hawliau sy'n deillio o allu gorfodi'r dyletswyddau hynny
- I'r egwyddor na ddylai'r Gymraeg gael ei thrin yn llai ffafriol na'r Saesneg yng Nghymru, ac
- I'r egwyddor y dylai personau yng Nghymru allu byw eu bywydau drwy gyfrwng y Gymraeg os ydynt yn dymuno gwneud hynny.

Safonau'r Gymraeg

1.2 Mae'r Mesur yn rhoi effaith gyfreithiol i statws swyddogol y Gymraeg drwy alluogi gosod safonau'r Gymraeg ('safonau') ar gyrff[1].

1.3 Mae pum dosbarth o safonau, sef:

- safonau cyflenwi gwasanaethau
- safonau llunio polisi
- safonau gweithredu
- safonau hybu, a
- safonau cadw cofnodion[2].

1.4 Mae safonau yn egluro sut mae'n rhaid i gyrff drin a defnyddio'r Gymraeg mewn gwahanol sefyllfaoedd, er enghraifft, wrth anfon gohebiaeth, delio â galwadau ffôn, darparu gwasanaethau ar-lein neu wyneb-yn-wyneb, llunio polisïau neu wrth ddarparu gwasanaethau yn fewnol i'w staff.

Comisiynydd y Gymraeg

1.5 Cafodd swydd Comisiynydd y Gymraeg ('y Comisiynydd') ei sefydlu gan y Mesur. Prif nod y Comisiynydd yw hybu a hwyluso defnyddio'r Gymraeg.

1.6 Y Comisiynydd sy'n gyfrifol am osod safonau ar gyrff ynghyd â gorfodi'r dyletswyddau sy'n deillio o'r safonau hynny. Y Comisiynydd hefyd sy'n gyfrifol am lunio codau ymarfer sy'n ymwneud â'r safonau hynny.

[1] 'Corff' yng nghyd-destun y safonau yw sefydliad sydd o dan ddyletswydd i gydymffurfio ag un neu fwy o safonau.

[2] Caiff Gweinidogion Cymru, drwy reoliadau, wneud darpariaeth arall ynghylch y safonau hynny (h.y. safonau atodol).

Rheoliadau Safonau'r Gymraeg

1.7 Gwnaeth Gweinidogion Cymru bennu safonau[3] ar gyfer Gweinidogion Cymru, cynghorau sir, cynghorau bwrdeistref sirol ac awdurdodau Parciau Cenedlaethol drwy Reoliadau Safonau'r Gymraeg (Rhif 1) 2015[4] ('y rheoliadau')[5]. Is-ddeddfwriaeth yw'r rheoliadau sy'n cynnwys y rhestr o safonau y mae'r Comisiynydd yn cael gosod ar bob corff perthnasol. Mae'r cod ymarfer ('y cod') hwn yn berthnasol i'r rheoliadau hyn.

1.8 Ar ôl cael eu cymeradwyo gan Gynulliad Cenedlaethol Cymru, roedd modd i'r Comisiynydd osod safonau penodol ar y cyrff perthnasol, drwy roi hysbysiad cydymffurfio iddynt.

Hysbysiad cydymffurfio

1.9 Mae hysbysiad cydymffurfio yn ddogfen sy'n nodi:

- pa safonau o'r rheoliadau y mae'n rhaid i gorff gydymffurfio â hwy, ac
- y 'diwrnod gosod' ar gyfer pob safon - sef y diwrnod oddi ar bryd y mae'n rhaid i gorff gydymffurfio â safon (neu gydymffurfio â safon mewn modd penodol)[6].

1.10 Rhoddodd y Comisiynydd hysbysiad cydymffurfio i bob corff perthnasol ar 30 Medi 2015. Gyda hynny, daeth gofynion y safonau cyntaf yn weithredol iddynt ar 30 Mawrth 2016[7]. Daeth eu cynlluniau iaith Gymraeg i ben hefyd ar y diwrnod hwnnw.

Newidiadau cyfreithiol sy'n gallu effeithio ar y cod

1.11 Gall y canllawiau sydd wedi'u cynnwys yn y cod hwn gael eu heffeithio arnynt os yw:

- Gweinidogion Cymru yn diwygio'r rheoliadau yn y dyfodol[8]
- deddfiadau perthnasol, y cyfeirir atynt yn y cod, yn cael eu diwygio neu eu disodli, neu os yw

[3] Adran 26 Mesur y Gymraeg (Cymru) 2011
http://www.legislation.gov.uk/mwa/2011/1/section/26/enacted/welsh

[4] Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015
http://www.legislation.gov.uk/wsi/2015/996/pdfs/wsi_20150996_mi.pdf
Rhif 996 (Cy. 68). Daethant i rym ar 31 Mawrth 2015.

[5] Ceir rhestr fanylach o'r cyrff perthnasol yn Atodiad 1

[6] Adran 44 Mesur y Gymraeg (Cymru) 2011
https://www.legislation.gov.uk/cy/mwa/2011/1/part/4/chapter/6/crossheading/hysbysiadau-cydymffurfio/enacted/welsh

[7] Gofynion safonau â diwrnod gosod o 6 mis yn unig. Daeth gofynion safonau â diwrnod gosod hwyrach yn weithredol wedi hynny.

[8] Mae Rheoliadau Safonau'r Gymraeg (Rhif 5) 2016
http://www.legislation.gov.uk/cy/wsi/2016/406/contents/made/welsh
eisoes wedi diwygio Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015. Gweler atodiad 2 y cod hwn am fwy o wybodaeth.

- penderfyniad Tribiwnlys y Gymraeg neu lys yn rhoi dehongliad awdurdodol o ofynion neu ystyr safon.[9]

1.12 Felly, bydd rhaid i'r rhai sy'n darllen y cod fod yn ymwybodol o unrhyw ddatblygiadau sy'n effeithio ar y darpariaethau sydd wedi'u cynnwys ynddo. Gellir cysylltu â swyddfa'r Comisiynydd am yr wybodaeth ddiweddaraf.

Statws y cod

1.13 Mae'r Mesur yn nodi:

> "(1) Caiff y Comisiynydd ddyroddi codau ymarfer at ddiben darparu canllawiau ymarferol am ofynion unrhyw safonau a bennir gan Weinidogion Cymru o dan adran 26(1) ("codau ymarfer safonau")[10]."

1.14 Mae'r cod hwn yn ddogfen statudol. Gwnaeth Gweinidogion Cymru gydsynio i'r cod hwn ar 8 Hydref 2019 yn dilyn ymgynghoriad ar god drafft rhwng 12 Ionawr 2018 a 6 Ebrill 2018. Daw'r cod hwn i rym ar 19 Chwefror 2020.

1.15 Caiff y Comisiynydd adolygu neu dynnu'r cod hwn yn ôl (a dyroddi cod diwygiedig neu newydd yn ei le) os gwêl yn briodol yn y dyfodol[11].

1.16 Nid yw methiant corff i gydymffurfio â darpariaeth yn y cod hwn yn peri i'r corff hwnnw fod yn agored i unrhyw gamau gorfodi[12]. Nid yw'r cod hwn yn ddatganiad cyflawn neu awdurdodol o'r gyfraith. Dim ond Tribiwnlys y Gymraeg a'r llysoedd sy'n gallu rhoi dehongliad awdurdodol o'r ddeddfwriaeth a gall penderfyniadau barnwrol dilynol effeithio ar gynnwys y cod.

1.17 Fodd bynnag, os yw'r Comisiynydd yn dymuno hynny, fe all ddibynnu ar fethiant corff i gydymffurfio â chanllawiau o fewn y cod hwn fel rhywbeth sy'n tueddu i gadarnhau bod y corff wedi methu â chydymffurfio â safon.

1.18 Yn yr un modd, gall corff ddibynnu ar y ffaith iddo gydymffurfio â chanllawiau o fewn y cod hwn fel rhywbeth sy'n tueddu i gadarnhau ei fod wedi cydymffurfio â safon[12].

[9] Mae penderfyniadau'r Tribiwnlys ar gael ar http://www.tribiwnlysygymraeg.llyw.cymru

[10] Adran 68 Mesur y Gymraeg (Cymru) 2011
http://www.legislation.gov.uk/cy/mwa/2011/1/section/68/enacted/welsh

[11] Gweler Adran 68 Mesur y Gymraeg (Cymru) 2011
http://www.legislation.gov.uk/mwa/2011/1/section/68/enacted/welsh
am fanylion ynghylch y camau y mae'n rhaid eu cymryd cyn i god ymarfer diwygiedig ddod yn weithredol.

[12] Adran 69 Mesur y Gymraeg (Cymru) 2011
http://www.legislation.gov.uk/mwa/2011/1/section/69/enacted/welsh

2 Cyflwyniad i'r cod ymarfer

Pwrpas y cod

2.1 Pwrpas y cod hwn yw darparu canllawiau ymarferol i Weinidogion Cymru, cynghorau sir, cynghorau bwrdeistref sirol ac awdurdodau Parciau Cenedlaethol am ofynion y safonau sydd wedi'u pennu yn Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015[13].

2.2 Mae'r cod yn rhoi rhagor o eglurder ynghylch gofynion pob un o'r safonau yn y rheoliadau, ac eithrio'r safonau hybu (145 a 146). Mae dogfen gyngor ar wahân ar gael ar gyfer y safonau hyn.

2.3 Ymysg pethau eraill, mae'r cod yn darparu canllawiau ymarferol drwy:

- ymateb i gwestiynau cyffredin a ofynnwyd gan gyrff yn y gorffennol
- dehongli termau ac ymadroddion nad ydynt eisoes wedi'u dehongli yn y rheoliadau neu'r Mesur
- cyfeirio at unrhyw dermau neu ymadroddion perthnasol sydd eisoes wedi'u dehongli mewn rheoliadau neu ddeddfwriaeth arall
- darparu enghreifftiau o ystyr termau, ymadroddion penodol neu o sut gall corff weithredu rhai gofynion
- amlygu materion i gyrff eu hystyried wrth geisio cydymffurfio, ac
- egluro unrhyw gymalau perthnasol a geir yn y rheoliadau neu'r Mesur sy'n eithrio'r dyletswyddau i gydymffurfio mewn sefyllfaoedd penodol.

Sut i ddefnyddio'r cod hwn

2.4 Mae **Adran 3** yn rhoi canllawiau cyffredinol ar gynnwys y rheoliadau. Mae'n rhoi mwy o eglurder ynghylch materion sy'n effeithio ar y rheoliadau yn eu cyfanrwydd neu'n effeithio ar nifer o safonau ar draws mwy nag un gweithgaredd neu ddosbarth o safonau.

2.5 Mae **Adrannau 4-8** yn rhoi canllawiau ymarferol ar ofynion y safonau fesul dosbarth o safonau:

- **Adran 4**: Safonau cyflenwi gwasanaethau [1-87]
- **Adran 5**: Safonau llunio polisi [88-97]
- **Adran 6**: Safonau gweithredu [98-144]
- **Adran 7**: Safonau cadw cofnodion [147-154]
- **Adran 8**: Safonau sy'n ymdrin â materion atodol [155-176].

2.6 Mae **Atodiad 1** yn rhestru pa gyrff y mae'r rheoliadau yn ymwneud â hwy. Mae **Atodiad 2** yn cynnwys gwybodaeth am y newidiadau sydd wedi bod i'r rheoliadau ers iddynt ddod i rym. Mae **Atodiad 3** yn cynnwys templedi y gall corff eu defnyddio wrth gydymffurfio â safonau penodol.

[13] Adran 68 Mesur y Gymraeg (Cymru) 2011
http://www.legislation.gov.uk/mwa/2011/1/section/68/enacted/welsh

2.7 Mae'r canllawiau yn y cod wedi'u llunio gan ragdybio bod y safonau y cyfeirir atynt wedi'u gosod ar y corff. Dylid cyfeirio at hysbysiad cydymffurfio corff i ganfod pa safonau penodol sydd wedi'u gosod arnynt.

2.8 Os oes dehongliad perthnasol wedi'i ddarparu yn y rheoliadau, y Mesur neu ddeddfwriaeth arall, mae'r cod fel arfer yn cyfeirio at y dehongliadau hyn ac yn nodi'n benodol eu bod yn dod o'r deddfwriaethau hynny. Fel arall, mae'r cod yn cynnwys dehongliadau'r Comisiynydd o ofynion y safonau neu dermau penodol.

2.9 Oni bai y nodir fel arall, mae unrhyw gyfeiriad at 'corff' yn y cod hwn fel arfer yn cynnwys staff y corff hwnnw yn ogystal ag unrhyw drydydd parti sy'n gweithredu ar ran, neu yn enw, y corff hwnnw (gweler paragraffau 3.37–3.49 y cod hwn).

Amrywiadau mewn hysbysiadau cydymffurfio

2.10 Mae'r cod yn ymdrin â gofynion y safonau fel y maent wedi'u pennu yn y rheoliadau yn unig. Nid yw'r cod yn darparu unrhyw gyngor ynglŷn ag amgylchiadau penodol lle mae'r Comisiynydd wedi darparu mewn hysbysiad cydymffurfio ym mha amgylchiadau (neu ardaloedd) mae'n rhaid i gorff gydymffurfio.

2.11 Dylid felly ddarllen y cod hwn ochr yn ochr â hysbysiad cydymffurfio'r corff ynghyd â'r rheoliadau er mwyn ystyried dyletswyddau'r corff yn llawn.

Dyletswyddau, canllawiau, rhestrau ac enghreifftiau

2.12 Mae'r term 'rhaid' (neu dermau tebyg) yn y cod yn dynodi dyletswyddau statudol sy'n dod yn uniongyrchol o'r gyfraith[14].

2.13 Mae'r term 'nid oes rhaid' (neu dermau tebyg) yn dynodi nad oes dyletswydd statudol yn unol â'r safon dan sylw[15].

2.14 Mae'r termau 'gellir', 'disgwylir' a 'ni ddisgwylir' (neu dermau tebyg) yn dynodi canllawiau ymarferol gan y Comisiynydd ynghylch gofynion y safonau neu enghreifftiau o sut y gellid eu gweithredu. Er nad yw'r canllawiau hyn o reidrwydd yn ddyletswyddau statudol, dylid ystyried paragraffau y 1.16–1.18 y cod hwn.

2.15 Ni ddylid dehongli cyfeiriadau at y term 'yn cynnwys' (neu unrhyw dermau tebyg) i awgrymu bod unrhyw gyfyngiad o ran y gofynion neu'r dehongliad (oni bai bod hynny'n cael ei nodi'n benodol).

2.16 Mae'r cod hwn yn cynnwys enghreifftiau o sut y gellid gweithredu gofynion y safonau. Pwrpas yr enghreifftiau hyn yw dangos sut y gall gofynion y safonau effeithio ar weithrediad y corff yn ymarferol. Ni ddylid dehongli'r enghreifftiau hyn i olygu:

- bod rhaid gweithredu'r gofynion yn y modd hwnnw'n unig
- nad oes modd cydymffurfio drwy weithredu mewn modd arall, na
- bod rhaid gweithredu'r gofynion yn unol â'r enghreifftiau a gynigir yn unig.

[14] Boed o'r hysbysiad cydymffurfio, y rheoliadau, y Mesur neu unrhyw ddeddfwriaeth arall.

[15] Nid yw cyfeiriad at y term hwn yng nghyswllt safon penodol yn golygu nad oes dyletswydd statudol ar gorff yng nghyswllt safon arall.

3 Canllawiau cyffredinol ar gynnwys y rheoliadau

Beth yw ystyr y term 'cyhoedd'?

3.1 Mae'r term 'cyhoedd' yn golygu unrhyw bersonau nad ydynt eu hunain ar y pryd yn gweithredu swyddogaethau awdurdod cyhoeddus.

3.2 Mae'r term yn cynnwys y cyhoedd yn ei gyfanrwydd, neu gyfran o'r cyhoedd, yn ogystal ag aelodau unigol o'r cyhoedd.

3.3 Mae'n cynnwys unigolion, personau cyfreithiol a chyrff corfforaethol. Mae hefyd yn cynnwys sefydliadau gwirfoddol ac elusennau ynghyd â chyfarwyddwyr ac eraill sy'n cynrychioli cwmnïau cyfyngedig.

3.4 Nid yw'r term 'cyhoedd' yn cynnwys y Goron[16], y Llywodraeth na'r Wladwriaeth.

3.5 Nid yw'n cynnwys personau sy'n cyflawni swyddogaethau swyddogol o natur gyhoeddus tra byddant yn cyflawni'r swyddogaethau swyddogol hynny. Er enghraifft, nid yw'r term yn cynnwys personau sy'n cynrychioli awdurdodau cyhoeddus.[17]

Beth yw ystyr y term 'unigolyn'?

3.6 Mae'r rheoliadau yn nodi:

> "ystyr "unigolyn" ("individual") yw aelod o'r cyhoedd[18]."

3.7 Mae cyd-destun pob safon yn pennu pwy yn union sy'n dod o dan y term mewn amgylchiadau penodol.

Beth yw ystyr y term 'person'?

3.8 Mae Deddf Dehongli 1978 (Deddf 1978) yn nodi:

[16] Gall hyn gynnwys y lluoedd arfog, gweision sifil, gwas y Goron, neu asiantaeth y Goron.

[17] Mae 'awdurdod cyhoeddus' yn cynnwys unrhyw berson y mae ganddo swyddogaethau o natur gyhoeddus. Mae'n cynnwys unrhyw berson sy'n dod o fewn ystyr "public authority" yn adran 6(3) o Ddeddf Hawliau Dynol 1998
https://www.legislation.gov.uk/cy/ukpga/1998/42/section/6
(e.e. Awdurdod Lleol neu Fwrdd Iechyd Lleol).

[18] Adran 1(4), Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015
http://www.legislation.gov.uk/wsi/2015/996/pdfs/wsi_20150996_mi.pdf

> “"person" includes a body of persons corporate or unincorporate[19].”

3.9 Felly, mae’r term yn cynnwys personau corfforaethol ac anghorfforedig. Mae’n cynnwys unrhyw endid y gall fod ganddo hawliau neu ddyletswyddau yn ôl y gyfraith.

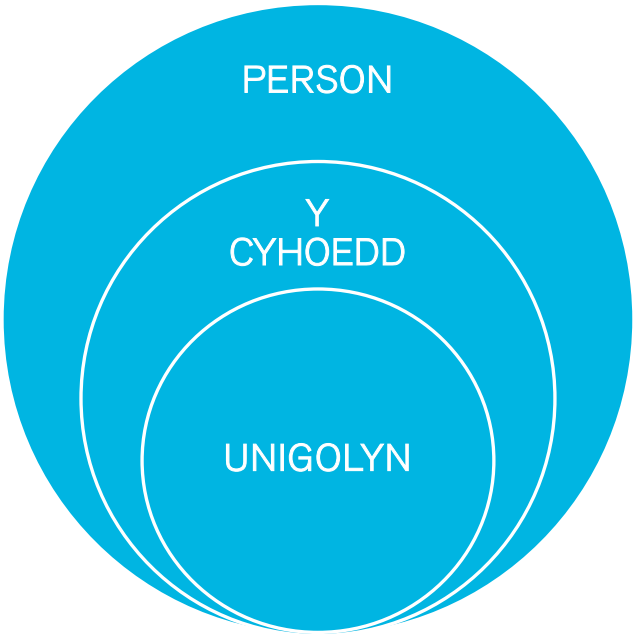
3.10 Gall y term ‘person’ gynnwys endidau fel cyrff corfforaethol, cymdeithasau, cwmnïau, partneriaethau, ymddiriedolaethau, unigolion ac unrhyw gyfuniad o un neu fwy o'r rhain.

3.11 Nid yw’r term ‘person’ yn cynnwys y corff ei hun.

3.12 Mae gan y term ‘person’ ystyr ehangach na’r termau ‘unigolyn’ a’r ‘cyhoedd’. Yn ogystal â chynnwys y rhai hynny a ddaw o fewn ystyr y termau ‘unigolyn’ a ‘cyhoedd’, mae’r term ‘person’ hefyd yn cynnwys personau sy’n gweithredu yn rhinwedd swyddogaethau o gynrychioli’r Goron, y Llywodraeth, neu’r Wladwriaeth.

3.13 Mae hyn yn golygu bod y term ‘person’ hefyd yn cynnwys person (ac eithrio’r corff ei hun) sy’n gweithredu swyddogaethau awdurdod cyhoeddus. Er enghraifft, gall y term gynnwys aelod o staff awdurdod Parc Cenedlaethol, cyngor sir, bwrdd iechyd neu aelod o staff Llywodraeth Cymru.

3.14 Mae’r diagram canlynol yn cynrychioli sut mae’r termau uchod yn cysylltu â’i gilydd ar ei ffurf symlaf:



Beth yw ystyr y termau ‘aelod o staff’, ‘unigolyn sy’n gweithio i gorff’ a ‘cyflogai i gorff’?

3.15 Mae’r rheoliadau yn nodi:

[19] Atodlen 1, Deddf Dehongli 1978
http://www.legislation.gov.uk/ukpga/1978/30/pdfs/ukpga_19780030_en.pdf

> "ystyr "aelod o staff" ("member of staff") yw cyflogai i gorff neu unigolyn sy'n gweithio i gorff (a rhaid dehongli "staff" ("staff") yn unol â hynny)[20]."

3.16 Nid yw'r term "cyflogai i gorff" yn cael ei ddehongli ymhellach yn y rheoliadau. Er hynny, gellir edrych ar y dehongliad o *"employee"* a geir yn Neddf Hawliau Cyflogaeth 1996 am gymorth, sy'n nodi:

> "(1) In this Act 'employee' means an individual who has entered into or works under (or, where the employment has ceased, worked under) a contract of employment.
>
> (2) In this Act 'contract of employment' means a contract of service or apprenticeship, whether express or implied, and (if it is express) whether oral or in writing[21]."

3.17 Yn ogystal, nid yw'r term 'unigolyn sy'n gweithio i gorff' yn cael ei ddehongli ymhellach yn y rheoliadau. Er hynny, gellir edrych ar y dehongliad o "*worker*" a geir yn Neddf Hawliau Cyflogaeth 1996 am gymorth, sy'n nodi:

> "(3) In this Act 'worker' […] means an individual who has entered into or works under (or, where the employment has ceased, worked under) –
>
> (a) a contract of employment, or
>
> (b) any other contract, whether express or implied and (if it is express) whether oral or in writing, whereby the individual undertakes to do or perform personally any work or services for another party to the contract whose status is not by virtue of the contract that of a client or customer of any profession or business undertaking carried on by the individual;
>
> and any reference to a worker's contract shall be construed accordingly[22]."

3.18 Mae gan y term 'unigolyn sy'n gweithio i gorff' ystyr ehangach na'r term 'cyflogai i gorff'.

3.19 Mae'r term 'aelod o staff' yn cynnwys personau sy'n dod o fewn dehongliadau'r termau 'cyflogai i gorff' ac 'unigolyn sy'n gweithio i gorff'. Nid yw'r term yn cynnwys y rhai hynny sy'n wir hunan-gyflogedig.

[20] Adran 1(4), Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015
http://www.legislation.gov.uk/wsi/2015/996/pdfs/wsi_20150996_mi.pdf

[21] Adran 230, Deddf Hawliau Cyflogaeth 1996
https://www.legislation.gov.uk/cy/ukpga/1996/18/section/230

[22] Adran 230, Deddf Hawliau Cyflogaeth 1996
https://www.legislation.gov.uk/cy/ukpga/1996/18/section/230

3.20 Gall person sydd wedi ei benodi i gorff gan gyngor sir neu gyngor bwrdeistref sirol, Gweinidogion Cymru, un o Weinidogion y Goron neu Ei Mawrhydi gael ei gynnwys o fewn ystyr y term 'aelod o staff'.

3.21 Mae cyfeiriad at 'aelod o staff', 'cyflogai i gorff' neu 'unigolyn sy'n gweithio i gorff' yn cynnwys, yn achos Gweinidogion Cymru, cyflogai i Lywodraeth Cymru neu unigolyn sy'n gweithio i Lywodraeth Cymru.

Sut mae'r safonau yn effeithio ar aelodau etholedig a chyfetholedig cyngor bwrdeistref sirol neu gyngor sir?

3.22 Mae'r ffordd y mae'r safonau yn effeithio ar aelod etholedig a chyfetholedig cyngor bwrdeistref sirol neu gyngor sir ('cynghorydd') yn amrywio. Mae'r effaith yn ddibynnol ar y capasiti y mae'r cynghorydd yn gweithredu ynddo ar y pryd. Gall hynny effeithio ar y graddau y mae'n rhaid i'r cynghorydd weithredu yn unol â'r safonau.

3.23 Os yw cynghorydd yn darparu gwasanaeth[23] yn rhinwedd swyddogaeth sydd wedi'i ddirprwyo iddo dan gyfansoddiad ei gyngor, bydd rhaid i'r cynghorydd weithredu yn unol â'r safonau sydd wedi'u gosod ar y cyngor wrth iddo ddarparu'r gwasanaeth hwnnw.

3.24 Fel arall, ni fydd rhaid i'r cynghorydd weithredu yn unol â safonau'r cyngor fel arfer. Yr unig eithriad i hynny yw pan mae cynghorydd yn defnyddio adnoddau'r cyngor (tu hwnt i'r adnoddau a'i dâl cydnabyddiaeth arferol) i ddarparu gwasanaeth.

3.25 Fodd bynnag, gall cynghorydd ddod o fewn ystyr y term 'cyhoedd' fel eu cynrychiolydd. Gall hefyd fod yn 'berson' at ddibenion y safonau os bydd yn gweithredu ar wahân i'r cyngor ei hun. Mewn sefyllfa felly, gall fod gan gynghorydd yr hawl i dderbyn gwasanaethau gan y cyngor yn Gymraeg o dan y safonau cyflenwi gwasanaethau.

3.26 Nid yw'r safonau gweithredu yn rhoi hawl i gynghorydd dderbyn gwasanaethau yn Gymraeg gan gorff, gan nad ydynt yn 'aelod o staff' at ddibenion y safonau.

Sut mae'r safonau yn effeithio ar aelodau awdurdod Parc Cenedlaethol?

3.27 Os yw aelod sydd wedi'i benodi neu ei enwebu i awdurdod Parc Cenedlaethol yn darparu gwasanaeth yn rhinwedd swyddogaeth sydd wedi'i ddirprwyo iddo dan gyfansoddiad yr awdurdod hwnnw, bydd rhaid i'r aelod weithredu'n unol â'r safonau sydd wedi'u gosod ar yr awdurdod hwnnw wrth wneud hynny.

3.28 Fel arall, ni fydd rhaid i'r aelod weithredu'n unol â safonau'r awdurdod fel arfer. Yr unig eithriad i hynny yw pan mae aelod yn defnyddio adnoddau'r awdurdod (tu hwnt i'r adnoddau a'i dâl cydnabyddiaeth arferol) i ddarparu gwasanaeth.

[23] Er hwylustod yn y cod, mae cyfeiriadau at gorff neu drydydd parti yn cyflawni gweithgaredd neu'n darparu gwasanaeth yn cael eu cyfleu drwy nodi bod corff neu drydydd parti yn 'darparu gwasanaeth'. Yn yr un modd, mae cyfeiriadau at y term 'gwasanaeth' yn cyfeirio at weithgaredd neu wasanaeth.

3.29 Fodd bynnag, gall aelod ddod o fewn ystyr y term 'cyhoedd' oni bai ei fod yn gweithredu ar ran awdurdod cyhoeddus arall. Gall hefyd fod yn 'berson' at ddibenion y safonau os bydd yn gweithredu ar wahân i'r awdurdod ei hun. Mewn sefyllfa felly, gall fod gan aelod yr hawl i dderbyn gwasanaethau gan yr awdurdod yn Gymraeg o dan y safonau cyflenwi gwasanaethau.

3.30 Nid yw'r safonau gweithredu yn rhoi hawl i aelod dderbyn gwasanaethau yn Gymraeg gan gorff, gan nad ydynt yn 'aelod o staff' at ddibenion y safonau.

Pwy yw 'Gweinidogion Cymru'?

3.31 Mae'r term 'Gweinidogion Cymru' i'w ddehongli yn unol ag adran 45(2) o Ddeddf Llywodraeth Cymru 2006:

> "In this Act and in any other enactment or instrument the First Minister and the Welsh Ministers appointed under section 48 are referred to collectively as the Welsh Ministers[24]."

3.32 Felly, mae'r safonau sydd wedi'u gosod ar Weinidogion Cymru (sef y 'corff' yn yr achos hwn) yn berthnasol i swyddogaethau'r Prif Weinidog a Gweinidogion Cymru.

3.33 Mae'r safonau sydd wedi'u gosod ar Weinidogion Cymru hefyd yn berthnasol i Ddirprwy Weinidogion Cymru a staff Llywodraeth Cymru pan maent yn gweithredu ar ran Gweinidogion Cymru.

3.34 Nid yw'r term yn cynnwys y Cwnsler Cyffredinol.

3.35 Nid oes rhaid i Weinidogion Cymru weithredu yn unol â'r safonau pan fyddant yn gweithredu yn eu capasiti fel Aelod Cynulliad yn unig.

3.36 Nid yw Gweinidogion Cymru fel personau unigol yn aelodau staff at ddibenion y safonau.

A yw'r safonau yn gymwys i ddarparwyr trydydd parti?

3.37 Ydyn. Mae adran 1(5) o'r rheoliadau yn nodi:

[24] Adran 45, Deddf Llywodraeth Cymru 2006
http://www.legislation.gov.uk/cy/ukpga/2006/32/part/2

"Yn y Rheoliadau hyn—

(a) mae cyfeiriadau at unrhyw weithgaredd sy'n cael ei gyflawni gan gorff, neu at unrhyw wasanaeth sy'n cael ei ddarparu gan gorff, i'w darllen fel pe baent yn cynnwys cyfeiriad at y gweithgaredd hwnnw yn cael ei gyflawni ar ran y corff, neu at y gwasanaeth hwnnw yn cael ei ddarparu ar ran y corff, gan drydydd parti o dan drefniadau a wneir rhwng y trydydd parti a'r corff;

(b) yn unol â hynny, oni bai bod hysbysiad cydymffurfio yn darparu i'r gwrthwyneb, bydd corff wedi methu â chydymffurfio â safon mewn cysylltiad â gweithgaredd y mae wedi trefnu iddo gael ei gyflawni, neu wasanaeth y mae wedi trefnu iddo gael ei ddarparu, gan drydydd parti os nad yw'r gweithgaredd hwnnw neu'r gwasanaeth hwnnw wedi ei gyflawni neu ei ddarparu yn unol â'r safon."

3.38 Felly, os bydd trydydd parti yn cyflawni gweithgaredd neu'n darparu gwasanaeth, a hynny:

- ar ran y corff sydd o dan ddyletswydd i gydymffurfio â'r safonau, ac
- o dan drefniadau a wneir rhwng y corff a'r trydydd parti

rhaid i'r corff sicrhau bod y trydydd parti yn cydymffurfio â'r safonau sy'n berthnasol i'r gwasanaeth hwnnw.

3.39 Fel arall, os nad yw'r trydydd parti yn cydymffurfio â'r safonau perthnasol wrth iddynt ddarparu'r gwasanaeth ar ran y corff, byddai'r corff yn atebol am fethu â chydymffurfio â'r safonau hynny. Gall hynny arwain at weithredu yn erbyn y corff o dan bwerau gorfodi'r Comisiynydd.

Oes rhaid i gorff sicrhau bod y trydydd parti yn cydymffurfio â'r holl safonau yn eu hysbysiad cydymffurfio?

3.40 Nac oes. Nid oes rhaid i gorff sicrhau bod darparwyr trydydd parti yn cydymffurfio â'r holl safonau sydd wedi'u gosod ar y corff. Yn hytrach, rhaid i'r corff sicrhau bod y darparwr trydydd parti yn cydymffurfio â'r safonau sy'n berthnasol i'r gwasanaeth sy'n cael ei ddarparu ganddo ar ran y corff yn unig.

Nid yw rhai gwasanaethau'n cael eu darparu'n uniongyrchol gan y corff bellach. Pa fodelau o ddarpariaeth all fod yn berthnasol i'r safonau?

3.41 Mae nifer o fodelau gwahanol posibl ar gyfer darparu gwasanaeth gan gorff yn anuniongyrchol. Gall modelau o'r fath gynnwys y canlynol:

- allanoli gwasanaethau drwy gontract, lle mae'r darparwr yn derbyn tâl gan y corff
- darparu gwasanaethau drwy gonsesiwn, lle mae gan y darparwr hawl i godi tâl am y gwasanaethau

- darparu gwasanaethau drwy endid ar wahân, a berchenogir yn llwyr gan y corff
- darparu gwasanaethau drwy endid ar wahân, a berchenogir gan y corff ar y cyd â phersonau eraill
- darparu gwasanaethau drwy endid ar wahân, a berchenogir gan y corff ar y cyd â phartner masnachol neu drydydd sector.

3.42 Rhaid i'r trydydd parti ddarparu gwasanaeth **ar ran** y corff i'r safonau fod yn gymwys. Os nad yw'r corff bellach yn gyfrifol o gwbl am y gwasanaeth, nid yw'r safonau fel arfer yn berthnasol i'r gwasanaeth hwnnw.

3.43 Cyfrifoldeb y corff yw ystyried y graddau y mae'r trydydd parti yn darparu gwasanaeth ar ran y corff. Gall corff wneud hynny drwy gynnal asesiad o unrhyw drefniadau sydd ganddo gyda thrydydd partïon.

3.44 Gall trefniadau gynnwys unrhyw drefniadau sy'n cael eu gwneud rhwng corff a thrydydd parti. Nid oes rhaid i drefniadau fod yn ysgrifenedig na bod â theitl penodol. Yr hyn sy'n bwysig yw effaith y trefniant a bod hynny'n golygu bod bwriad i'r trydydd parti ddarparu'r gwasanaeth ar ran y corff.

Beth os yw'r trefniadau i ddarparu'r gwasanaeth ar ran y corff wedi'u gwneud cyn y diwrnod gosod?

3.45 Mae'r safonau hefyd yn gymwys i wasanaeth a ddarperir gan drydydd parti os yw'r trefniadau a wneir rhyngddynt wedi'u gwneud cyn diwrnod gosod unrhyw safon berthnasol. Rhaid i gorff felly gymryd unrhyw gamau angenrheidiol i sicrhau bod unrhyw drefniadau a wneir cyn y diwrnod gosod yn golygu bod y corff yn cydymffurfio â gofynion y safonau o'r diwrnod gosod ymlaen.

3.46 Mae'n bosibl y bydd rhaid ystyried beth yw trefniant cyfredol y corff er mwyn sicrhau cydymffurfiaeth â'r safonau. Gall hynny gynnwys ystyried y canlynol:

- addasu trefniant sydd eisoes wedi'i wneud rhwng y corff a'r trydydd parti neu'r corff
- gwneud trefniant newydd rhwng y corff a'r trydydd parti
- gwneud trefniant newydd gyda thrydydd parti newydd, neu
- sicrhau bod staff y corff yn cymryd cyfrifoldeb dros ddarparu'r gwasanaeth.

3.47 Os yw corff wedi gwneud y trefniant drwy gontract, mae'n bosibl bod y contract dan sylw'n caniatáu i gorff wneud newidiadau iddo o ganlyniad i ddod yn ddarostyngedig i ofynion cyfreithiol newydd. Mae dyletswydd corff i gydymffurfio gyda'r safonau yn ofyniad cyfreithiol ac felly o bosib yn caniatáu i unrhyw newidiadau angenrheidiol gael eu gwneud.

A yw'r safonau sydd wedi'u gosod ar gynghorau sir a chynghorau bwrdeistref sirol yn berthnasol i weithrediad ysgolion o fewn y sir hefyd?

3.48 Mae hysbysiad cydymffurfio cynghorau sir a chynghorau bwrdeistref sirol yn berthnasol i swyddogaethau'r cyngor yn unig. Nid yw felly'n berthnasol i swyddogaethau cyrff llywodraethu ysgolion.

3.49 Byddai hysbysiad cydymffurfio cyngor ond yn berthnasol i weithgareddau ysgolion o fewn ardal y cyngor, i'r graddau mai'r cyngor, ac nid y corff llywodraethu, sy'n gyfrifol am y gwasanaeth dan sylw.

A yw'r safonau ond yn berthnasol i'r gwasanaethau y mae personau'n eu derbyn yng Nghymru?

3.50 Mae'r Mesur yn darparu bod y safonau yn gymwys o ran Cymru. Nid yw hynny o reidrwydd wedi'i gyfyngu i wasanaethau a ddarperir yn ddaearyddol yng Nghymru gan bod ystyr ehangach i "o ran Cymru" sy'n gallu golygu gwasanaethau a ddarperir o du allan i Gymru, cyn belled â bod ganddynt gysylltiad â Chymru. Os oes gan y gwasanaeth sy'n cael ei ddarparu y cysylltiad angenrheidiol â Chymru yna gall y safonau fod yn gymwys i'r gwasanaeth hwnnw. O ganlyniad, bydd y graddau y mae safonau yn gymwys i wasanaethau a ddarperir yng Nghymru yn unig yn dibynnu ar gyd-destun y gwasanaeth a ddarperir, y gweithgaredd a gyflawnir yn ogystal ag union eiriad y safon. Gall yr hysbysiad cydymffurfio hefyd gyfyngu ar y cymhwysiad.

Os yw safon yn nodi bod rhaid darparu gwasanaeth neu lunio deunydd 'yn Gymraeg', ydy hynny'n golygu bod rhaid iddo gael ei ddarparu yn Gymraeg yn unig a bod angen llunio deunydd yn Gymraeg yn gyntaf?

3.51 Nac ydy, ond nid yw'r safonau yn rhwystro hynny ychwaith. Mae gofynion y safonau yn gosod dyletswyddau ynghylch darparu gwasanaethau yn Gymraeg yn unig. Nid ydynt yn gosod dyletswyddau mewn perthynas â darparu gwasanaethau mewn ieithoedd eraill ac felly mater i'r corff yw hynny.

3.52 Mae nodiadau esboniadol y rheoliadau yn nodi:

> "Pan fo safon a bennir yn y Rheoliadau hyn yn ei gwneud yn ofynnol i ddeunydd ysgrifenedig gael ei arddangos neu ei ddarparu yn Gymraeg, neu i wasanaeth gael ei ddarparu yn Gymraeg, nid yw hyn yn golygu bod rhaid arddangos neu ddarparu'r deunydd hwnnw yn Gymraeg yn unig, na bod rhaid i'r gwasanaeth hwnnw gael ei ddarparu yn Gymraeg yn unig (oni bai bod hynny'n cael ei nodi'n benodol)."

3.53 Mae Atodlen 1, Rhan 3, Paragraff 26 y rheoliadau yn nodi'n benodol mewn perthynas â'r safonau cyflenwi gwasanaethau:

"At ddibenion y safonau—

(a) nid yw gofyniad i lunio unrhyw ddeunydd ysgrifenedig, i'w anfon, i'w gyhoeddi, i'w arddangos, i'w roi ar gael neu i'w ddyroddi yn Gymraeg yn golygu mai dim ond yn Gymraeg y dylid llunio'r deunydd, ei anfon, ei gyhoeddi, ei arddangos, ei roi ar gael neu ei ddyroddi, nac yn golygu y dylid llunio'r deunydd yn Gymraeg yn gyntaf (oni bai bod hynny'n cael ei nodi'n benodol yn y safon);

(b) nid yw gofyniad bod gwasanaeth i gael ei ddarparu yn Gymraeg yn golygu mai dim ond yn Gymraeg y dylid darparu'r gwasanaeth hwnnw (oni bai bod hynny'n cael ei ddatgan yn benodol yn y safon)."

3.54 Mae Atodlen 3, Rhan 3, Paragraff 13 y rheoliadau yn nodi'n benodol mewn perthynas â'r safonau gweithredu:

"At ddibenion y safonau, nid yw gofyniad i gyhoeddi, darparu neu arddangos unrhyw ddeunydd ysgrifenedig yn Gymraeg yn golygu y dylid cyhoeddi, darparu neu arddangos deunydd yn Gymraeg yn unig, ac nid yw'n golygu ychwaith y dylid llunio'r deunydd yn Gymraeg yn gyntaf (oni nodir hynny yn benodol yn y safon)."

3.55 Mae Atodlen 6, Rhan 6, Paragraff 25 y rheoliadau yn nodi'n benodol mewn perthynas â'r safonau sy'n ymdrin â materion atodol:

"At ddibenion y safonau, nid yw gofyniad i gyhoeddi, darparu neu arddangos unrhyw ddeunydd ysgrifenedig yn Gymraeg yn golygu y dylid cyhoeddi, darparu neu arddangos deunydd yn Gymraeg yn unig, ac nid yw'n golygu ychwaith y dylid llunio'r deunydd yn Gymraeg yn gyntaf (oni nodir hynny yn benodol yn y safon)."

Os yw safon yn nodi bod rhaid darparu gwasanaeth 'yn Gymraeg', ydy hynny'n golygu bod corff yn gallu darparu'r gwasanaeth yn ddwyieithog?

3.56 Nid yw'r safonau'n atal cyrff rhag darparu gwasanaeth 'yn Gymraeg' drwy'i ddarparu yn ddwyieithog. Gall corff ddarparu gwasanaeth yn ddwyieithog drwy ddarparu'r gwasanaeth:

- yn y Gymraeg ac yn y Saesneg ar wahân (os yw safon benodol yn caniatáu hynny), neu wneud hynny
- fel bod y Gymraeg a'r Saesneg yn cael eu defnyddio gyda'i gilydd o fewn yr un gwasanaeth.

4 Safonau cyflenwi gwasanaethau [1-87]

4.1 Gohebiaeth a anfonir gan gorff [safonau 1-7]

Beth yw'r gofynion?

4.1.1. Mae safonau 1–7 yn ymwneud â'r modd y mae corff yn anfon gohebiaeth. Mae'r safonau'n ymdrin â:

- corff yn ateb gohebiaeth oddi wrth berson arall (safon 1)
- corff yn gohebu ag unigolyn (safon 2), â mwy nag un aelod o'r un aelwyd (safon 3), neu â sawl person (safonau 4 a 5), a
- materion cyffredinol ynghylch gohebu (safonau 6 a 7).

Safon 1

4.1.2. Os yw corff yn cael gohebiaeth yn Gymraeg oddi wrth berson, rhaid i'r corff ateb yr ohebiaeth yn Gymraeg (os oes angen ateb). Nid oes rhaid i gorff ateb yn Gymraeg os yw person wedi dweud nad oes angen ateb yn Gymraeg.

4.1.3. Yn yr un modd, nid oes rhaid i'r corff ateb yr ohebiaeth yn Gymraeg os nad oes angen ateb o gwbl (mewn unrhyw iaith). Er enghraifft, mae'n bosibl nad oes rhaid ateb os yw'r ohebiaeth yn cyflwyno sylwadau yn unig neu os yw'r person wedi cadarnhau i'r corff nad oes angen iddo ymateb i'r ohebiaeth.

4.1.4. Rhaid i gorff ddelio â'r ohebiaeth drwy ymateb iddi yn ei chyfanrwydd yn Gymraeg (os yw person yn dymuno hynny a bod angen ateb). Mae'r safon yn berthnasol i'r holl ymatebion y mae corff yn eu hanfon sy'n delio â'r ohebiaeth dan sylw. Ni fyddai corff yn cydymffurfio pe byddai'n ymateb drwy gydnabod derbyn yr ohebiaeth yn Gymraeg ond yna'n peidio ag anfon gohebiaeth ddilynol sy'n delio â'r mater dan sylw yn Gymraeg.

4.1.5. Er mwyn gallu delio â'r ohebiaeth yn Gymraeg, mae'n bosibl y bydd rhaid i gorff ystyried deunydd Cymraeg atodol y mae person yn ei anfon hefyd (e.e. ffurflen, dogfen neu ddeunydd arall i'w defnyddio i ddelio â'r ohebiaeth). Gall hynny gynnwys ystyried deunydd uniaith Gymraeg.

Safon 2

4.1.6. Os yw corff yn gohebu ag unigolyn am y tro cyntaf, rhaid iddo ofyn wrth yr unigolyn a fyddai'n dymuno cael gohebiaeth oddi wrtho yn Gymraeg. Os yw'r unigolyn yn ymateb i ddweud mai ei ddymuniad yw cael gohebiaeth yn Gymraeg gan y corff, rhaid i'r corff gadw cofnod o'r dymuniad hwnnw, gan ohebu â'r unigolyn hwnnw, ac anfon unrhyw ffurflenni at yr unigolyn hwnnw, yn Gymraeg o hynny ymlaen.

4.1.7. Mae'r safon hon yn ymwneud â gohebiaeth sydd wedi'i chyfeirio'n benodol at unigolyn. Fel arfer, byddai'r safon hon yn berthnasol i ohebiaeth sy'n cynnwys gwybodaeth sydd wedi'i phersonoli neu ei theilwra'n benodol ar gyfer yr unigolyn (y

tu hwnt i fanylion cyffredinol fel enw neu gyfeiriad). Rhaid i gorff gyfeirio at safon 3 os yw gohebiaeth wedi'i chyfeirio at ddau unigolyn o'r un aelwyd neu safon 4 os yw'r un ohebiaeth yn cael ei hanfon at nifer o bersonau.

4.1.8. Mae Atodlen 1, Rhan 3, paragraff 31 o'r rheoliadau yn nodi nad oes rhaid i gorff anfon fersiwn Gymraeg o rai ffurflenni yn unol â'r safon hon:

> "At ddibenion safon 2, nid yw'n ofynnol i gorff anfon fersiwn Gymraeg o'r ffurflenni a restrir yn is-baragraff (3).
>
> (3) Y ffurflenni yw —
>
> (a) ffurflenni a ddefnyddir gan gorff i recriwtio cyflogeion (gweler safonau 137A, 138 a 139 mewn perthynas â recriwtio);
>
> (b) ffurflenni a ddefnyddir wrth wneud cais am gymorth grant gan gorff (gweler safonau 71 i 75 mewn perthynas â cheisiadau am grantiau);
>
> (c) ffurflenni a ddefnyddir pan gyflwynir tender i gontractio gyda chorff (gweler safonau 76 i 80 mewn perthynas â thendro am gontract)."

4.1.9. Fodd bynnag, os yw unigolyn yn dymuno cael gohebiaeth yn Gymraeg, byddai corff yn parhau i gydymffurfio os yw'n dewis anfon fersiynau Cymraeg o'r ffurflenni hyn atynt.

4.1.10. Os yw unigolyn yn ymateb i ddweud nad yw'n dymuno cael gohebiaeth yn Gymraeg gan y corff, nid oes rhaid i'r corff ohebu â'r unigolyn hwnnw, nac anfon unrhyw ffurflenni at yr unigolyn hwnnw, yn Gymraeg o hynny ymlaen. Os nad yw'r unigolyn yn ymateb i gynnig y corff, dylai corff beidio â chymryd hynny i olygu nad yw'r unigolyn yn dymuno cael gohebiaeth yn Gymraeg. Bydd safon 5 yn gymwys os nad yw'r corff yn gwybod os yw'r unigolyn yn dymuno cael gohebiaeth yn Gymraeg.

Safon 3

4.1.11. Os yw corff yn anfon gohebiaeth sydd wedi'i chyfeirio at ddau unigolyn sy'n aelodau o'r un aelwyd am y tro cyntaf, rhaid iddo ofyn wrth y ddau unigolyn hynny a fyddent yn dymuno cael gohebiaeth oddi wrth y corff yn Gymraeg. Er enghraifft, gall y math o ohebiaeth gynnwys gohebiaeth sydd wedi'i chyfeirio at rieni plentyn, neu ddau unigolyn sy'n byw yn yr un cyfeiriad.

4.1.12. Os yw'r ddau unigolyn yn ymateb i ddweud mai dymuniad y ddau yw i gael gohebiaeth (sydd wedi'i chyfeirio at y ddau ohonynt) gan y corff yn Gymraeg, rhaid i'r corff gadw cofnod o'r dymuniad hwnnw, gan ohebu â hwy yn Gymraeg o hynny ymlaen (wrth anfon gohebiaeth sydd wedi'i chyfeirio at y ddau ohonynt).

4.1.13. Os yw un o'r unigolion (ond nid y ddau) yn ymateb i ddweud mai ei ddymuniad yw i gael gohebiaeth yn Gymraeg gan y corff, rhaid i'r corff gadw cofnod o'r dymuniad hwnnw. Os yw corff yn anfon gohebiaeth sydd wedi'i chyfeirio at y ddau unigolyn o hynny ymlaen, rhaid iddo hefyd ddarparu fersiwn Gymraeg o'r ohebiaeth.

4.1.14. Os yw'r ddau unigolyn yn ymateb i ddweud nad ydynt yn dymuno cael gohebiaeth (sydd wedi'i chyfeirio at y ddau ohonynt) gan y corff yn Gymraeg, nid oes rhaid i'r corff ohebu â hwy yn Gymraeg o hynny ymlaen (wrth anfon gohebiaeth sydd wedi'i chyfeirio at y ddau ohonynt). Os nad yw'r unigolion yn ymateb, rhaid i gorff beidio â chymryd hynny i olygu nad ydynt yn dymuno cael gohebiaeth (sydd wedi'i chyfeirio at y ddau ohonynt) yn Gymraeg. Bydd safon 5 yn gymwys os nad yw'r corff yn gwybod os yw'r unigolion yn dymuno cael gohebiaeth yn Gymraeg.

Safon 4

4.1.15. Os yw corff yn anfon yr un ohebiaeth at nifer o bersonau, rhaid iddo anfon fersiwn Gymraeg o'r ohebiaeth honno. Rhaid i'r corff sicrhau hefyd bod y fersiwn Gymraeg o'r ohebiaeth yn cael ei hanfon ar yr un pryd ag y mae'n anfon unrhyw fersiwn Saesneg ohoni.

4.1.16. Mae'r safon hon yn berthnasol i achosion lle mae'r un ohebiaeth yn cael ei hanfon at sawl person. Gall hyn gynnwys pan fydd corff yn anfon yr un cylchlythyr, e-gylchlythyr, newyddlen, e-bost, neges testun neu lythyr at nifer o gartrefi neu bersonau.

4.1.17. Yn wahanol i safonau 2 a 3, sy'n ymdrin â gohebiaeth sydd wedi'i chyfeirio at un neu ddau unigolyn penodol yn unig, mae safon 4 yn ymdrin â gohebiaeth safonol sy'n berthnasol i sawl person. Nid yw'r safon hon yn berthnasol i ohebiaeth sy'n cynnwys gwybodaeth sydd wedi'i theilwra neu ei phersonoli yn unigol (y tu hwnt i fanylion cyffredinol fel eu henw neu gyfeiriad). Dylai corff drin y math yma o ohebiaeth ar wahân i'r math o ohebiaeth a gaiff ei hanfon yn unol â safonau 2 a 3.

4.1.18. Felly, os yw corff yn anfon yr un ohebiaeth at nifer o bersonau, nid yw ateb unigolyn ynghylch ei ddymuniad i gael gohebiaeth yn Gymraeg yn unol â safonau 2 a 3 yn effeithio ar ddyletswydd corff i anfon gohebiaeth at yr unigolyn hwnnw yn Gymraeg yn unol â safon 4.

Safon 5

4.1.19. Os nad yw corff yn gwybod a yw person yn dymuno cael gohebiaeth oddi wrtho yn Gymraeg, rhaid iddo ddarparu fersiwn Gymraeg o'r ohebiaeth wrth ohebu â'r person hwnnw.

4.1.20. Golyga hynny fod rhaid i gorff anfon fersiwn Gymraeg o ohebiaeth at berson ar bob achlysur hyd nes ei fod yn gwybod nad yw'r person yn dymuno cael gohebiaeth oddi wrtho yn Gymraeg.

4.1.21. Gall corff 'wybod' a yw person yn dymuno cael gohebiaeth yn Gymraeg ai peidio drwy:

- ddefnyddio gwybodaeth a ddarparwyd i'r corff yn unol â safon 2 neu 3
- defnyddio gwybodaeth ynghylch dewis iaith sydd eisoes wedi'i chasglu gan y corff
- person yn rhoi gwybod yn rhagweithiol ei fod yn dymuno cael gohebiaeth yn Gymraeg, neu drwy

- brofiad y corff o fod yn ymwneud â pherson yn y gorffennol lle mae wedi mynegi ei ddymuniad.[25]

4.1.22. Er nad oes rhaid i gorff ofyn a chadw cofnod ynghylch dymuniad person i gael gohebiaeth yn Gymraeg (fel y mae safonau 2 a 3), gall corff wneud hynny er mwyn hwyluso cydymffurfiaeth â'r safon a sicrhau y caiff gohebiaeth ei hanfon yn Gymraeg i'r personau sy'n dymuno hynny.

4.1.23. Os yw corff yn dewis gofyn ynghylch dymuniad person i gael gohebiaeth oddi wrtho yn Gymraeg, ac os nad yw'r person yn ymateb i gynnig y corff, dylai corff beidio â chymryd hynny i olygu ei fod yn gwybod nad yw'r person yn dymuno cael gohebiaeth oddi wrth y corff yn Gymraeg.

4.1.24. Dylid pwysleisio bod y safon hon yn gymwys i ohebiaeth y mae corff yn ei hanfon at 'berson(au)'. Mae hynny'n cynnwys gohebiaeth a gaiff ei hanfon at gwmnïau cyfyngedig, elusennau ac awdurdodau cyhoeddus eraill. Nid yw'r gofynion felly wedi'u cyfyngu i ohebiaeth a anfonir at aelodau'r cyhoedd yn unig.

Safon 6

4.1.25. Os yw corff yn llunio fersiwn Gymraeg a fersiwn Saesneg gyfatebol o ohebiaeth (pa un ai ydynt yn fersiynau ar wahân ai peidio), rhaid iddo beidio â thrin y fersiwn Gymraeg o'r ohebiaeth yn llai ffafriol na'r fersiwn Saesneg.

4.1.26. Er enghraifft, os yw'r fersiwn Saesneg o ohebiaeth wedi ei llofnodi, neu os oes manylion cyswllt wedi eu darparu ar y fersiwn Saesneg, rhaid i'r fersiwn Gymraeg gael ei thrin o leiaf yn yr un modd.

4.1.27. Darperir y dehongliad canlynol o'r term 'peidio â thrin y fersiwn Gymraeg yn llai ffafriol na'r Saesneg' yn Atodlen 1, Rhan 3, Paragraff 29 o'r rheoliadau:

> "Pan fo safon yn cyfeirio at ddeunydd sydd i'w lunio yn Gymraeg (ac eithrio safonau 52 i 57 (gwefannau ac apiau), 58 a 59 (cyfryngau cymdeithasol) a 76 (gwahoddiad i dendro)), mae cyfeiriadau at beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg neu at beidio â thrin fersiwn Gymraeg yn llai ffafriol na fersiwn Saesneg yn cynnwys, ymysg materion eraill, (ac yn ychwanegol at faterion penodol y cyfeirir atynt mewn unrhyw safon unigol), beidio â thrin y Gymraeg yn llai ffafriol o ran—
>
> (a) golwg y deunydd (er enghraifft mewn perthynas â lliw neu ffont unrhyw destun);
>
> (b) maint y deunydd;
>
> (c) lleoliad ac amlygrwydd y deunydd mewn unrhyw fan cyhoeddus;
>
> (ch) pryd a sut y caiff y deunydd ei gyhoeddi, ei ddarparu neu ei arddangos;
>
> (d) fformat cyhoeddi unrhyw ddeunydd."

[25] Dylai corff fod yn ymwybodol o ofynion deddfwriaeth diogelu data os yw'n dewis gweithredu yn unol ag un neu ragor o'r dulliau hyn.

4.1.28. Gall 'materion eraill' gynnwys peidio â thrin y Gymraeg yn llai ffafriol o ran:

- trefn iaith y deunydd
- safon ac ansawdd y deunydd
- eglurder a chywirdeb y deunydd (er enghraifft o ran ystyr a mynegiant unrhyw destun)
- cynnwys y deunydd (er enghraifft o ran manylder neu ansawdd y wybodaeth a gynhwysir), a
- phryd caiff y deunydd ei anfon gan y corff a'i dderbyn gan y person.

Safon 7

4.1.29. Rhaid i gorff ddatgan sut y byddent yn trin gohebiaeth yn Gymraeg. Rhaid i gorff gynnwys y datganiad hwn mewn:

- gohebiaeth
- cyhoeddiadau sy'n gwahodd personau i anfon ymateb atynt neu i anfon gohebiaeth atynt; a
- hysbysiadau swyddogol sy'n gwahodd personau i anfon ymateb atynt neu i anfon gohebiaeth atynt.

4.1.30. Rhaid i'r datganiad nodi:

- ei fod yn croesawu cael gohebiaeth yn Gymraeg
- y bydd yn ateb gohebiaeth yn Gymraeg, ac
- na fydd gohebu yn Gymraeg yn arwain at oedi.

4.1.31. Nid oes rhaid i'r datganiad fod air am air â geiriad y safon. Fodd bynnag, disgwylir i'r datganiad hwnnw fod yn ddigon clir ac eglur fel bod personau yn llwyr ymwybodol o ymrwymiad ac ymroddiad y corff i beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg wrth dderbyn ac ymateb i ohebiaeth Gymraeg gan bersonau.

4.1.32. Gall corff arddangos logo Iaith Gwaith y Comisiynydd ochr yn ochr ag unrhyw ddatganiad ysgrifenedig i gyfleu ymhellach bod y corff yn croesawu cael gohebiaeth yn Gymraeg ac y byddent yn ateb gohebiaeth yn Gymraeg.

4.1.33. Ni fyddai arddangos y logo Iaith Gwaith yn gyfystyr â chyfleu na fydd gohebu yn Gymraeg yn arwain at oedi. Disgwylir felly bod corff yn cyfleu hynny drwy ddatgan hynny'n benodol yn ysgrifenedig.

4.1.34. Mae'r logo Iaith Gwaith ar gael i'w lawrlwytho am ddim oddi ar wefan y Comisiynydd. Mae'r logo yn ymddangos fel a ganlyn:

4.1.35. Dyma enghraifft o ddatganiad y gall corff ddefnyddio at ddibenion y safon:

Croeso i chi gysylltu â ni yn Gymraeg. Byddwn yn ymateb yn Gymraeg, heb oedi.

You are welcome to contact us in Welsh. We will respond in Welsh, without delay.

4.1.36. Ni ddisgwylir y byddai gohebu yn Gymraeg wedi arwain at oedi os yw corff yn ymateb yn Gymraeg i'r person:

- o fewn eu cyfnod(au) targed sefydliadol ar gyfer ymateb i ohebiaeth (e.e. targed sefydliadol i gydnabod ac ymateb i'r ohebiaeth gydag ymateb interim/llawn o fewn cyfnod(au) penodol), ac
- o fewn yr un cyfnod ag ybyddai'n ei gymryd i ymateb person yn Saesneg.

Beth yw ystyr y term 'gohebiaeth'?

4.1.37. Mae'r term yn cynnwys unrhyw gyfathrebiad neu gysylltiad ysgrifenedig a gyfnewidir rhwng dau neu ragor o bartïon. Gall gohebiaeth fod ar ffurf llythyr, e-bost, neges testun, ffacs, cyfleuster sgwrsio byw ar-lein[26], ffurflen[27] neu gylchlythyr.

4.1.38. Mae'r term yn cynnwys gohebiaeth ysgrifenedig ar ffurf electronig yn ogystal ag ar ffurf papur e.e. drwy e-bost, PDF neu ddogfen sy'n cael ei chynhyrchu drwy brosesydd geiriau fel Microsoft Word.

4.1.39. Mae'r term hefyd yn cynnwys unrhyw ohebiaeth sydd wedi ei chynhyrchu yn awtomatig gan system neu beiriant, megis biliau, atgoffwyr neu ymatebion awtomataidd drwy e-bost.

4.1.40. Nid yw'r term yn golygu gohebiaeth y mae angen i berson ymateb iddi yn unig. Gall hefyd gynnwys gohebiaeth sy'n cael ei hanfon at berson er mwyn rhannu gwybodaeth yn unig.

4.1.41. Nid yw safonau 1 i 7 yn gymwys i ohebiaeth a anfonir drwy'r cyfryngau cymdeithasol[28].

Beth sy'n rhaid bod yn Gymraeg wrth anfon gohebiaeth drwy e-bost?

4.1.42. Os oes rhaid i gorff sicrhau bod gohebiaeth drwy e-bost yn cael ei hanfon yn Gymraeg yn unol â'r safonau, gall hynny gynnwys sicrhau bod:

- corff yr e-bost yn Gymraeg
- negeseuon e-bost awtomatig yn Gymraeg
- ymwadiadau a llofnodion yr e-bost yn Gymraeg
- llinell pwnc yr e-bost yn Gymraeg, a bod

[26] Cymhwysiad sydd wedi ei gynllunio'n benodol i ddarparu cymorth ar-lein di-oed i ddefnyddwyr gwefan.

[27] Dylid cyfeirio at safonau 50–51 pan fo corff yn llunio ac yn cyhoeddi ffurflenni.

[28] Gweler safonau 58 a 59 ynghylch y gofynion mewn perthynas â'r cyfryngau cymdeithasol.

- yr addasiadau y mae corff yn eu gwneud i linell pwnc person arall yn Gymraeg (e.e. defnyddio byrfoddau Cymraeg 'Atb:' wrth ateb e-bost neu 'Yml:' wrth anfon e-bost ymlaen).

A yw'r safonau hyn yn berthnasol i ohebiaeth sy'n cael ei hanfon yn fewnol rhwng staff corff yn unig?

4.1.43. Nac ydyn. Os yw gohebiaeth yn cael ei hanfon yn fewnol rhwng staff corff yn unig, ni fyddai'r safonau hyn yn berthnasol i'r ohebiaeth honno.

4.1.44. Mae'r safonau hyn ond yn berthnasol os yw'r corff yn anfon gohebiaeth i berson arall sydd ar wahân i'r corff. Os yw aelod o staff yn anfon gohebiaeth at aelod arall o'r un corff yn unig, nid oes rhaid i'r aelod o staff anfon yr ohebiaeth honno yn Gymraeg yn unol â'r safonau hyn.

4.1.45. Fodd bynnag, os caiff yr ohebiaeth honno ei hanfon at berson arall y tu allan i'r corff hefyd, rhaid i'r corff sicrhau eu bod yn anfon yr ohebiaeth honno yn Gymraeg at y person hwnnw yn unol â gofynion y safonau.

4.1.46. Hefyd, rhaid i staff anfon gohebiaeth mewnol yn Gymraeg os oes rhaid gwneud hynny'n unol â'r safonau gweithredu. Dylid cyfeirio at y safonau gweithredu ar gyfer y mathau penodol o ohebiaeth mewnol a ddaw o fewn cwmpas y safonau (e.e. safonau ynghylch defnyddio'r Gymraeg o fewn gweinyddiaeth fewnol corff).

Beth yw ystyr y term '[g]ohebu am y tro cyntaf'?

4.1.47. Mae Atodlen 1, Rhan 3, Paragraff 27 o'r rheoliadau yn nodi:

> "At ddibenion safonau 2, 3 [...] mae corff yn gohebu ag unigolyn [...] am y tro cyntaf pan fydd yn gohebu [...] am y tro cyntaf ar ôl y dyddiad y mae hysbysiad cydymffurfio wedi ei gwneud yn ofynnol i'r corff gydymffurfio â'r safon."

4.1.48. Mae'r term 'gohebu am y tro cyntaf' felly'n golygu'r tro cyntaf y mae corff yn gohebu ag unigolyn o'r diwrnod gosod ymlaen.

Sut gall corff wybod a yw'n gohebu am y tro cyntaf ai peidio, ac felly, pryd i ofyn ynghylch eu dymuniad i gael gohebiaeth yn Gymraeg?

4.1.49. Mae'n rhaid i gorff gynnal cofnod o ddymuniadau unigolion i gael gohebiaeth oddi wrtho yn Gymraeg yn unol â safonau 2 a 3. Gall corff wirio'r cofnod hwnnw er mwyn adnabod pa un ai yw wedi gohebu â'r unigolyn dan sylw ers y diwrnod gosod neu a yw'r corff yn gohebu â'r unigolyn am y tro cyntaf.

4.1.50. Os oes cofnod yn bodoli, a bod y cofnod hwnnw wedi'i ddiweddaru ers i ddiwrnod gosod y safon ddod i rym, mae'n debygol nad yw'r corff yn gohebu â'r unigolyn am y tro cyntaf a bod y corff eisoes wedi gohebu â'r unigolyn hwnnw ers i'r diwrnod gosod ddod i rym.

4.1.51. Os nad oes cofnod yn bodoli neu os nad yw cofnod wedi'i ddiweddaru ers i ddiwrnod gosod y safon ddod i rym, mae'n debygol nad yw'r corff wedi cysylltu â'r unigolyn hwnnw ers i'r diwrnod gosod ddod i rym, ac felly, bod rhaid gofyn ynghylch eu dymuniad i gael gohebiaeth yn Gymraeg.

Beth os yw corff yn ymwybodol o ddymuniad unigolyn i gael gohebiaeth yn Gymraeg cyn y diwrnod gosod?

4.1.52. Ni fyddai sefydlu dymuniad unigolyn i gael gohebiaeth yn Gymraeg, drwy ddefnyddio gwybodaeth a gasglwyd cyn y diwrnod gosod, yn cydymffurfio â gofynion safonau 2 a 3 . Fodd bynnag, mae'n bosibl y gall corff ddefnyddio gwybodaeth felly er mwyn cydymffurfio â gofynion safon 5.

4.1.53. Er mwyn cydymffurfio â safonau 2 a 3, rhaid gofyn ynghylch dymuniad yr unigolyn o'r diwrnod gosod ymlaen.

4.1.54. Os oes gan gorff wybodaeth hanesyddol am ddymuniad unigolyn, rhaid i gorff ganfod neu gadarnhau dymuniad yr unigolyn i gael gohebiaeth yn Gymraeg eto o'r diwrnod gosod ymlaen.

Sut dylai corff ofyn wrth unigolion os ydynt yn dymuno cael gohebiaeth oddi wrtho yn Gymraeg yn unol â safonau 2 a 3?

4.1.55. Gall y ffordd y mae corff yn gofyn wrth unigolion a ydynt yn dymuno cael gohebiaeth oddi wrth y corff amrywio yn ddibynnol ar y math o ohebiaeth dan sylw. Er enghraifft, lle mae corff yn anfon gohebiaeth y mae disgwyl i'r unigolyn ymateb iddi, gall fod yn briodol i'r corff gynnwys cwestiwn penodol o fewn corff yr ohebiaeth.

4.1.56. Mewn sefyllfa arall lle mae corff yn anfon gohebiaeth nad yw o reidrwydd yn gofyn am ymateb, gall fod yn briodol i'r corff gynnwys cwestiwn i ofyn yn benodol i'r unigolyn gysylltu i roi gwybod beth yw eu dymuniad.

Sut dylai corff gadw cofnod o ddymuniad unigolion ynghylch a yw'n dymuno cael gohebiaeth oddi wrth gorff yn Gymraeg, yn unol â safonau 2 a 3?

4.1.57. Disgwylir bod gan y corff drefniadau digonol mewn lle sy'n caniatáu iddo wybod ai dyma'r tro cyntaf y mae'n gohebu â'r unigolyn (neu unigolion) ac, os nad, a yw'r unigolyn hwnnw (neu'r unigolion hynny) yn dymuno cael gohebiaeth yn Gymraeg ai peidio.

4.1.58. Disgwylir bod y cofnod hwnnw ar gael i holl aelodau staff corff (neu drydydd parti sy'n gweithredu ar ran y corff) sy'n gohebu ag unigolion.

4.1.59. Gall corff gadw cofnod o ddymuniad unigolyn drwy'r dulliau canlynol:

- system rheoli cysylltiadau cwsmeriaid sy'n gweithredu, ac ar gael, ar draws y corff
- math o gronfa ddata arall sy'n gweithredu, ac ar gael, ar draws y corff
- nodyn ar ffeil neu gofnod personol yr unigolyn y gellir ei drosglwyddo, neu

- gronfeydd data adrannol sy'n sicrhau bod gwybodaeth ynghylch dymuniadau unigolion yn cael ei diweddaru ac ar gael ar bob cronfa data ar draws y corff drwy gyfnewid gwybodaeth berthnasol.

4.1.60. Yn ddarostyngedig i ddeddfwriaeth diogelu data,[29] gall unrhyw wybodaeth a dderbynnir gan unigolyn (neu unigolion) ynghylch ei ddymuniad i gael gohebiaeth yn Gymraeg gael ei rhannu a'i chofnodi yn sefydliadol, er mwyn i'r corff anfon yr holl ohebiaeth at yr unigolyn (neu unigolion) yn Gymraeg o hynny ymlaen.

4.1.61. Er enghraifft, os bydd unigolyn yn cadarnhau wrth adran benodol corff ei ddymuniad i dderbyn gohebiaeth yn Gymraeg o hynny ymlaen, gall corff sicrhau, cyhyd â'i fod yn cydymffurfio â deddfwriaeth diogelu data, fod unrhyw adrannau eraill y corff yn ymwybodol o ddymuniad yr unigolyn, fel y bydd modd i'r adrannau hynny anfon gohebiaeth yn Gymraeg i'r unigolyn dan sylw o hynny ymlaen.

A yw deddfwriaeth diogelu data yn caniatáu i gyrff gasglu, storio a defnyddio data personol am ddymuniad unigolion i gael gohebiaeth yn Gymraeg?

4.1.62. Ydy. Nid yw deddfwriaeth diogelu data yn rhwystro corff rhag gallu cydymffurfio gyda gofynion safonau 2 neu 3.

4.1.63. Fodd bynnag, mae gwybodaeth am ddymuniad unigolyn i gael gohebiaeth oddi wrth gorff yn Gymraeg yn gyfystyr â 'data personol'. Yn nhermau diogelu data, byddai casglu, storio a gwneud defnydd o'r data ynghylch dymuniad unigolyn gyfystyr â 'phrosesu' data. Bydd rhaid i bob corff felly gydymffurfio â gofynion deddfwriaeth diogelu data pryd bynnag mae'n prosesu'r data hwnnw.

4.1.64. O dan y GDPR, bydd rhaid i gyrff sicrhau bod eu gweithgareddau prosesu yn cwrdd ag o leiaf un o chwech amod Erthygl 6(1) y GDPR ar gyfer prosesu.

4.1.65. I gorff sy'n ddarostyngedig i safonau'r Gymraeg, mae cydymffurfiaeth â'r safonau yn ofyniad cyfreithiol. Bydd angen i'r corff felly gasglu a storio data ynghylch dymuniad unigolyn i gael gohebiaeth yn Gymraeg er mwyn cwrdd â'r gofyniad cyfreithiol. O dan y GDPR, fe ddylai pob corff allu dibynnu ar amod 'c' yn Erthygl 6(1)[30] i gasglu a storio'r data hwn.

4.1.66. Ynghyd â chael amod dilys ar gyfer prosesu, bydd rhaid i bob corff hefyd ystyried a yw prosesu'r data ynghylch dymuniad unigolyn yn deg. Bydd rhaid dweud wrth unigolion pam fod y corff yn casglu data ynghylch eu dymuniad, a sut mae'r data am gael ei ddefnyddio. Dylid cynnwys gwybodaeth yn cadarnhau a fydd y data yn cael ei rannu'n fewnol neu'n allanol, ac fe ddylai hyn ddigwydd ar adeg casglu'r data. Mae rheolau ychwanegol o dan y GDPR ynglŷn â pha wybodaeth sydd angen ei darparu i unigolion, yn ogystal â sut bydd eu data yn cael ei ddefnyddio.

[29] Mae unrhyw gyfeiriad at 'Deddfwriaeth Diogelu Data' yn y cod hwn yn golygu'r Rheoliad Diogelu Data Cyffredinol ("GDPR") (EU) 2016/679] a'r Ddeddf Diogelu Data 2018 (Data Protection Act 2018) ac unrhyw gyfraith neu reoliad cymwys sy'n ymwneud â phrosesu data personol a phreifatrwydd fel y diwygir, adolygir neu newidir y deddfiad hwnnw.

[30] 'Processing is necessary for compliance with a legal obligation to which the controller is subject.'

4.1.67. Os yw corff yn darparu gwybodaeth ddigonol wrth gasglu'r data ynghylch dymuniad unigolyn, a dim ond yn defnyddio'r data yn unol â disgwyliadau'r unigolyn, fe ddylai casglu a storio data o'r fath gydymffurfio â deddfwriaeth diogelu data.

Oes modd rhannu data ynghylch dymuniad unigolyn i gael gohebiaeth yn Gymraeg yn fewnol rhwng gwahanol adrannau?

4.1.68. Oes. Cyn belled â bod data ar ddymuniad unigolyn wedi'i gasglu'n briodol, yna mae'n bosibl ei ddefnyddio i sicrhau bod yr unigolyn yn gallu cael gohebiaeth yn y Gymraeg yn unol â'i ddymuniad.

4.1.69. Byddai dymuniad unigolyn wedi'i gasglu'n briodol os yw corff yn ei gwneud yn glir i'r unigolyn wrth ofyn am ei ddymuniad y bydd y data hwnnw yn cael ei rannu gyda gwahanol adrannau.

4.1.70. Gan dybio bod y data ynghylch dymuniad unigolyn wedi ei gasglu'n briodol, bydd hi'n bosibl i'w ddefnyddio i sicrhau bod yr unigolyn yn cael gohebiaeth yn Gymraeg yn unol â'i ddymuniad. Bydd rhaid i bob corff benderfynu a yw am ddatblygu un cofnod sefydliadol ynteu gofnodion fesul adrannau.

4.1.71. Mae rhannu data personol rhwng gwahanol adrannau yn ei hun yn fodd o brosesu, felly mae angen cydymffurfio â deddfwriaeth diogelu data. Mae'r safonau yn berthnasol i'r holl sefydliad, felly bydd rhai cyrff yn dewis defnyddio un dymuniad ar draws y sefydliad. Os yw'r corff yn penderfynu dilyn y trywydd yma, bydd rhaid iddo wneud hyn yn hollol glir i unigolion wrth gasglu'r data gwreiddiol.

4.1.72. Bydd angen i gyrff benderfynu ar eu ffyrdd hwy o weithredu wrth rannu data ynghylch dymuniad unigolyn rhwng adrannau. Ystyrir bod angen i gyrff ei gwneud hi mor rhwydd â phosib i unigolion roi eu dymuniad, ac i'r dewis hwnnw gael ei barchu. Mae'n debygol y bydd darparu gwybodaeth glir ar brosesu i unigolion sy'n egluro sut y bydd eu data'n cael ei ddefnyddio yn elfen allweddol i sicrhau cydymffurfiaeth â'r safonau a'r ddeddfwriaeth diogelu data. Mae'r holl ddata ynghylch dymuniad unigolyn yn seiliedig yn y pen draw ar ddewis a wneir gan yr unigolyn. Os yw corff yn rhannu cofnod o ddymuniad yr unigolyn rhwng adrannau gwahanol, bydd rhaid i'r adrannau unigol hynny sicrhau eu bod yn defnyddio'r data hwnnw at y diben y cafodd ei gasglu'n y lle cyntaf, yn hytrach nag at unrhyw ddiben newydd na fyddai'r unigolyn yn ei ddisgwyl.

Beth os yw dymuniad unigolyn i gael gohebiaeth yn Gymraeg yn amrywio mewn gwahanol sefyllfaoedd?

4.1.73. Mae'n bosibl y gall dymuniad unigolyn i gael gohebiaeth yn Gymraeg amrywio mewn sefyllfaoedd gwahanol. Gall dymuniad unigolyn fod yn ddibynnol ar ba wasanaeth neu adran o'r corff sy'n anfon yr ohebiaeth neu bwnc yr ohebiaeth.

4.1.74. Er enghraifft, gall unigolyn ddymuno derbyn ymatebion cyffredinol gan awdurdod lleol yn Gymraeg ond peidio â chael gohebiaeth yn Gymraeg mewn perthynas â chais cynllunio. Gallai unigolyn ddymuno derbyn e-byst yn Gymraeg ond peidio â

derbyn llythyrau safonol yn Gymraeg. Mae'n bosibl nad yw dymuniad unigolyn i gael gohebiaeth yn Gymraeg bob amser yn gyson ym mhob sefyllfa.

4.1.75. Y gofyniad yn unol â safonau 2 a 3 yw i gorff ofyn i unigolyn a yw'n dymuno cael gohebiaeth yn Gymraeg. Fodd bynnag, nid yw'r safonau yn rhwystro corff rhag gofyn cwestiwn ynghylch pa gyd-destunau y byddai'n dymuno cael gohebiaeth yn Gymraeg. Byddai corff yn cydymffurfio â gofynion y safonau drwy ddarparu gohebiaeth yn Gymraeg i unigolyn (neu unigolion) mewn rhai cyd-destunau yn unig os ydynt wedi nodi dymuniad o'r fath.

Oes rhaid sicrhau bod corff yn defnyddio fersiynau Cymraeg o gyfeiriadau post wrth anfon fersiynau Cymraeg o ohebiaeth?

4.1.76. Disgwylir bod corff yn cynnwys fersiynau Cymraeg o gyfeiriadau post wrth anfon fersiynau Cymraeg o ohebiaeth (os oes fersiwn Gymraeg o gyfeiriad post sy'n wahanol i fersiwn Saesneg e.e. Caerdydd/Cardiff). Gall hyn gynnwys defnyddio'r fersiwn Gymraeg o gyfeiriad post ar amlen neu ar frig fersiwn Gymraeg o lythyr.

4.1.77. Mae'r Comisiynydd yn gyfrifol am ddarparu cyngor ar ffurfiau safonol enwau lleoedd yng Nghymru. Gall y Comisiynydd gynghori cyrff ar ffurfiau safonol enwau aneddiadau (sef pentrefi, trefi a dinasoedd) yng Nghymru. Mae'r Comisiynydd wedi cyhoeddi'r argymhellion hyn mewn cronfa ddata ar-lein a gellir llwytho'r rhestrau i lawr o dan drwydded agored: Rhestr o Enwau Lleoedd Safonol Cymru.[31]

4.1.78. Mae'r Comisiynydd yn dilyn canllawiau safoni penodol wrth lunio'i argymhellion: Canllawiau Safoni Enwau Lleoedd Cymru[32]. Mae'r canllawiau hyn yn benodol ar gyfer enwau aneddiadau. Nid ydynt o reidrwydd yn berthnasol i enwau tai na nodweddion tirweddol eraill. Fodd bynnag, ceir ynddynt lawer o egwyddorion gwerthfawr y gellid eu cymhwyso wrth drin yr enwau hyn.

4.1.79. Cyn belled â bod dim deddfiad arall yn golygu bod rhaid defnyddio ffurf arall ar enw Cymraeg, gall corff ddefnyddio'r gwasanaeth ymgynghorol hwn er mwyn sicrhau eu bod yn defnyddio ffurfiau Cymraeg safonol o enwau lleoedd wrth gynnwys yr enwau hynny ar fersiynau Cymraeg o ohebiaeth.

4.2 Galwadau ffôn i gorff ac oddi wrth gorff [safonau 8-22]

Beth yw'r gofynion?

4.2.1. Mae'r safonau hyn yn ymdrin â:

- galwadau ffôn i brif rif ffôn y corff ac i unrhyw linellau cymorth neu ganolfannau galwadau (safon 8—safon 17)
- galwadau ffôn i adrannau, ac i aelodau o staff corff (safon 18—safon 20)
- galwadau ffôn a wneir gan gorff (safon 21), a

[31] Gweler Rhestr o Enwau Lleoedd Safonol Cymru ar wefan y Comisiynydd http://www.comisiynyddygymraeg.cymru/Cymraeg/Comisiynydd/EnwauLleoedd/Pages/Chwilio.aspx

[32] Gweler Canllawiau Safoni Enwau Lleoedd Cymru ar wefan y Comisiynydd http://www.comisiynyddygymraeg.cymru/Cymraeg/Comisiynydd/EnwauLleoedd/Pages/Cyd_destun.aspx

- chorff yn delio â galwadau ffôn drwy system wedi ei hawtomeiddio (safon 22).

Safon 8

4.2.2. Rhaid i gorff gyfarch person yn Gymraeg pan fo'r person hwnnw'n cysylltu â'r corff ar un o'i rifau ffôn perthnasol[33].

4.2.3. Gall y term 'cyfarch' gynnwys ymadroddion sy'n cydnabod ac yn croesawu'r person sy'n cysylltu, cyn i'r corff ddechrau delio gyda'r alwad. Er enghraifft, gall corff gyfarch person drwy ddweud 'Bore Da/Prynhawn Da/Noswaith Dda', gan ddilyn hynny gyda fersiwn Gymraeg o enw'r corff (os oes un yn bodoli). Nid yw'r term 'cyfarch' yn cynnwys delio â'r alwad ei hun.

4.2.4. Gall corff gyfarch personau yn Gymraeg drwy neges sydd wedi'i recordio o flaen llaw ar system sydd wedi'i hawtomeiddio neu drwy aelod o staff yn cyfarch y person hwnnw yn Gymraeg pan fo'r aelod hwnnw'n ateb yr alwad.

4.2.5. Mae gofynion y safon hon yn berthnasol i'r cyfarchiad cyntaf yn unig. Bydd gweddill iaith yr alwad yn ddibynnol ar ddymuniad y person yn unol â safon 10 neu safon 11 (yn ddibynnol ar ba safon sydd wedi ei gosod ar y corff).

4.2.6. Gofynion safon 20 sy'n berthnasol i gyfarchion a wneir i berson sy'n cysylltu ar rif ffôn llinell uniongyrchol adran corff neu rif ffôn llinell uniongyrchol aelod staff corff.

Safon 9

4.2.7. Os yw person yn cysylltu â'r corff ar un o'u rhifau ffôn perthnasol, rhaid i'r corff roi gwybod i'r person hwnnw bod gwasanaeth ffôn Cymraeg ar gael.

4.2.8. Disgwylir i gorff fod yn rhagweithiol wrth roi gwybod i bersonau am y gwasanaeth ffôn Cymraeg. Disgwylir i hyn ddigwydd ar y cyfle cyntaf posibl.

4.2.9. Nid yw cyfarch person yn Gymraeg ar ei ben ei hun yn gyfystyr â rhoi gwybod bod gwasanaeth ffôn Cymraeg ar gael. Disgwylir i gorff gymryd camau pellach na hynny er mwyn ei gwneud yn glir i'r person bod gwasanaeth Cymraeg ar gael.

4.2.10. Gall enghraifft o gorff yn 'rhoi gwybod' bod gwasanaeth ffôn Cymraeg ar gael gynnwys:

- rhoi dewis i bersonau gael gwasanaeth ffôn Cymraeg (neu wasanaeth Saesneg) drwy bwyso rhif penodol ar y ffôn
- sicrhau bod aelodau staff sy'n ateb yr alwad yn rhoi gwybod i'r person yn rhagweithiol wrth sgwrsio â'r person hwnnw, a
- sicrhau bod y corff yn rhoi gwybod y bydd gwasanaeth Cymraeg ar gael (neu y bydd yn parhau ar gael) wrth i aelod o staff drosglwyddo'r alwad i aelod o staff arall sy'n gallu delio â'r alwad yn Gymraeg.

4.2.11. Yn ddibynnol ar natur y corff a'r defnydd o'r iaith gan y corff, gall corff gydymffurfio â safon 9 drwy ddechrau sgwrs yn Gymraeg yn gyntaf er mwyn amlygu yn naturiol bod gwasanaeth Cymraeg ar gael dros y ffôn, heb fod angen datgan hynny yn benodol i'r person. Er enghraifft, ni fyddai disgwyl i gorff nodi bod gwasanaeth

[33] Oni nodir fel arall, mae cyfeiriad at 'rifau ffôn perthnasol', yng nghyswllt safonau 8–17, yn golygu prif rif ffôn y corff (neu un o'u prif rifau ffôn), neu unrhyw un o'u rhifau llinell gymorth neu rifau canolfan alwadau

Cymraeg ar gael os yw'r alwad eisoes yn cael ei chynnal yn Gymraeg a bod yr alwad yn cael ei throsglwyddo'n naturiol i rywun sy'n gallu delio (ac yn cychwyn delio) â'r alwad yn Gymraeg fel mater o drefn arferol.

4.2.12. Nid yw'r safon yn nodi bod rhaid i gorff roi gwybod i'r person *yn Gymraeg*. Fodd bynnag, disgwylir i gorff ystyried ei gwneud yn Gymraeg os ydynt yn gallu gwneud hynny a bod y person yn debygol o ddymuno cael gwybod yn Gymraeg.

Safon 10

4.2.13. Wrth i berson gysylltu â chorff ar un o'u rhifau ffôn perthnasol, rhaid i'r corff ddelio â'r alwad yn Gymraeg yn ei chyfanrwydd os yw'r person yn dymuno hynny. Os oes angen trosglwyddo'r alwad i aelod arall o staff er mwyn delio â'r alwad, rhaid i'r aelod o staff hwnnw ddelio â'r alwad yn Gymraeg.

4.2.14. Rhaid i'r corff ddelio â'r alwad yn Gymraeg yn ei chyfanrwydd unwaith y mae'n ymwybodol bod y person yn dymuno cael gwasanaeth Cymraeg dros y ffôn.[34]

4.2.15. Byddai person yn debygol o ddymuno cael gwasanaeth Cymraeg dros y ffôn os yw'n dechrau sgwrs gyda'r corff yn Gymraeg yn gyntaf. Os yw person yn dechrau sgwrsio'n gyntaf yn Saesneg, ni ddylai corff gymryd hynny i olygu nad yw'r person hwnnw'n dymuno cael gwasanaeth ffôn yn Gymraeg.

4.2.16. Os nad yw dymuniad y person i gael gwasanaeth Cymraeg eisoes yn glir (e.e. os nad yw'n dechrau'r sgwrs yn Gymraeg neu os nad yw'n gofyn am wasanaeth Cymraeg cyn i'r corff wneud hynny), disgwylir i gorff sefydlu'r dymuniad hwnnw'n fwy rhagweithiol, drwy ofyn yn benodol ynghylch dymuniad y person. Disgwylir i gorff sefydlu dymuniad y person i dderbyn gwasanaeth Cymraeg dros y ffôn ar y cyfle cyntaf posibl.

Safon 11

4.2.17. Os yw person yn cysylltu â'r corff ar un o'u rhifau ffôn perthnasol, rhaid i'r corff ddelio â'r alwad yn Gymraeg unwaith y mae'n gwybod bod y person yn dymuno cael gwasanaeth Cymraeg dros y ffôn, gan drosglwyddo'r alwad i aelod o staff sy'n gallu delio â'r pwnc penodol yn Gymraeg os yw hynny'n angenrheidiol[34].

4.2.18. Byddai person yn debygol o ddymuno cael gwasanaeth Cymraeg dros y ffôn os yw'n dechrau sgwrs gyda'r corff yn Gymraeg yn gyntaf. Os yw person yn dechrau sgwrsio'n gyntaf yn Saesneg, rhaid i gorff beidio â chymryd hynny i olygu nad yw'r person hwnnw'n dymuno cael gwasanaeth ffôn yn Gymraeg.

4.2.19. Os nad yw dymuniad y person i gael gwasanaeth Cymraeg eisoes yn glir (e.e. os nad yw'n dechrau'r sgwrs yn Gymraeg neu os nad yw'n gofyn am wasanaeth Cymraeg cyn i'r corff wneud hynny), disgwylir i gorff sefydlu'r dymuniad hwnnw'n fwy rhagweithiol, drwy ofyn yn benodol ynghylch dymuniad y person. Disgwylir i gorff sefydlu dymuniad y person i dderbyn gwasanaeth Cymraeg dros y ffôn ar y cyfle cyntaf posibl.

[34] Fodd bynnag, dylid nodi bod rhaid i gorff gyfarch personau yn Gymraeg dros y ffôn yn unol â safon 8 cyn sefydlu a yw'r person yn dymuno delio â'r alwad yn Gymraeg.

4.2.20. Yn wahanol i safon 10, os nad oes aelod o staff ar gael sy'n gallu delio â'r alwad yn Gymraeg ar y pwnc penodol dan sylw, gall corff drosglwyddo'r alwad i aelod o staff nad yw'n gallu delio â'r alwad yn Gymraeg, ond sy'n gallu darparu gwasanaeth ar y pwnc penodol hwnnw.

4.2.21. Dylid pwysleisio bod rhaid i gorff sicrhau nad oes aelod o staff sy'n siarad Cymraeg ar gael i ddarparu'r gwasanaeth ar y pwnc penodol yn Gymraeg, cyn trosglwyddo'r alwad i aelod o staff nad yw'n gallu delio â'r alwad yn Gymraeg. Er mwyn hwyluso hyn, gall corff ddewis cael cofnod o aelodau staff sy'n gallu delio â galwadau yn Gymraeg (e.e. cyfeiriadur staff fesul adran, gwasanaeth neu bwnc penodol).

4.2.22. Nid yw'r ymadrodd 'pwnc penodol' yn cynnwys cyswllt neu ymholiad cyffredinol. Disgwylir bod corff yn darparu gwasanaeth Cymraeg wrth ymdrin ag ymholiadau cyffredinol, hyd at bwynt lle mae angen i gorff drosglwyddo galwad i aelod di-Gymraeg sy'n gallu delio â phwnc sydd angen lefel o arbenigedd neu wybodaeth benodol er mwyn gallu delio ag ef. Gall enghraifft o'r fath gynnwys cais cynllunio penodol neu achos gwasanaethau cymdeithasol penodol lle mai'r aelod o staff di-Gymraeg hwnnw'n unig sydd â'r wybodaeth berthnasol sydd ei hangen i ddelio â'r alwad.

Safon 12

4.2.23. Rhaid i gorff beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg wrth hysbysebu ei rifau ffôn, llinellau cymorth neu wasanaethau canolfannau galwadau.

4.2.24. Mae'r term 'peidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg' yng nghyswllt y safon hon yn cynnwys, ymysg materion eraill, peidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg o ran:

- golwg yr hysbyseb (er enghraifft mewn perthynas â lliw neu ffont unrhyw destun)
- maint yr hysbyseb
- lleoliad ac amlygrwydd yr hysbyseb mewn unrhyw fan cyhoeddus
- pryd a sut y caiff yr hysbyseb ei chyhoeddi, ei darparu neu ei harddangos
- fformat cyhoeddi unrhyw hysbyseb
- iaith yr hysbyseb
- trefn iaith yr hysbyseb
- safon ac ansawdd yr hysbyseb
- eglurder a chywirdeb yr hysbyseb (er enghraifft o ran ystyr a mynegiant unrhyw destun), a
- chynnwys yr hysbyseb (er enghraifft o ran manylder neu ansawdd y wybodaeth a gynhwysir).

4.2.25. Gall hyn olygu bod corff yn sicrhau, ymysg materion eraill, bod unrhyw hysbyseb sy'n hysbysebu'r rhifau hynny yn cael ei chyhoeddi yn Gymraeg.

4.2.26. Os nad yw rhif ffôn y gwasanaeth Cymraeg yr un peth â rhif ffôn y gwasanaeth Saesneg cyfatebol (er enghraifft, os nad yw safon 13 wedi'i gosod), gall y term olygu, wrth hysbysebu'r rhifau hynny, peidio â thrin rhif ffôn y gwasanaeth Cymraeg yn llai ffafriol na rhif ffôn y gwasanaeth Saesneg cyfatebol. Er enghraifft, gall hyn gynnwys sicrhau bod rhif ffôn y gwasanaeth Cymraeg o leiaf yr un mor

amlwg i bersonau â'r rhif ffôn Saesneg cyfatebol. Gall hyn gynnwys sicrhau bod rhif ffôn y gwasanaeth Cymraeg yn cael ei hysbysebu ar fersiynau Saesneg o ddeunydd yn ogystal â'r fersiynau Cymraeg cyfatebol (e.e. hysbysebu'r rhif ffôn ar fersiynau Saesneg a Chymraeg o dudalen gwefan).

Safon 13

4.2.27. Os yw corff yn cynnig gwasanaeth Cymraeg ar un o'i rifau ffôn perthnasol, rhaid iddo sicrhau bod rhif ffôn y gwasanaeth Cymraeg hwnnw yr un peth â rhif ffôn y gwasanaeth Saesneg cyfatebol. Mae hyn yn golygu na chaniateir rhif ffôn ar wahân ar gyfer cynnig gwasanaeth Cymraeg (sy'n cyfateb i wasanaeth Saesneg) dros y ffôn.

Safon 14

4.2.28. Os yw corff yn cyhoeddi eu rhifau ffôn perthnasol, rhaid iddo nodi (yn Gymraeg) ei fod yn croesawu galwadau yn Gymraeg.

4.2.29. Rhaid i'r testun ymddangos ar unrhyw ddeunydd sy'n cyhoeddi'r rhifau ffôn dan sylw. Gallai deunydd o'r fath gynnwys:

- gwefannau
- cyhoeddiadau
- ffurflenni
- deunydd arddangos
- deunydd cyhoeddusrwydd
- deunydd hysbysebu, ac
- arwyddion.

4.2.30. Nid oes rhaid i gorff gynnwys datganiad sydd air am air â geiriad y safon er mwyn amlygu bod y corff yn croesawu galwadau yn Gymraeg. Fodd bynnag, disgwylir i'r datganiad hwnnw fod yn ddigon clir ac eglur fel y byddai personau yn llwyr ymwybodol o ymrwymiad ac ymroddiad y corff i groesawu galwadau yn Gymraeg.

4.2.31. Gall corff arddangos logo Iaith Gwaith y Comisiynydd fel rhan o ddatganiad i gyfleu bod y corff yn croesawu galwadau yn Gymraeg.

4.2.32. Mae'r datganiad canlynol yn enghraifft o'r hyn y gall corff ei ddefnyddio at ddibenion y safon:

Rydym yn croesawu galwadau yn Gymraeg.

We welcome calls in Welsh.

Safon 15

4.2.33. Rhaid i gorff sicrhau nad yw dangosyddion perfformiad ar gyfer delio â galwadau ffôn yn gosod mesuriadau a fyddai'n trin galwadau ffôn a wneir yn Gymraeg yn llai ffafriol na galwadau a wneir yn Saesneg.

4.2.34. Gall corff sicrhau nad yw'n gwneud hynny drwy osod mesuriadau ar gyfer galwadau Cymraeg er mwyn iddynt fod o leiaf yr un safon â'r gwasanaeth Saesneg cyfatebol.

4.2.35. Gall 'dangosyddion perfformiad' gynnwys dangosyddion sy'n ymwneud â'r isod:

- **Datrysiad galwad cyntaf**—% y galwadau sy'n cael eu datrys heb orfod trosglwyddo'r alwad
- **Canran y galwadau wedi'u gwahardd**—% y galwyr sydd wedi deialu a chlywed y tôn prysur
- **Amser cyfartalog mewn ciw**—Amser cyfartalog y mae'n rhaid i alwr aros mewn ciw cyn i rywun ymateb
- **Lefel gwasanaeth**—% y galwadau a atebir o fewn amser penodol
- **Galwadau a ymadawir**—% y galwyr sy'n terfynu'r alwad cyn i rywun ateb y ffôn, a
- **Hyd galwad**—Amser cyfartalog y mae galwr ar y ffôn, gan gynnwys yr amser y maent yn gorfod aros ar y llinell.

4.2.36. Er enghraifft, disgwylir i gorff beidio â gosod dangosyddion perfformiad a fyddai'n caniatáu i berson orfod aros yn hirach ar y ffôn wrth geisio gwasanaeth Cymraeg o'i gymharu â'r amser y caniateir i berson aros wrth geisio gwasanaeth cyfatebol Saesneg.

Safon 16

4.2.37. Rhaid i'r prif wasanaeth(au) ateb galwadau ffôn roi gwybod i bersonau sy'n galw bod modd gadael neges yn Gymraeg a rhaid i'r neges honno fod yn Gymraeg. Gall 'prif wasanaeth ateb galwadau ffôn' gynnwys peiriannau ateb galwadau ffôn.

4.2.38. Er mwyn amlygu bod modd gadael neges yn Gymraeg, disgwylir i unrhyw ddatganiad fod yn ddigon clir ac eglur fel y byddai personau yn llwyr ymwybodol bod modd gadael neges yn Gymraeg ar brif wasanaeth(au) ateb galwadau ffôn y corff. Er enghraifft, gellid nodi "Mae croeso i chi adael neges yn Gymraeg ar ôl y tôn."

Safon 17

4.2.39. Pan nad oes gwasanaeth Cymraeg ar gael ar un o rifau ffôn perthnasol y corff, rhaid iddo roi gwybod i'r person sy'n galw pryd y bydd gwasanaeth Cymraeg ar gael. Gall sefyllfa lle nad yw gwasanaeth Cymraeg ar gael gynnwys:

- pan fo'r swyddfa ar gau ac felly nad oes gwasanaeth ffôn ar gael o gwbl, neu
- pan nad oes aelod staff Cymraeg ar gael i ddelio â'r alwad (yn ôl gofynion safon 11).

4.2.40. Mewn sefyllfaoedd fel hyn, rhaid i gorff roi gwybod pryd y bydd y gwasanaeth Cymraeg ar gael. Er enghraifft, gall corff wneud hynny drwy egluro beth yw amseroedd agor craidd y swyddfa neu egluro ar ba amseroedd neu ddiwrnodau y bydd y gwasanaeth Cymraeg ar gael nesaf.

4.2.41. Gall 'rhoi gwybod' gynnwys gwneud hynny drwy:

- gyfrwng neges wedi ei hawtomeiddio, neu
- aelod o staff yn rhoi gwybod i'r galwr ar lafar dros y ffôn.

4.2.42. Mae pa mor berthnasol yw'r safon hon yn amrywio o achos i achos yn ddibynnol ar argaeledd gwasanaeth ffôn Cymraeg (e.e. yn unol â safonau 10 neu 11) a natur y gwasanaethau ffôn sy'n cael eu cynnig gan gorff.

4.2.43. Mewn sefyllfa pan nad oes rhaid i gorff ddarparu gwasanaeth ffôn yn Gymraeg yn unol â gofynion safon 11 (h.y. pan nad oes aelod o staff sy'n gallu siarad Cymraeg ar gael i ddarparu gwasanaeth ar bwnc penodol yn Gymraeg), rhaid i gorff roi gwybod pryd y bydd gwasanaeth Cymraeg ar gael.

4.2.44. Os oes aelod o staff Cymraeg ar gael i ddarparu gwasanaeth ar bwnc penodol yn Gymraeg ond nad ydynt yn digwydd bod ar gael ar adeg yr alwad (e.e. ddim yn gweithio ar y diwrnod hwnnw neu bod yr aelod yn delio â galwad arall), rhaid iddo roi gwybod pryd bydd yr aelod hwnnw (neu aelod arall a all ddelio â'r alwad yn Gymraeg) ar gael nesaf. Disgwylir iddo wneud hynny *cyn* trosglwyddo galwad i aelod o staff nad yw'n gallu siarad Cymraeg. Drwy wneud hynny, gall corff roi'r dewis i'r galwr a yw'n dymuno cael ei drosglwyddo i aelod o staff nad yw'n siarad Cymraeg neu ddisgwyl am yr aelod nesaf o staff sy'n medru'r Gymraeg sydd ar gael.

Safon 18

4.2.45. Mae gofynion safon 18 yn cyfateb i ofynion safon 10, ond ei bod yn berthnasol i rifau ffôn llinell uniongyrchol adrannau ac aelodau staff, yn hytrach na phrif rifau ffôn, rhifau llinell gymorth a rhifau canolfan alwadau.

Safon 19

4.2.46. Mae gofynion safon 19 yn cyfateb i ofynion safon 11, ond ei bod yn berthnasol i rifau ffôn llinell uniongyrchol adrannau ac aelodau staff, yn hytrach na phrif rifau ffôn, rhifau llinell gymorth a rhifau canolfan alwadau.

Safon 20

4.2.47. Os yw person yn cysylltu â chorff ar rif llinell uniongyrchol (boed yn rhif llinell uniongyrchol adran neu'n rhif llinell uniongyrchol aelod o staff), rhaid i'r corff sicrhau nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg wrth gyfarch y person hwnnw.

4.2.48. Mae'r term 'peidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg' yn cynnwys, ymysg materion eraill, peidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg o ran:

- pryd a sut y caiff y cyfarchiad ei wneud
- iaith y cyfarchiad
- trefn iaith y cyfarchiad
- safon ac ansawdd y cyfarchiad
- eglurder a chywirdeb y cyfarchiad (er enghraifft o ran ystyr a mynegiant unrhyw gyfarchiad), a
- chynnwys y cyfarchiad (er enghraifft o ran manylder neu ansawdd y wybodaeth a gynhwysir).

4.2.49. Gall hyn olygu bod corff, ymysg materion eraill, yn cyfarch personau ar y rhifau ffôn perthnasol yn Gymraeg os yw'n cyfarch person yn Saesneg hefyd.

4.2.50. Os oes rhaid i gorff gydymffurfio â safonau 8 ac 20 gyda'i gilydd, bydd rhaid i holl aelodau staff corff gyfarch personau yn Gymraeg ar unrhyw rif ffôn y corff ac ym mhob achlysur.

Safon 21

4.2.51. Pan fydd corff yn ffonio unigolyn am y tro cyntaf, rhaid iddo ofyn wrth yr unigolyn a yw'n dymuno cael galwadau ffôn oddi wrtho yn Gymraeg. Os mai dyna yw dymuniad yr unigolyn, rhaid iddo gynnal galwadau ffôn gyda'r unigolyn hwnnw o hynny ymlaen yn Gymraeg.

4.2.52. Mae Atodlen 1, Rhan 3, Paragraff 27 o'r rheoliadau yn nodi:

> "At ddibenion safonau [...] 21, mae corff yn [...] ffonio unigolyn am y tro cyntaf pan fydd yn [...] ffonio'r person am y tro cyntaf ar ôl y dyddiad y mae hysbysiad cydymffurfio wedi ei gwneud yn ofynnol i'r corff gydymffurfio â'r safon."

4.2.53. Mae'r term 'ffonio unigolyn am y tro cyntaf' felly'n golygu'r tro cyntaf y mae corff yn ffonio unigolyn o'r diwrnod gosod ymlaen. Mae hyn yn golygu bod rhaid sefydlu dymuniad yr unigolyn i gael galwadau ffôn oddi wrth y corff yn Gymraeg ar ôl y diwrnod gosod.

Safon 22

4.2.54. Rhaid i gorff sicrhau bod unrhyw system ffôn wedi ei hawtomeiddio sydd ganddo yn darparu'r gwasanaeth awtomataidd cyfan yn Gymraeg.

4.2.55. Mae Atodlen 1, Rhan 3, Paragraff 28 o'r rheoliadau yn nodi:

> "Yn safon 22, ystyr system ffôn "wedi ei hawtomeiddio" yw system sy'n ateb galwadau ffôn ac yn arwain personau drwy drefn benodedig gyda neges wedi ei recordio sy'n gofyn, er enghraifft, i berson bwyso rhifau gwahanol er mwyn dewis opsiynau gwahanol."

4.2.56. Gall enghreifftiau eraill gynnwys systemau sy'n gofyn i'r galwr ddewis opsiynau drwy siarad.

Beth os yw corff yn ymwybodol o ddymuniad unigolyn cyn y diwrnod gosod?

4.2.57. Ni ellir defnyddio gwybodaeth a gasglwyd cyn y diwrnod gosod at ddibenion y safon hon.

4.2.58. Mae safon 21 yn ei gwneud yn ofynnol i gorff ofyn wrth unigolyn a ydynt yn dymuno cael galwadau ffôn oddi wrtho yn Gymraeg, o'r diwrnod gosod ymlaen. Mewn sefyllfaoedd pan fo gan gorff wybodaeth hanesyddol am ddymuniad unigolyn, rhaid canfod dymuniad yr unigolyn i gael galwadau ffôn yn Gymraeg o'r newydd.

Oes rhaid cynnal yr alwad gyntaf a wneir i unigolyn yn Gymraeg yn unol â gofynion safon 21?

4.2.59. Nac oes. Nid oes rhaid i gorff gynnal yr alwad gyntaf a wneir i unigolyn yn Gymraeg. Y gofyniad yw cynnal galwadau ffôn yn Gymraeg ym mhob galwad ffôn y mae corff yn ei gwneud i'r unigolyn ar ôl i'r unigolyn nodi ei fod yn dymuno cael galwadau ffôn oddi wrth y corff yn Gymraeg.

Sut dylai corff gadw cofnod o ddymuniad unigolyn ynghylch a yw'n dymuno cael galwadau ffôn oddi wrth y corff yn Gymraeg, yn unol â safon 21?

4.2.60. Disgwylir bod gan y corff drefniadau digonol mewn lle sy'n caniatáu iddo wybod ai dyma'r tro cyntaf y mae'n ffonio'r unigolyn ac, os nad, a yw'r unigolyn hwnnw yn dymuno cael galwadau ffôn yn Gymraeg ai peidio.

4.2.61. Disgwylir bod y corff yn gallu defnyddio'r wybodaeth honno er mwyn gweithredu ar y safon. Er enghraifft, drwy ofyn wrthynt am eu dymuniad (os mai dyma'r tro cyntaf iddo ffonio'r unigolyn) neu drwy gynnal yr alwad ffôn yn unol â'r dymuniad hwnnw (os oes cyswllt blaenorol wedi bod a bod y dymuniad eisoes wedi'i sefydlu).

4.2.62. Disgwylir bod y cofnod hwnnw ar gael i holl aelodau staff corff (neu drydydd parti sy'n gweithredu ar ran y corff) sy'n ffonio unigolion, fel bod modd iddynt ei ddefnyddio er mwyn sicrhau cydymffurfiaeth.

4.2.63. Gall corff gadw cofnod o ddymuniad unigolyn drwy'r dulliau canlynol:

- system rheoli cysylltiadau cwsmeriaid sy'n gweithredu, ac ar gael, ar draws y corff
- math o gronfa ddata arall sy'n gweithredu, ac ar gael, ar draws y corff
- nodyn ar ffeil neu gofnod personol yr unigolyn y gellir ei drosglwyddo, neu
- gronfeydd data adrannol sy'n sicrhau bod gwybodaeth ynghylch dymuniadau unigolion yn cael ei diweddaru ac ar gael ar bob un cronfa ddata ar draws y corff drwy gyfnewid gwybodaeth berthnasol.

4.2.64. Yn ddarostyngedig i ddeddfwriaeth diogelu data, gall unrhyw wybodaeth a dderbynnir gan unigolyn ynghylch eu dymuniad i gael galwadau ffôn yn Gymraeg gael ei rhannu a'i chofnodi yn sefydliadol, er mwyn i'r corff wneud yr holl alwadau yn Gymraeg o hynny ymlaen ar bob achlysur.

4.2.65. Er enghraifft, os bydd unigolyn yn cadarnhau wrth adran benodol corff ei ddymuniad i dderbyn galwadau ffôn yn Gymraeg o hynny ymlaen, gall corff sicrhau, cyhyd â'i fod yn cydymffurfio â deddfwriaeth diogelu data, fod unrhyw adrannau eraill y corff yn ymwybodol o ddymuniad yr unigolyn, fel y bydd modd i'r adrannau hynny wneud y galwadau ffôn yn Gymraeg i'r unigolyn dan sylw o hynny ymlaen.

A yw deddfwriaeth diogelu data yn caniatáu i gyrff gasglu, storio a defnyddio data personol am ddymuniad iaith unigolion i dderbyn galwadau ffôn yn Gymraeg?

4.2.66. Ydy. Nid yw cyfraith diogelu data yn rhwystro corff rhag gallu cydymffurfio gyda gofynion safon 21.

4.2.67. Fodd bynnag, mae gwybodaeth am ddymuniad unigolyn i gael galwadau ffôn oddi wrth gorff yn Gymraeg yn gyfystyr â 'data personol'. Yn nhermau diogelu data, byddai casglu, storio a gwneud defnydd o'r data ynghylch dymuniad unigolyn gyfystyr â 'phrosesu' data. Bydd rhaid i bob corff felly gydymffurfio â gofynion deddfwriaeth diogelu data pryd bynnag mae'n prosesu'r data hwnnw.

4.2.68. O dan y GDPR, bydd rhaid i gyrff sicrhau bod eu gweithgareddau prosesu yn cwrdd ag o leiaf un o chwech amod Erthygl 6(1) y GDPR ar gyfer prosesu.

4.2.69. I gorff sy'n ddarostyngedig i safonau'r Gymraeg, mae cydymffurfiaeth â'r safonau yn ofyniad cyfreithiol. Bydd angen i'r corff felly gasglu a storio data ynghylch dymuniad unigolyn i gael galwadau ffôn yn Gymraeg er mwyn cwrdd â'r gofyniad cyfreithiol. O dan y GDPR, fe ddylai pob corff allu dibynnu ar amod c' yn Erthygl 6(1)[35] i gasglu a storio'r data hwn.

4.2.70. Ynghyd â chael amod dilys ar gyfer prosesu, bydd rhaid i bob corff hefyd ystyried os yw prosesu'r data ynghylch dymuniad unigolyn yn deg. Bydd rhaid dweud wrth unigolion pam fod y corff yn casglu data ynghylch eu dymuniad, a sut mae'r data am gael ei ddefnyddio. Dylid cynnwys gwybodaeth yn cadarnhau a fydd y data yn cael ei rannu'n fewnol neu'n allanol, ac fe ddylai hyn ddigwydd ar adeg casglu'r data. Mae rheolau ychwanegol o dan y GDPR ynglŷn â pha wybodaeth sydd angen ei darparu i unigolion, yn ogystal â sut bydd eu data yn cael ei ddefnyddio.

4.2.71. Os yw corff yn darparu gwybodaeth ddigonol wrth gasglu'r data ynghylch dymuniad unigolyn, a dim ond yn defnyddio'r data yn unol â disgwyliadau'r unigolyn, fe ddylai casglu a storio data o'r fath gydymffurfio â deddfwriaeth diogelu data.

4.3 Cyfarfodydd a gynhelir gan gorff nad ydynt yn agored i'r cyhoedd yn gyffredinol [safonau 23-29B]

Beth yw'r gofynion?

4.3.1. Mae'r safonau hyn yn ymwneud â chyfarfodydd y mae corff yn eu cynnal nad ydynt yn rhai sy'n agored i'r cyhoedd yn gyffredinol, sef:

- cyfarfodydd rhwng corff ac un person gwahoddedig arall (23-26B), a
- chyfarfodydd rhwng corff a mwy nag un person gwahoddedig (27-29B).

Safonau 23-24B a 27-27D

4.3.2. Mae'r safonau hyn yn ei gwneud yn ofynnol i gorff ofyn i berson(au) yn rhagweithiol ynghylch eu dymuniad i ddefnyddio'r Gymraeg yn y cyfarfod ac, os yw'r person(au) yn dymuno hynny, rhaid iddo hysbysu'r person(au) y bydd yn darparu'n unol â'r dymuniad hwnnw. Disgwylir i gorff ganiatáu amser digonol ar ôl

[35] 'Processing is necessary for compliance with a legal obligation to which the controller is subject.'

gofyn am ddymuniad person er mwyn gallu gwneud unrhyw drefniadau angenrheidiol ar gyfer y cyfarfod ei hun.

4.3.3. Os mai dymuniad y person(au) yw defnyddio'r Gymraeg yn y cyfarfod, rhaid i gorff fynd ati wedyn i un ai:

- cynnal y cyfarfod yn Gymraeg heb gymorth gwasanaeth cyfieithu (safonau 23 a 27CH), neu
- alluogi person(au) ddefnyddio'r Gymraeg drwy ddarparu gwasanaeth cyfieithu yn y cyfarfod, os nad oes modd cynnal y cyfarfod yn Gymraeg heb wasanaeth cyfieithu (safonau 24A, 24B, 27A, 27B, 27C, 27D).

4.3.4. At ddibenion safonau 23–24B, mewn sefyllfa pan fo'r corff yn cynnal cyfarfod gyda mwy nag un cynrychiolydd o'r un sefydliad, dylid eu hystyried yn bersonau unigol yn hytrach na fel un person. Dylid felly cyfeirio at safonau 27–29B ar gyfer sefyllfa fel hyn.

4.3.5. Mewn perthynas â safonau 27A–27C, bydd rhaid i gorff ystyried a gweithio allan y ganran o'r gwahoddedigion sydd wedi rhoi gwybod i'r corff eu bod yn dymuno defnyddio'r Gymraeg yn y cyfarfod. Os yw'r ganran yn cyrraedd y trothwy yn y safon, rhaid i'r corff ddarparu gwasanaeth Cymraeg yn y cyfarfod.

4.3.6. Ni ddylai'r corff ystyried na chynnwys dymuniadau staff y corff ei hun wrth gyfrifo'r canrannau hynny. Y gofyniad yw i gyfrifo ac ymateb i ganran dymuniadau'r gwahoddedigion allanol yn unig.

4.3.7. Mewn perthynas â safonau 27CH–27D, os yw pawb a gafodd wahoddiad wedi rhoi gwybod i'r corff eu bod yn dymuno defnyddio'r Gymraeg yn y cyfarfod, rhaid iddo ddarparu gwasanaeth Cymraeg yn y cyfarfod hwnnw.

Safonau 25-26B a 28-29B

4.3.8. Mae safonau 25–26B a safonau 28–29B yn gofyn bod corff yn cynnal cyfarfod yn Gymraeg (neu'n darparu gwasanaeth cyfieithu) os yw'r cyfarfod yn ymwneud â 'llesiant' un neu ragor o unigolion.

4.3.9. Gyda safonau 25–26B a safonau 28–29B, mae gofyniad ychwanegol i gorff ddarparu gwasanaeth cyfieithu o'r Saesneg i'r Gymraeg yn ogystal â gwasanaeth cyfieithu o'r Gymraeg i'r Saesneg mewn cyfarfod, os oes angen. Gall hynny olygu bod angen mwy nag un cyfieithydd i ddarparu'r gwasanaeth hwn.

Pa gyfarfodydd sy'n gymwys i'r safonau hyn?

4.3.10. Mae'r safonau hyn yn gymwys i gyfarfodydd:

- nad ydynt yn agored i'r cyhoedd yn gyffredinol, ac
- sydd yn cael eu cynnal gan y corff.

4.3.11. Nid yw'r safonau hyn yn gymwys os yw'r cyfarfod:

- yn agored i'r cyhoedd yn gyffredinol, neu
- os nad yw'r corff yn gyfrifol am gynnal y cyfarfod.

4.3.12. Mae'r safonau hyn yn ymwneud â chyfarfodydd gyda pherson(au) 'gwahoddedig' yn unig. Mae hyn yn golygu bod y safonau hyn yn berthnasol i'r graddau bod y cyfarfod yn un lle mai'r corff sydd wedi gwahodd person(au) penodol iddo ac ond ar agor i'r person neu'r personau penodol hynny. Dylid cyfeirio at safonau 30–34 am ddarpariaeth ar gyfer cyfarfodydd sy'n agored i'r cyhoedd yn fwy cyffredinol.

4.3.13. Nid yw'r safonau hyn yn gyfyngedig i gyfarfodydd a gynhelir yn adeiladau'r corff yn unig. Er enghraifft, os yw corff wedi gwahodd person i gyfarfod a bod y cyfarfod yn cael ei gynnal yng nghartref y person hwnnw, byddai'r safon yn parhau i fod yn berthnasol.

A yw'r safonau hyn yn berthnasol i gyfarfodydd mewnol sydd ond yn cael eu cynnal rhwng staff y corff?

4.3.14. Nac ydyn. Os yw cyfarfod yn cael ei gynnal rhwng staff y corff yn unig, ni fyddai'r safonau hyn yn berthnasol i'r cyfarfod hwnnw.

4.3.15. Fodd bynnag, os yw corff wedi gwahodd 'person' arall i'r cyfarfod hefyd (e.e. staff sefydliad arall), byddai'r safonau hyn yn berthnasol i'r cyfarfod hwnnw fel arfer.

4.3.16. Mae'r safonau gweithredu yn cyfeirio fathau penodol o gyfarfodydd mewnol sydd angen eu cynnal yn Gymraeg.

Beth yw ystyr cyfarfodydd sy'n 'ymwneud â llesiant unigolyn'?

4.3.17. Ceir dehongliad cyfreithiol o '[l]lesiant' yn Neddf Gwasanaethau Cymdeithasol 2014[36].

4.3.18. Mae adran 2 o'r Ddeddf honno yn dehongli'r term 'llesiant' mewn perthynas â rhestr o ganlyniadau ar gyfer unigolion. Mae'r dehongliad yn nodi:

[36] Deddf Gwasanaethau Cymdeithasol a Llesiant (Cymru) 2014
http://www.legislation.gov.uk/anaw/2014/4/pdfs/anaw_20140004_mi.pdf

"(2) Ystyr "llesiant", o ran person, yw llesiant mewn perthynas ag unrhyw un neu rai o'r canlynol—

(a) iechyd corfforol, iechyd meddwl a llesiant emosiynol;

(b) amddiffyn rhag camdriniaeth ac esgeulustod;

(c) addysg, hyfforddiant a gweithgareddau hamdden;

(d) perthnasoedd domestig, teuluol a phersonol;

(e) cyfraniad a wneir at y gymdeithas;

(f) sicrhau hawliau a hawlogaethau;

(g) llesiant cymdeithasol ac economaidd;

(h) addasrwydd llety preswyl.

(3) O ran plentyn, mae "llesiant" hefyd yn cynnwys—

(a) datblygiad corfforol, deallusol, emosiynol, cymdeithasol ac ymddygiadol;

(b) "lles" fel y diffinnir y term Saesneg cyfatebol "welfare" at ddibenion Deddf Plant 1989..

(4) O ran oedolyn, mae "llesiant" hefyd yn cynnwys—

(a) rheolaeth ar fywyd pob dydd;

(b) cymryd rhan mewn gwaith."

4.3.19. O ganlyniad, gall cyfarfod sy'n ymwneud â llesiant unigolyn (neu unigolion) gynnwys cyfarfod sy'n ymwneud ag un neu ragor o'r meysydd uchod. Yn gyffredinol, er mwyn i gyfarfod gael ei ystyried fel un sy'n 'ymwneud â llesiant' unigolyn, rhaid i bwnc y cyfarfod, sef yr hyn a drafodir yn y cyfarfod, fod yn gysylltiedig â llesiant yr unigolyn (neu unigolion) dan sylw a wahoddwyd i'r cyfarfod.

4.3.20. Gall enghraifft o'r fath gynnwys unigolyn yn cael ei wahodd i gyfarfod gyda chorff i asesu y graddau y mae'r unigolyn angen derbyn gofal yn y cartref.

4.4 Cyfarfodydd a drefnir gan gorff sy'n agored i'r cyhoedd [safonau 30-34]

Beth yw'r gofynion?

4.4.1. Mae'r safonau hyn yn ymwneud â chyfarfodydd y mae corff yn eu trefnu sy'n agored i'r cyhoedd yn gyffredinol.

Safon 30

4.4.2. Os yw corff yn trefnu cyfarfod sy'n agored i'r cyhoedd, rhaid i'r corff ddatgan bod croeso i unrhyw un sy'n bresennol ddefnyddio'r Gymraeg yn y cyfarfod. Rhaid i gorff ddatgan hynny ar unrhyw wahoddiad i'r cyfarfod ac unrhyw ddeunydd sy'n

hysbysebu'r cyfarfod. Gall hynny gynnwys hysbysiadau, ffurflenni, dogfennau, gohebiaeth neu unrhyw ddeunydd arall sy'n hysbysebu'r cyfarfod.

4.4.3. Yn ogystal â datgan bod croeso iddynt ddefnyddio'r Gymraeg yn y cyfarfod, gall y datganiad gynnwys manylion o'r ddarpariaeth sydd ar gael yn y cyfarfod i ddefnyddio'r Gymraeg (e.e. gwasanaeth cyfieithu neu fod y cyfarfod yn cael ei gynnal yn Gymraeg heb wasanaeth cyfieithu).

4.4.4. Mae'r gofyniad yn berthnasol i **bob** cyfarfod a drefnir gan gorff sy'n agored i'r cyhoedd. Disgwylir i gorff hysbysu personau yn rhagweithiol fod croeso iddynt ddefnyddio'r Gymraeg mewn cyfarfodydd, er mwyn ennyn hyder personau i ddefnyddio'r iaith.

Safon 31

4.4.5. Os yw corff yn anfon gwahoddiadau i gyfarfod sy'n agored i'r cyhoedd, rhaid iddo anfon y gwahoddiadau yn Gymraeg.

4.4.6. Mae'r term 'gwahoddiadau' yng nghyswllt y safon hon yn cynnwys unrhyw wahoddiadau sy'n cael eu hanfon:

- sy'n gwahodd y cyhoedd i'r cyfarfod, neu
- sy'n gwahodd person(au) i siarad mewn cyfarfod.

4.4.7. Gall 'gwahoddiadau' gynnwys y rhai hynny a anfonir yn ysgrifenedig (boed ar bapur, yn electronig neu ar unrhyw ffurf arall).

Safon 32

4.4.8. Pan fo personau wedi eu gwahodd i siarad mewn cyfarfod, rhaid i'r corff ofyn i'r personau hynny a ydynt yn dymuno defnyddio'r Gymraeg yn y cyfarfod.

4.4.9. Os yw un neu ragor o'r personau yn hysbysu'r corff eu bod yn dymuno gwneud hynny, rhaid i'r corff ddarparu gwasanaeth cyfieithu ar y pryd o'r Gymraeg i'r Saesneg yn y cyfarfod (os nad yw'r cyfarfod yn cael ei gynnal yn Gymraeg heb wasanaeth cyfieithu).

4.4.10. Os yw cyfarfod yn cael ei gynnal yn Gymraeg heb wasanaeth cyfieithu, megis cyfarfod lle mae corff yn gwybod bod yr holl fynychwyr yn deall y Gymraeg, nid oes rhaid i'r corff ddarparu gwasanaeth cyfieithu ar y pryd o'r Gymraeg i'r Saesneg.

4.4.11. Mae'r gofyniad i ddarparu gwasanaeth cyfieithu ar y pryd yn unol â'r safon hon ar wahân i'r gofyniad i wneud hynny'n unol â safon 33.

4.4.12. Golyga hynny felly nad yw'r safon hon yn ymwneud â dymuniadau personau sydd wedi'u gwahodd yn gyffredinol i'r cyfarfod. Yn hytrach, mae'n ymwneud â dymuniad personau sy'n cael eu gwahodd i siarad yn y cyfarfod yn unig. Gall y math o bersonau hynny gynnwys:

- siaradwyr gwadd o sefydliadau allanol
- cynrychiolwyr o sefydliadau allanol
- personau sy'n gwneud cyflwyniad yn ystod y cyfarfod i'r gynulleidfa, neu
- aelodau'r cyhoedd y caniateir iddynt gyfrannu ar lafar yn y cyfarfod.

Safon 33

4.4.13. Rhaid i gorff ddarparu gwasanaeth cyfieithu ar y pryd o'r Gymraeg i'r Saesneg ar gyfer pob cyfarfod sy'n agored i'r cyhoedd. Hefyd, rhaid i gorff hysbysu'r rheiny sy'n bresennol yn y cyfarfod ar lafar yn Gymraeg:

- bod croeso iddynt ddefnyddio'r Gymraeg, a
- bod gwasanaeth cyfieithu ar y pryd (o'r Gymraeg i'r Saesneg) ar gael.

4.4.14. Fel arfer, cadeirydd y cyfarfod neu'r sawl sy'n arwain neu'n hwyluso'r cyfarfod fyddai'n gwneud yr hysbysiad hwn.

4.4.15. Disgwylir i gorff wneud yr hysbysiad hwnnw ar ddechrau'r cyfarfod, fel bod y personau sy'n bresennol yn ymwybodol o'r ddarpariaeth sydd ar gael mor fuan â phosibl.

4.4.16. Gall corff hefyd ail adrodd yr hysbysiad hwn yn ystod y cyfarfod er mwyn atgoffa'r sawl sy'n bresennol bod modd cyfrannu yn Gymraeg yn y cyfarfod.

4.4.17. Gall y corff wneud hynny drwy roi gwybod:

- bod modd iddynt gyfrannu i'r cyfarfod yn Gymraeg
- bod y corff yn annog cyfraniadau yn Gymraeg, a
- bod modd ymateb yn Gymraeg i sylwadau a chwestiynau a gaiff eu gwneud yn Saesneg yn ogystal ag i'r rhai a wneir yn Gymraeg.

Safon 34

4.4.18. Rhaid i gorff sicrhau bod unrhyw ddeunydd ysgrifenedig y mae'n ei arddangos mewn cyfarfod sy'n agored i'r cyhoedd yn cael ei arddangos yn Gymraeg. Rhaid i gorff hefyd beidio â thrin unrhyw destun Cymraeg yn llai ffafriol na'r testun Saesneg.

4.4.19. Mae'r term '[p]eidio â thrin unrhyw destun Cymraeg yn llai ffafriol na'r testun Saesneg' yng nghyswllt y safon hon yn cynnwys, ymysg materion eraill, peidio â thrin y testun Cymraeg yn llai ffafriol na'r testun Saesneg o ran:

- golwg y testun (er enghraifft mewn perthynas â lliw neu ffont unrhyw destun)
- maint y testun
- lleoliad ac amlygrwydd y testun mewn unrhyw fan cyhoeddus
- pryd a sut y caiff y testun ei gyhoeddi, ei ddarparu neu ei arddangos
- fformat cyhoeddi unrhyw destun
- trefn iaith y testun
- safon ac ansawdd y testun
- eglurder a chywirdeb y testun (er enghraifft o ran ystyr a mynegiant unrhyw destun)
- cynnwys y testun (er enghraifft o ran manylder neu ansawdd y wybodaeth a gynhwysir).

4.4.20. Gall y safon hon fod yn berthnasol i ddeunydd fel sleidiau cyflwyniadau, hysbysfyrddau, baneri a phosteri a gaiff eu harddangos yn y cyfarfod. Gall 'arddangos' yn y cyswllt hwn gynnwys deunydd a arddangosir ar **unrhyw ffurf**, gan gynnwys ar bapur, ar wal, ar sgrin neu ar gyfarpar electronig arall.

Pa fath o gyfarfodydd sy'n berthnasol i'r safonau hyn o'u cymharu â safonau ar gyfer cyfarfodydd eraill?

4.4.21. Mae'r safonau hyn yn berthnasol i gyfarfodydd y mae corff yn eu trefnu sy'n agored i'r cyhoedd yn gyffredinol eu mynychu. Gall hynny gynnwys cyfarfodydd sy'n agored i'r cyhoedd fynychu i arsylwi yn unig neu'r rhai lle mae modd iddynt gyfrannu.

4.4.22. Gall y term gynnwys cyfarfodydd lle mae gwahoddiad cyffredinol yn cael ei wneud i'r cyhoedd, neu gyfran o'r cyhoedd, eu mynychu. Gall enghraifft o gyfarfod o'r fath gynnwys cyfarfod cyhoeddus ynghylch datblygiad tai arfaethedig neu agor ysgol newydd. Gall hefyd gynnwys cyfarfod llawn cyngor sir.

4.4.23. Nid yw'r term yn cynnwys cyfarfodydd sydd ond ar agor i wahoddedigion penodol. Dylid cyfeirio at safonau 23–29B ar gyfer cyfarfodydd pan fo personau wedi'u gwahodd iddynt a'u bod ond ar agor i'r personau hynny.

4.5 Digwyddiadau cyhoeddus a drefnir neu a ariennir gan gorff [safonau 35-36]

Beth yw'r gofynion?

4.5.1. Os yw corff yn trefnu digwyddiad cyhoeddus, neu'n ariannu o leiaf 50% o ddigwyddiad cyhoeddus, rhaid iddo sicrhau nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg yn y digwyddiad hwnnw ac wrth hybu'r digwyddiad hwnnw.

Safon 35

4.5.2. Rhaid i gorff sicrhau nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg wrth hybu'r digwyddiad cyhoeddus.

4.5.3. Mae 'hybu'r digwyddiad' yn cynnwys hysbysebu a rhoi cyhoeddusrwydd i'r digwyddiad yn ogystal â hyrwyddo a chodi ymwybyddiaeth ynghylch y digwyddiad dan sylw.

4.5.4. Mae'r term 'sicrhau nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg' wrth hybu'r digwyddiad yn cynnwys, ymysg materion eraill, peidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg o ran:

- y ffordd y caiff y digwyddiad ei hysbysebu neu ei hyrwyddo
- y ffordd y mae corff yn codi ymwybyddiaeth o'r digwyddiad
- golwg unrhyw ddeunydd perthnasol (er enghraifft mewn perthynas â lliw neu ffont unrhyw destun)
- maint unrhyw ddeunydd perthnasol
- lleoliad ac amlygrwydd unrhyw ddeunydd perthnasol mewn unrhyw fan cyhoeddus
- pryd a sut y caiff y deunydd perthnasol ei gyhoeddi, ei ddarparu neu ei arddangos
- fformat cyhoeddi unrhyw ddeunydd perthnasol
- iaith unrhyw ddeunydd perthnasol

- trefn iaith unrhyw ddeunydd perthnasol
- safon ac ansawdd unrhyw ddeunydd perthnasol
- eglurder a chywirdeb unrhyw ddeunydd perthnasol (er enghraifft o ran ystyr a mynegiant unrhyw destun), a
- chynnwys unrhyw ddeunydd perthnasol (er enghraifft o ran manylder neu ansawdd y wybodaeth a gynhwysir).

4.5.5. Gall hyn olygu bod corff yn sicrhau, ymysg materion eraill, fod unrhyw ddeunydd sy'n hybu'r digwyddiad yn cael ei lunio a'i gyhoeddi yn Gymraeg.

4.5.6. Mae gofynion y safon hon yn mynd ymhellach na sicrhau nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg mewn perthynas â deunydd sydd i'w lunio ar gyfer hybu digwyddiad. Rhaid i gorff sicrhau hynny o ran unrhyw agwedd ar ei weithgareddau hybu wrth gydymffurfio â'r safon hon.

4.5.7. Er enghraifft, os yw corff yn ymgymryd ag ymgyrch farchnata i hybu digwyddiad cyhoeddus penodol, rhaid i gorff sicrhau nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg ym mhob agwedd ar yr ymgyrch honno.

Safon 36

4.5.8. Rhaid i gorff sicrhau nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg yn y digwyddiad.

4.5.9. Mae'r safon hon yn cynnig enghreifftiau penodol o gyd-destunau pan na ddylid trin y Gymraeg yn llai ffafriol na'r Saesneg yn y digwyddiad:

> "[...] er enghraifft, mewn perthynas â gwasanaethau a gynigir i bersonau sy'n bresennol yn y digwyddiad, mewn perthynas ag arwyddion a arddangosir yn y digwyddiad, ac mewn perthynas â chyhoeddiadau sain a wneir ynddo."

4.5.10. Mewn perthynas â'r enghreifftiau penodol hyn, gall corff sicrhau nad yw'n trin y Gymraeg yn llai ffafriol na'r Saesneg, wrth arddangos arwyddion a gwneud cyhoeddiadau sain yn y digwyddiad, drwy gydymffurfio â gofynion y safonau isod:

- safonau ynghylch arwyddion a arddangosir gan gorff (safonau 61–63), a'r
- safon ynghylch systemau annerch cyhoeddus a ddefnyddir gan gorff (safon 87).

4.5.11. Mae'r term 'sicrhau nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg' yn y digwyddiad yn cynnwys, ymysg materion eraill, peidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg o ran:

- golwg unrhyw ddeunydd (er enghraifft mewn perthynas â lliw neu ffont unrhyw destun)
- maint unrhyw ddeunydd
- lleoliad ac amlygrwydd unrhyw ddeunydd mewn unrhyw fan cyhoeddus
- pryd a sut y caiff unrhyw ddeunydd ei gyhoeddi, ei ddarparu neu ei arddangos
- fformat cyhoeddi unrhyw ddeunydd
- iaith unrhyw ddeunydd
- trefn iaith unrhyw ddeunydd

- safon ac ansawdd unrhyw ddeunydd
- eglurder a chywirdeb unrhyw ddeunydd (er enghraifft o ran ystyr a mynegiant unrhyw destun), a
- chynnwys unrhyw ddeunydd (er enghraifft o ran manylder neu ansawdd y wybodaeth a gynhwysir).

4.5.12. Gall hyn olygu bod corff yn sicrhau, ymysg materion eraill, fod unrhyw ddeunydd sydd i'w lunio ar gyfer y digwyddiad yn cael ei lunio a'i gyhoeddi yn Gymraeg.

4.5.13. Fodd bynnag, mae gofynion y safon hon yn mynd ymhellach na sicrhau nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg mewn perthynas â deunydd sydd i'w lunio ar gyfer digwyddiad. Rhaid i gorff ystyried pob agwedd ar ei ymwneud â digwyddiad wrth gydymffurfio â'r safon hon.

4.5.14. Disgwylir i gorff sicrhau nad oes unrhyw un o'r gwasanaethau neu weithgareddau Cymraeg a gynigir yn y digwyddiad yn cael eu trin yn llai ffafriol na'r gwasanaethau neu'r gweithgareddau Saesneg cyfatebol. Er mwyn gwneud hynny, disgwylir i gorff ystyried yr holl wasanaethau y mae'r corff yn eu cynnig yn y digwyddiad.

4.5.15. Gall hyn gynnwys corff yn sicrhau mynediad at wasanaeth Cymraeg wyneb-yn-wyneb gan aelod o staff yn y digwyddiad, darparu deunydd ysgrifenedig Cymraeg yn ystod y digwyddiad yn ogystal â sicrhau bod y gwasanaethau a'r deunyddiau hynny yr un mor hygyrch i'w derbyn â'r rhai Saesneg cyfatebol.

Beth yw ystyr y term 'digwyddiad cyhoeddus'?

4.5.16. Mae'r term 'digwyddiad cyhoeddus' yn golygu unrhyw ddigwyddiad sy'n agored i'r cyhoedd y mae corff yn ei drefnu neu'n ariannu o leiaf 50% ohono.

4.5.17. Gall digwyddiad cyhoeddus gynnwys:

- digwyddiad drwy docyn yn unig yn ogystal â digwyddiad sy'n agored i'r cyhoedd fynychu heb docyn
- digwyddiad cyhoeddus sy'n agored i gyfran o'r cyhoedd yn unig e.e. digwyddiad a drefnir ar gyfer sefydliadau gwirfoddol ac elusennau
- diwrnod agored sy'n agored i'r cyhoedd
- cynhadledd sy'n agored i'r cyhoedd
- gŵyl ddiwylliannol neu gymdeithasol sy'n agored i'r cyhoedd
- digwyddiad adloniant neu gerddorol sy'n agored i'r cyhoedd
- digwyddiad hamdden neu chwaraeon sy'n agored i'r cyhoedd
- arddangosfa sy'n agored i'r cyhoedd, neu
- ffair swyddi sy'n agored i'r cyhoedd.

A all corff ddefnyddio gwasanaethau cyfieithu er mwyn sicrhau nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg yn y digwyddiad?

4.5.18. Gall, mewn rhai amgylchiadau. Fodd bynnag, disgwylir i'r corff geisio sicrhau bod modd i wasanaethau gael eu cynnig yn uniongyrchol yn Gymraeg yn gyntaf (heb wasanaeth cyfieithu).

4.5.19. Pan na fo'n bosibl cynnig gwasanaethau yn Gymraeg yn uniongyrchol (er enghraifft am nad oes staff sy'n siarad Cymraeg ar gael), gall corff ddefnyddio gwasanaethau cyfieithu at y diben hwnnw mewn rhai cyd-destunau.

4.5.20. Bydd y graddau y gall corff ddefnyddio gwasanaethau cyfieithu hefyd yn dibynnu ar natur a strwythur y digwyddiad a'r gwasanaethau a gynigir yn y digwyddiad hwnnw. Er enghraifft, gellid defnyddio gwasanaethau cyfieithu mewn sefyllfa pan fo galw am gyfranogiad gan y rheiny sy'n bresennol neu o ran cynnig gwasanaeth sesiwn cwestiwn ac ateb.

4.5.21. Fodd bynnag, mae'n bosibl na fyddai'n briodol darparu gwasanaeth cyfieithu mewn rhai sefyllfaoedd e.e. am resymau ymarferol neu iechyd a diogelwch. Mewn sefyllfaoedd felly, disgwylir i gorff ddarparu'r gwasanaethau yn Gymraeg yn uniongyrchol (heb wasanaeth cyfieithu).

4.6 Cyhoeddusrwydd a hysbysebu gan gorff [safon 37]

Beth yw'r gofynion?

4.6.1. Rhaid i gorff lunio unrhyw ddeunydd hysbysebu neu ddeunydd cyhoeddusrwydd yn Gymraeg. Os bydd y corff yn llunio'r deunydd hysbysebu yn Gymraeg ac yn Saesneg, rhaid iddynt beidio â thrin y fersiwn Gymraeg yn llai ffafriol na'r fersiwn Saesneg.

4.6.2. Dylid nodi bod gofynion y safon hon yn berthnasol hefyd i'r deunydd canlynol:

- y deunydd hysbysebu a'r clipiau fideo a sain ar wefan (ac nid safonau 52 i 56),
- unrhyw ddeunydd hysbysebu ar ap (ac nid safon 57), a
- chlipiau fideo a sain a ddarperir drwy'r cyfryngau cymdeithasol (ac nid safonau 58 a 59).

Beth yw ystyr y term '[p]eidio â thrin y fersiwn Gymraeg yn llai ffafriol na'r fersiwn Saesneg' yng nghyd-destun y safon hon?

4.6.3. Mae Atodlen 1, Rhan 3, Paragraff 29 y rheoliadau yn nodi:

"Pan fo safon yn cyfeirio at ddeunydd sydd i'w lunio yn Gymraeg [...] mae cyfeiriadau at beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg neu at beidio â thrin fersiwn Gymraeg yn llai ffafriol na fersiwn Saesneg yn cynnwys, ymysg materion eraill, (ac yn ychwanegol at faterion penodol y cyfeirir atynt mewn unrhyw safon unigol), beidio â thrin y Gymraeg yn llai ffafriol o ran—

(a) golwg y deunydd (er enghraifft mewn perthynas â lliw neu ffont unrhyw destun);

(b) maint y deunydd;

(c) lleoliad ac amlygrwydd y deunydd mewn unrhyw fan cyhoeddus;

(ch) pryd a sut y caiff y deunydd ei gyhoeddi, ei ddarparu neu ei arddangos;

(d) fformat cyhoeddi unrhyw ddeunydd."

4.6.4. Gall 'materion eraill' gynnwys peidio â thrin y Gymraeg yn llai ffafriol o ran:

- trefn iaith y deunydd
- safon ac ansawdd y deunydd
- eglurder a chywirdeb y deunydd (er enghraifft o ran ystyr a mynegiant unrhyw destun); a
- chynnwys y deunydd (er enghraifft o ran manylder neu ansawdd y wybodaeth a gynhwysir yn y deunydd).

Ydi clip fideo sy'n cynnwys isdeitlau neu droslais Cymraeg yn trin y Gymraeg yn llai ffafriol na'r Saesneg?

4.6.5. Mae hyn yn dibynnu ar natur a chynnwys y clip dan sylw. Nodir enghraifft o ddwy sefyllfa bosibl yma.

Clip fideo sy'n cynnwys troslais, lle mae geiriau yn cael eu hadrodd dros luniau

4.6.6. Mewn clip fel hwn, mae'r geiriau yn cael eu siarad gan berson tra mae lluniau o rhywbeth arall i'w gweld (hynny yw, nid yw'r person i'w weld).

4.6.7. Os yw'r clip ar ochr Gymraeg y wefan yn:

- defnyddio isdeitlau Cymraeg pan fyddai person arall yn gallu gwneud cyfraniad cyfatebol yn Gymraeg
- defnyddio isdeitlau Cymraeg ar fideo lle byddai modd cynnwys troslais Cymraeg
- defnyddio isdeitlau Cymraeg ar gyfraniad Saesneg ar y clip—os nad oes cyfraniad Cymraeg ar y clip Saesneg cyfatebol wedi ei is-deitlo,

gallai fod yn trin y Gymraeg yn llai ffafriol na'r Saesneg.

Clip fideo sy'n dangos person y gellir ei weld yn siarad

4.6.8. Mewn clip fel hwn, mae person yn cael ei weld yn siarad ac yn mynegi sylwadau/barn am eu profiadau personol.

4.6.9. Os yw'r clip ar ochr Gymraeg y wefan yn:

- cynnwys is-deitlau Cymraeg yn hytrach na throslais Cymraeg
- defnyddio troslais Saesneg yn hytrach na throslais Cymraeg,

gallai fod yn trin y Gymraeg yn llai ffafriol na'r Saesneg.

Beth yw ystyr y term '[l]lunio' yng nghyswllt y safon hon?

4.6.10. Mae'r safon hon yn berthnasol i unrhyw ddeunydd hysbysebu neu ddeunydd cyhoeddusrwydd a gaiff ei lunio gan gorff.

4.6.11. Nid yw'n cynnwys deunydd sy'n cael ei lunio gan berson arall, hyd yn oed os yw hynny yn cael ei gynnwys o fewn deunydd hysbysebu neu ddeunydd cyhoeddusrwydd a lunnir gan gorff, oni bai eu bod wedi is-gontractio'r dasg o lunio deunydd i gorff arall, ac yn y sefyllfa honno byddai'r safon yn dal yn gymwys.

Beth yw ystyr y term 'deunydd cyhoeddusrwydd' a 'deunydd hysbysebu'?

4.6.12. Gall 'deunydd cyhoeddusrwydd' a 'deunydd hysbysebu' gynnwys:

- pamffledi, llyfrynnau, taflenni, posteri, cylchgronau, bwrdd biliau, ffilmiau, sloganau, fideos a chlipiau sain (boed yn fyw neu wedi'u recordio) sy'n hybu, rhoi cyhoeddusrwydd, neu'n egluro elfen o waith y corff
- deunyddiau a gaiff eu llunio ar gyfer arddangosfeydd, cynadleddau neu seminarau am waith y corff
- hysbysebion a wneir drwy gyfrwng negeseuon electronig, systemau cyfarch cyhoeddus, posteri neu hysbysfyrddau a'r wasg, a
- deunydd sy'n gysylltiedig ag ymgyrchoedd hyrwyddo a gwasanaethau gwybodaeth.

4.7 Corff yn arddangos deunydd yn gyhoeddus [safonau 38-39]

Beth yw'r gofynion?

4.7.1. Mae'r safonau hyn yn ymwneud â chorff yn arddangos deunydd yn gyhoeddus.

4.7.2. Mae'r term 'arddangos deunydd yn gyhoeddus' yn golygu bod deunydd yn cael ei arddangos i'r cyhoedd i'w weld ac/neu i'w ddarllen. Felly, os yw deunydd yn cael ei arddangos i aelodau o staff y corff yn unig er enghraifft, ni fyddai'r safonau hyn yn berthnasol, gan nad ydynt yn cael eu hystyried o fewn ystyr y term 'cyhoedd'[37].

4.7.3. Fel arfer, mae gan y term 'arddangos' yng nghyswllt y safon hon yr ystyr bod y deunydd dan sylw yn cael ei roi mewn safle fel y gellir ei weld. Nid yw'r term 'arddangos' fel arfer yn gyfystyr â rhannu dogfen mewn cyfarfod (e.e. rhannu papurau trafod mewn cyfarfod).

[37] Dylid cyfeirio at ddehongliad o'r term 'cyhoedd' yn adran 3 y cod hwn

4.7.4. Gall deunydd perthnasol gynnwys sleidiau cyflwyniadau, hysbysfyrddau, baneri a phosteri. Mae 'arddangos' yn y cyswllt hwn yn cynnwys deunydd a arddangosir ar unrhyw ffurf megis ar bapur, ar wal, ar sgrin neu ar gyfarpar electronig arall. Mae'n berthnasol i unrhyw ddeunydd a arddangosir gan y corff, gan gynnwys deunydd a luniwyd gan bersonau eraill ond sy'n cael ei arddangos gan y corff.

Safon 38

4.7.5. Rhaid i gorff sicrhau bod unrhyw ddeunydd y mae'n ei arddangos yn gyhoeddus yn cael ei arddangos yn Gymraeg. Os oes fersiwn Saesneg o'r deunydd hwnnw yn cael ei arddangos, rhaid i'r corff beidio â thrin unrhyw fersiwn Gymraeg o'r deunydd yn llai ffafriol na'r fersiwn Saesneg.

Safon 39

4.7.6. Rhaid i gorff sicrhau bod unrhyw ddeunydd y mae'n ei arddangos mewn arddangosfa gyhoeddus sydd wedi'i threfnu ganddo yn cael ei arddangos yn Gymraeg. Os oes fersiwn Saesneg o'r deunydd hwnnw yn cael ei arddangos, rhaid i'r corff beidio â thrin unrhyw fersiwn Gymraeg o'r deunydd yn llai ffafriol na'r fersiwn Saesneg.

4.7.7. Os yw corff yn arddangos deunydd mewn arddangosfa gyhoeddus sydd wedi'i threfnu gan gorff arall, nid oes rhaid i'r corff arddangos deunydd yn Gymraeg yn yr arddangosfa honno fel arfer. Fodd bynnag, bydd rhaid i gorff wneud hynny os yw safon 38 hefyd wedi'i gosod ar y corff.

Beth yw ystyr y term "[p]eidio â thrin unrhyw fersiwn Gymraeg o'r deunydd yn llai ffafriol na'r fersiwn Saesneg" yng nghyd-destun y safonau hyn?

4.7.8. Mae'r term 'peidio â thrin unrhyw fersiwn Gymraeg o'r deunydd yn llai ffafriol na'r fersiwn Saesneg' yng nghyswllt y safonau hyn yn cynnwys, ymysg materion eraill, peidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg o ran:

- golwg y deunydd (er enghraifft mewn perthynas â lliw neu ffont unrhyw destun)
- maint y deunydd
- lleoliad ac amlygrwydd y deunydd mewn unrhyw fan cyhoeddus
- pryd a sut y caiff deunydd ei gyhoeddi, ei ddarparu neu ei arddangos
- fformat cyhoeddi unrhyw ddeunydd
- trefn iaith y deunydd
- safon ac ansawdd y deunydd
- eglurder a chywirdeb y deunydd (er enghraifft o ran ystyr a mynegiant unrhyw destun), a
- chynnwys y deunydd (er enghraifft o ran manylder neu ansawdd y wybodaeth a gynhwysir yn y deunydd).

4.8 Corff yn llunio ac yn cyhoeddi dogfennau [safonau 40-49]

Beth yw'r gofynion?

4.8.1. Mae'r safonau hyn yn nodi bod rhaid i gorff sicrhau bod dogfennau penodol ar gael yn Gymraeg. Mae'r safonau hefyd yn nodi bod rhaid peidio â thrin unrhyw fersiwn Gymraeg o ddogfen yn llai ffafriol na fersiwn Saesneg a bod datgan yn glir ar fersiwn Saesneg bod fersiwn Gymraeg hefyd ar gael.

Safon 40

4.8.2. Os yw corff yn llunio unrhyw ddogfen at ddefnydd y cyhoedd, rhaid iddo sicrhau bod y ddogfen yn cael ei llunio yn Gymraeg.

4.8.3. Gall dogfennau perthnasol gynnwys cardiau, derbynebau, anfonebau, codau gweithredu, cyhoeddiadau ystadegol, dogfennau ymgynghorol, nodiadau canllaw, mapiau a phosteri.

Safon 41

4.8.4. Os yw corff yn llunio'r dogfennau canlynol, rhaid iddo sicrhau eu bod yn cael eu llunio yn Gymraeg:

- agendau, cofnodion a phapurau eraill sydd ar gael i'r cyhoedd, sy'n ymwneud â chyfarfod o fwrdd rheoli neu gabinet, ac
- agendau, cofnodion a phapurau eraill ar gyfer cyfarfodydd, cynadleddau neu seminarau sy'n agored i'r cyhoedd.

4.8.5. Er enghraifft, gall hynny gynnwys dogfennau perthnasol sydd ar gael i'r cyhoedd sy'n ymwneud â bwrdd gweithredol Cyngor, cyfarfod pwyllgor neu unrhyw fath arall o gyfarfod sy'n agored i'r cyhoedd.

4.8.6. Yng nghyswllt Gweinidogion Cymru, gall hyn gynnwys deunydd perthnasol sydd ar gael i'r cyhoedd, sy'n ymwneud â chyfarfod o fwrdd rheoli neu gabinet Llywodraeth Cymru.

4.8.7. Gall 'agendau' gynnwys:

- gwybodaeth am leoliad ac amser y cyfarfod
- teitlau'r eitemau neu faterion i'w trafod
- manylion am aelodau'r bwrdd neu gabinet neu'r rhai sy'n bresennol yn y cyfarfod
- pwynt cyswllt perthnasol, a
- blaenraglen waith y cyfarfod.

4.8.8. Gall 'cofnodion' gynnwys:

- cofnodion ysgrifenedig llawn neu gofnodion drafft o'r cyfarfodydd perthnasol
- cofnod byrrach o'r penderfyniadau (megis taflenni penderfyniad) a
- pwyntiau gweithredu'r cyfarfod.

4.8.9. Gall 'papurau eraill' gynnwys:

- adroddiadau'r eitemau

- atodiadau
- papurau neu ddogfennau ategol i'w trafod neu i'w nodi
- rhybudd cyfarfod, neu
- bapurau â gwybodaeth yn ymwneud â datgan buddiant.

Safon 42

4.8.10. Rhaid i gorff sicrhau bod unrhyw drwydded neu dystysgrif y mae'n ei llunio, yn cael ei llunio yn Gymraeg.

4.8.11. Fel arfer, mae 'trwydded' yn ddogfen swyddogol sy'n awdurdodi gwneud rhywbeth. Gall y term gynnwys hawlen hefyd.

4.8.12. Er enghraifft, gall trwydded gynnwys trwyddedau parcio, gwerthu alcohol, darparu lluniaeth hwyr y nos neu drwyddedau tai i landlordiaid neu asiantau. Gall tystysgrif gynnwys tystysgrifau yn dilyn cwrs neu hyfforddiant, tystysgrif eithrio o dreth cyngor neu dystysgrif gwobrau neu seremonïau.

Safon 43

4.8.13. Rhaid i gorff sicrhau bod unrhyw lyfryn, taflen, pamffled neu gerdyn y mae'n ei llunio neu ei lunio er mwyn darparu gwybodaeth i'r cyhoedd, yn cael ei llunio neu ei lunio yn Gymraeg. Er enghraifft, gall hyn gynnwys:

- cerdyn aelodaeth llyfrgell neu ganolfan hamdden
- cerdyn busnes
- llyfryn gwybodaeth am waith y corff, neu
- daflen neu bamffled sy'n rhoi gwybod am wasanaeth a ddarperir gan adran yn y corff.

Safon 44

4.8.14. Os yw corff yn llunio unrhyw rai o'r dogfennau canlynol, a'u bod ar gael i'r cyhoedd, rhaid iddo eu llunio yn Gymraeg:

- polisïau, strategaethau, adroddiadau blynyddol a chynlluniau corfforaethol
- canllawiau a chodau ymarfer, a
- phapurau ymgynghori.

Safon 45

4.8.15. Rhaid i gorff sicrhau bod unrhyw reolau y mae'n eu cyhoeddi sy'n 'gymwys i'r cyhoedd', yn cael eu cyhoeddi yn Gymraeg.

4.8.16. Byddai rheolau yn 'gymwys i'r cyhoedd' os ydynt yn rheolau y mae'n rhaid i'r cyhoedd gydymffurfio â hwy. Gall rheolau o'r fath gynnwys rheolau parcio mewn meysydd parcio neu delerau ac amodau yn ymwneud â gwasanaeth a ddarperir i'r cyhoedd.

4.8.17. Fodd bynnag, mae Atodlen 1, Rhan 3, Paragraff 33 o'r rheoliadau yn nodi:

> "Nid yw safon 45 yn gymwys i reolau a bennir mewn deddfiad neu mewn deddfiad drafft a lunnir gan gorff."

4.8.18. Felly, nid oes rhaid i gorff gyfieithu rheolau y mae'n eu cynnwys mewn deddfiad neu mewn deddfiad drafft i'r Gymraeg.

Safon 46

4.8.19. Os yw corff yn rhyddhau datganiad i'r wasg, rhaid iddo ryddhau fersiwn Gymraeg o'r datganiad hwnnw, a rhaid iddo wneud hynny ar yr un pryd ag y caiff fersiwn Saesneg o'r datganiad ei ryddhau.

4.8.20. Byddai corff yn rhyddhau datganiad i'r wasg pan fydd yn cyhoeddi datganiad ar gyfer y wasg. Er enghraifft, gall hyn gynnwys gosod datganiad ar ei wefan (e.e. yn yr adran newyddion) neu drwy anfon datganiad yn uniongyrchol at y wasg.

4.8.21. O ran ymatebion i geisiadau penodol gan y wasg am ddatganiad, disgwylir i gorff weithredu'n unol â'r safonau perthnasol sydd wedi eu gosod arno mewn perthynas â gohebu (gweler safonau 1–7).

4.8.22. Os caiff yr ymateb i gais penodol am ddatganiad wedyn ei gyhoeddi yn ehangach i'r cyhoedd (e.e. drwy'i gyhoeddi ar ei wefan), rhaid i'r corff sicrhau bod y datganiad yn cydymffurfio â gofynion y safon hon.

Safon 47

4.8.23. Os yw corff yn llunio dogfen at ddefnydd y cyhoedd, ac os nad oes safon arall eisoes yn gosod dyletswydd i gorff lunio'r ddogfen yn Gymraeg (e.e. os nad oes rhaid i gorff lunio dogfen yn Gymraeg yn unol â safonau 40–46), rhaid iddo asesu:

- a yw pwnc y ddogfen yn awgrymu y dylid ei llunio yn Gymraeg, neu
- a yw'r gynulleidfa a ragwelir, a'i disgwyliadau, yn awgrymu y dylid llunio'r ddogfen yn Gymraeg.

4.8.24. Yn dilyn hynny, rhaid i'r corff lunio'r ddogfen yn Gymraeg (neu beidio) yn unol â chanlyniad yr asesiad hwnnw.

4.8.25. Gall yr asesiad hwnnw gynnwys ystyried y materion canlynol:

- A yw pwnc y ddogfen yn ymwneud â mater sy'n berthnasol i nifer fawr o bersonau?
- A yw pwnc y ddogfen yn ymwneud â mater sy'n effeithio ar, neu o bwys i, nifer fawr o bersonau?
- A yw pwnc y ddogfen yn ymdrin â materion ynghylch yr iaith Gymraeg (e.e. addysg cyfrwng Cymraeg)?
- A yw pwnc y ddogfen yn ymwneud â maes sydd o ddiddordeb arbennig o ran y Gymraeg (e.e. addysg / tai / gofal iechyd / celfyddydau / economi)?
- A yw'r ddogfen yn un fydd yn cael ei harddangos yn gyhoeddus?
- A yw pwnc y ddogfen yn debygol o fod o ddiddordeb cyffredinol i bersonau sy'n siarad Cymraeg?
- A ydych yn gwybod bod canran neu nifer fawr o'r gynulleidfa a ragwelir yn siaradwyr Cymraeg?
- A oes mwy nag un person wedi gofyn bod y ddogfen ar gael yn Gymraeg?
- A yw'r ddogfen yn un sy'n debygol o ennyn ymateb a sylw cyhoeddus (e.e. ar y cyfryngau cymdeithasol)?
- A yw'r ddogfen yn un y mae gofyn i bersonau ymateb iddi?

- A yw'r gynulleidfa darged yn cynnwys personau (fel grwpiau a sefydliadau) y mae'r Gymraeg yn ystyriaeth bwysig iddynt neu sy'n gweithredu yn Gymraeg?
- A yw'r gynulleidfa darged o fewn ardal sydd â chanran neu nifer fawr o siaradwyr Cymraeg?

Safon 48

4.8.26. Os yw corff yn llunio dogfen yn Gymraeg ac yn Saesneg (pa un ai ydynt yn fersiynau ar wahân ai peidio), rhaid iddo beidio â thrin unrhyw fersiwn Gymraeg o'r ddogfen yn llai ffafriol na fersiwn Saesneg o'r ddogfen honno.

4.8.27. Mae Atodlen 1, Rhan 3, Paragraff 29 y rheoliadau yn nodi:

> "Pan fo safon yn cyfeirio at ddeunydd sydd i'w lunio yn Gymraeg (ac eithrio safonau 52 i 57 (gwefannau ac apiau), 58 a 59 (cyfryngau cymdeithasol) a 76 (gwahoddiad i dendro)), mae cyfeiriadau at beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg neu at beidio â thrin fersiwn Gymraeg yn llai ffafriol na fersiwn Saesneg yn cynnwys, ymysg materion eraill, (ac yn ychwanegol at faterion penodol y cyfeirir atynt mewn unrhyw safon unigol), beidio â thrin y Gymraeg yn llai ffafriol o ran—
>
> (a) golwg y deunydd (er enghraifft mewn perthynas â lliw neu ffont unrhyw destun)
>
> (b) maint y deunydd
>
> (c) lleoliad ac amlygrwydd y deunydd mewn unrhyw fan cyhoeddus
>
> (ch) pryd a sut y caiff y deunydd ei gyhoeddi, ei ddarparu neu ei arddangos
>
> (d) fformat cyhoeddi unrhyw ddeunydd."

4.8.28. Gall 'materion eraill' gynnwys peidio â thrin y Gymraeg yn llai ffafriol o ran:

- trefn iaith y deunydd
- safon ac ansawdd y deunydd
- eglurder a chywirdeb y deunydd (er enghraifft o ran ystyr a mynegiant unrhyw destun), a
- chynnwys y deunydd (er enghraifft o ran manylder neu ansawdd y wybodaeth a gynhwysir yn y deunydd).

Safon 49

4.8.29. Os yw corff yn llunio fersiwn Gymraeg a fersiwn Saesneg o ddogfen ar wahân, rhaid iddo sicrhau bod y fersiwn Saesneg yn datgan yn glir bod y ddogfen hefyd ar gael yn Gymraeg.

4.8.30. Gall corff gynnwys datganiad megis y canlynol ar ddogfen er mwyn cydymffurfio â'r safon:

Mae'r ddogfen hon hefyd ar gael yn Gymraeg.

This document is also available in Welsh.

4.8.31. Gall datgan 'yn glir' gynnwys sicrhau bod y datganiad yn hawdd ei weld ar y ddogfen. Gall hynny gynnwys sicrhau bod y datganiad yn cael ei gynnwys ar flaen y ddogfen.

4.8.32. Gall corff benderfynu hwyluso mynediad at y ddogfen Gymraeg dan sylw, drwy gynnwys dolen uniongyrchol at y ddogfen Gymraeg neu drwy gynnwys gwybodaeth ar sut i ddod o hyd i'r ddogfen Gymraeg fel rhan o'r datganiad.

Beth yw ystyr y term 'at ddefnydd y cyhoedd'?

4.8.33. Mae Atodlen 1, Rhan 3, Paragraff 30 y rheoliadau yn nodi:

> "At ddiben safonau 40, 41, 44, 47 a 50, nid yw'r cyfeiriadau at ddogfennau neu ddeunydd arall sydd ar gael i'r cyhoedd, neu sy'n cael eu llunio at ddefnydd y cyhoedd, yn cynnwys dogfennau neu ddeunyddiau nad yw ond ar gael i'r cyhoedd yn rhinwedd Deddf Rhyddid Gwybodaeth 2000 (p.36).

4.8.34. Byddai dogfen 'at ddefnydd y cyhoedd' os ydyw ar gael iddynt ei defnyddio heb wneud cais o dan Ddeddf Rhyddid Gwybodaeth 2000 yn unig.

A oes unrhyw eithriadau pellach i'r safonau hyn?

4.8.35. Oes. Mae Atodlen 1, Rhan 3, Paragraff 32 y rheoliadau yn nodi:

> "Nid yw safonau 40, 47, 48 a 49 yn gymwys i ddeddfiad a wneir gan gorff neu i ddeddfiad drafft a lunnir gan gorff."

4.8.36. Nodir ymhellach ym mharagraff 25 a 45 y rheoliadau:

> "Nid yw'n ofynnol i gorff lunio, arddangos nac anfon deunydd yn Gymraeg i'r graddau y mae deddfiad arall wedi pennu geiriad dogfen, arwydd neu ffurflen a fyddai'n groes i'r gofyniad hwnnw
>
> At ddibenion y safonau, ystyr "deddfiad" yw deddfiad (pa bryd bynnag y cafodd ei ddeddfu neu ei wneud) sydd wedi ei gynnwys mewn unrhyw un o'r canlynol, neu mewn offeryn a wneir o dan un o'r canlynol—
>
> (a) Deddf Seneddol; neu
>
> (b) Mesur neu Ddeddf gan Gynulliad Cenedlaethol Cymru."

4.8.37. Mae'r eithriad hwn yn cydnabod yr egwyddor os yw deddfiad yn pennu geiriad, mae'n rhaid i'r geiriad yna gael ei ddefnyddio p'un ai yw'r geiriad yn Gymraeg yn unig, yn Saesneg yn unig neu yn Gymraeg a'n Saesneg. Nid yw'r rheoliadau yn effeithio ar yr egwyddor honno.

4.9 Corff yn llunio ac yn cyhoeddi ffurflenni [safonau 50-51]

Beth yw'r gofynion?

4.9.1. Rhaid i gorff sicrhau bod ffurflenni y mae'n eu llunio at ddefnydd y cyhoedd ar gael yn Gymraeg. Rhaid hefyd peidio â thrin unrhyw fersiwn Gymraeg o ddogfen yn llai ffafriol na fersiwn Saesneg, ynghyd â datgan yn glir ar fersiwn Saesneg bod fersiwn Gymraeg hefyd ar gael.

Safon 50

4.9.2. Rhaid i gorff sicrhau bod pob ffurflen y mae'n ei llunio at ddefnydd y cyhoedd yn cael ei llunio yn Gymraeg. Mae hynny'n cynnwys unrhyw ffurflenni ysgrifenedig, boed yn electronig neu ar ffurf papur.

Safon 50A

4.9.3. Os yw corff yn llunio fersiwn Gymraeg a fersiwn Saesneg o ffurflen ar wahân, rhaid iddo ddatgan yn glir ar y fersiwn Saesneg bod y ffurflen hefyd ar gael yn Gymraeg.

4.9.4. Gall corff gynnwys datganiad megis y canlynol ar ffurflen er mwyn cydymffurfio â'r safon:

Cymraeg

Mae'r ffurflen hon hefyd ar gael yn Gymraeg.

This form is also available in Welsh.

4.9.5. Gall datgan 'yn glir' gynnwys sicrhau bod y datganiad yn hawdd ei weld ar y ffurflen. Gall hynny gynnwys sicrhau bod y datganiad yn cael ei gynnwys ar flaen y ffurflen.

4.9.6. Gall corff benderfynu hwyluso mynediad at y ffurflen Gymraeg dan sylw, drwy gynnwys dolen uniongyrchol at y ffurflen Gymraeg neu drwy gynnwys gwybodaeth ar sut i ddod o hyd i'r ffurflen Gymraeg fel rhan o'r datganiad.

Safon 50B

4.9.7. Os yw corff yn llunio fersiynau Cymraeg a Saesneg o ffurflenni (pa un ai ydynt yn fersiynau ar wahân ai peidio), rhaid iddo sicrhau nad yw'r fersiwn Gymraeg yn cael ei thrin yn llai ffafriol na'r fersiwn Saesneg. Rhaid iddo beidio â gwahaniaethu rhyngddynt o ran unrhyw ofynion sy'n berthnasol i'r ffurflen.

4.9.8. Mae'r safon ei hun yn cynnwys enghreifftiau penodol:

> "[...] er enghraifft mewn perthynas ag unrhyw ddyddiad cau ar gyfer cyflwyno'r ffurflen neu mewn perthynas â'r amser a ganiateir ar gyfer ymateb i gynnwys y ffurflen."

4.9.9. Ymhellach i hynny, mae Atodlen 1, Rhan 3, Paragraff 29 y rheoliadau yn nodi:

> "Pan fo safon yn cyfeirio at ddeunydd sydd i'w lunio yn Gymraeg (ac eithrio safonau 52 i 57 (gwefannau ac apiau), 58 a 59 (cyfryngau cymdeithasol) a 76 (gwahoddiad i dendro)), mae cyfeiriadau at beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg neu at beidio â thrin fersiwn Gymraeg yn llai ffafriol na fersiwn Saesneg yn cynnwys, ymysg materion eraill, (ac yn ychwanegol at faterion penodol y cyfeirir atynt mewn unrhyw safon unigol), beidio â thrin y Gymraeg yn llai ffafriol o ran—
>
> (a) golwg y deunydd (er enghraifft mewn perthynas â lliw neu ffont unrhyw destun);
>
> (b) maint y deunydd;
>
> (c) lleoliad ac amlygrwydd y deunydd mewn unrhyw fan cyhoeddus;
>
> (ch) pryd a sut y caiff y deunydd ei gyhoeddi, ei ddarparu neu ei arddangos;
>
> (d) fformat cyhoeddi unrhyw ddeunydd."

4.9.10. Gall 'materion eraill' gynnwys peidio â thrin y Gymraeg yn llai ffafriol o ran:

- trefn iaith y deunydd
- safon ac ansawdd y deunydd
- eglurder a chywirdeb y deunydd (er enghraifft o ran ystyr a mynegiant unrhyw destun), a
- chynnwys y deunydd (er enghraifft o ran manylder neu ansawdd y wybodaeth a gynhwysir yn y deunydd).

Safon 51

4.9.11. Rhaid i gorff sicrhau bod unrhyw wybodaeth y mae'n ei mewnosod ar fersiwn Gymraeg yn Gymraeg.

4.9.12. Mae'r term 'mewnosod' yn cynnwys corff yn cwblhau'r ffurflen (neu ran ohoni) yn lle'r person ei hun.

4.9.13. Mae'r safon ei hun yn cynnwys enghreifftiau penodol o rai cyd-destunau lle gall corff fod yn mewnosod gwybodaeth ar ffurflen:

> "[...] er enghraifft, cyn ei hanfon at aelod o'r cyhoedd er mwyn iddo wirio'r cynnwys neu er mwyn iddo lenwi gweddill y ffurflen.

4.9.14. Gall y math o wybodaeth y byddai corff yn ei mewnosod ar ffurflen gynnwys manylion personol person megis enw, cyfeiriad, teitl, statws priodasol, teitl swydd ac ati.

4.9.15. Ar ffurflen electronig, gall hynny gynnwys y wybodaeth sy'n cael ei mewnosod yn awtomatig ar ffurflen wedi i berson gwblhau rhan arall o'r ffurflen. Er enghraifft, gall hynny gynnwys bod fersiwn Gymraeg o gyfeiriad post yn cael ei mewnosod ar ôl i berson fewnosod ei god post ar y fersiwn Gymraeg o'r ffurflen. Gall hefyd gynnwys sicrhau bod unrhyw opsiynau i'w dewis ohonynt mewn cwymplenni ar gael yn Gymraeg.

Beth yw ystyr y term 'at ddefnydd y cyhoedd'?

4.9.16. Mae Atodlen 1, Rhan 3, Paragraff 30 y rheoliadau yn nodi'r canlynol:

> "At ddiben safonau 40, 41, 44, 47 a 50, nid yw'r cyfeiriadau at ddogfennau neu ddeunydd arall sydd ar gael i'r cyhoedd, neu sy'n cael eu llunio at ddefnydd y cyhoedd, yn cynnwys dogfennau neu ddeunyddiau nad yw ond ar gael i'r cyhoedd yn rhinwedd Deddf Rhyddid Gwybodaeth 2000 (p.36)."

4.9.17. Byddai ffurflen 'at ddefnydd y cyhoedd' os ydyw ar gael iddynt ei defnyddio heb wneud cais o dan Ddeddf Rhyddid Gwybodaeth 2000 yn unig.

A oes unrhyw eithriadau pellach i'r safonau hyn?

4.9.18. Oes. Mae Atodlen 1, Rhan 3, Paragraffau 25 a 45 y rheoliadau yn nodi:

> "Nid yw'n ofynnol i gorff lunio, arddangos nac anfon deunydd yn Gymraeg i'r graddau y mae deddfiad arall wedi pennu geiriad dogfen, arwydd neu ffurflen a fyddai'n groes i'r gofyniad hwnnw.
>
> At ddibenion y safonau, ystyr "deddfiad" yw deddfiad (pa bryd bynnag y cafodd ei ddeddfu neu ei wneud) sydd wedi ei gynnwys mewn unrhyw un o'r canlynol, neu mewn offeryn a wneir o dan un o'r canlynol —
>
> (a) Deddf Seneddol; neu
>
> (b) Mesur neu Ddeddf gan Gynulliad Cenedlaethol Cymru."

4.9.19. Mae'r eithriad hwn yn cydnabod yr egwyddor os yw deddfiad yn pennu geiriad, mae'n rhaid i'r geiriad yna gael ei ddefnyddio p'un ai yw'r geiriad yn Gymraeg yn unig, yn Saesneg yn unig neu yn Gymraeg a'n Saesneg. Nid yw'r rheoliadau yn effeithio ar yr egwyddor honno. Mae Atodlen 1, Rhan 3, Paragraff 31 y rheoliadau yn nodi ymhellach:

"(1) Nid yw safonau 50, 50A a 50B yn gymwys i'r ffurflenni a restrir yn is-baragraff (3)...

(3) Y ffurflenni yw —

(a) ffurflenni a ddefnyddir gan gorff i recriwtio cyflogeion (gweler safonau 137A, 138 a 139 mewn perthynas â recriwtio);

(b) ffurflenni a ddefnyddir wrth wneud cais am gymorth grant gan gorff (gweler safonau 71 i 75 mewn perthynas â cheisiadau am grantiau);

(c) ffurflenni a ddefnyddir pan gyflwynir tendr i gontractio gyda chorff (gweler safonau 76 i 80 mewn perthynas â thendro am gontract)."

4.10 Gwefannau a gwasanaethau ar-lein corff [safonau 52-57]

Beth yw'r gofynion?

4.10.1. Rhaid i gorff sicrhau bod tudalennau ei wefannau a'i wasanaethau ar-lein ar gael ac yn gweithredu'n llawn yn Gymraeg ac nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg ar y tudalennau a'r gwasanaethau hynny.

Safon 52

4.10.2. Rhaid i gorff sicrhau bod:

- testun pob tudalen ar ei wefan ar gael yn Gymraeg
- pob tudalen Gymraeg ar ei wefan yn gweithredu'n llawn, ac
- na chaiff y Gymraeg ei thrin yn llai ffafriol na'r Saesneg ar y tudalennau hynny.

4.10.3. Rhaid i gorff sicrhau hynny o ran pob tudalen ar eu gwefan. Mae hyn yn cynnwys y tudalennau a nodir yn safonau 53 a 54, sef y dudalen hafan, unrhyw dudalennau newydd ac unrhyw dudalennau a gaiff eu diwygio ar y wefan.

Safon 53

4.10.4. Rhaid i gorff sicrhau bod:

- testun hafan ei wefan ar gael yn Gymraeg
- unrhyw destun Cymraeg ar hafan ei wefan (neu pan fo'n berthnasol, hafan Gymraeg y wefan) yn gweithredu'n llawn, ac
- na chaiff y Gymraeg ei thrin yn llai ffafriol na'r Saesneg mewn perthynas â'r hafan.

4.10.5. Mae 'tudalen hafan' yn golygu'r dudalen ar wefan sydd fel arfer yn gweithredu fel y brif dudalen neu'r dudalen gartref (ac yn ymddangos ar ôl y dudalen sblash). Mae'r hafan fel arfer yn gweithredu fel tudalen llywio ac yn cynnwys dolenni at y gwahanol adrannau a geir ar yr wefan.

Safon 54

4.10.6. Os yw corff yn cyhoeddi tudalen newydd ar ei wefan, neu'n diwygio tudalen sydd ar y wefan, rhaid iddo sicrhau bod:

- testun y dudalen honno ar gael yn Gymraeg,
- bod unrhyw fersiwn Gymraeg o'r dudalen yn gweithredu'n llawn, ac
- na chaiff y Gymraeg ei thrin yn llai ffafriol na'r Saesneg ar y tudalennau hynny.

4.10.7. Byddai tudalen gwefan yn un 'newydd' os yw'r corff yn cyhoeddi'r dudalen honno am y tro cyntaf ar ôl diwrnod gosod y safon.

4.10.8. Byddai tudalen yn cael ei 'diwygio' os yw corff yn gwneud newidiadau i'r dudalen honno. Gall hyn gynnwys sefyllfaoedd lle mae corff yn diweddaru, yn dileu, yn ychwanegu neu'n cywiro cynnwys ar y dudalen honno.

Safon 55

4.10.9. Os oes gan gorff dudalen Gymraeg ar ei wefan sy'n cyfateb i dudalen Saesneg, rhaid iddo nodi'n glir ar y dudalen Saesneg bod y dudalen hefyd ar gael yn Gymraeg. Rhaid iddo hefyd ddarparu dolen uniongyrchol at y dudalen Gymraeg ar y dudalen Saesneg gyfatebol.

4.10.10. Nid oes rhaid i gorff nodi datganiad sydd air am air â'r uchod ar bob tudalen Saesneg perthnasol. Gall corff ei gwneud yn glir bod tudalen Saesneg hefyd ar gael yn Gymraeg drwy gynnwys botwm ar y dudalen Saesneg sy'n llywio'r defnyddiwr at y dudalen Gymraeg gyfatebol.

4.10.11. Er enghraifft, gall corff gynnwys botwm "Cymraeg" mewn safle amlwg (ar frig y dudalen) ar dudalen Saesneg a fyddai'n cynnwys dolen at y dudalen Gymraeg gyfatebol. Ni fyddai arddangos baner (e.e. baner Cymru) yn cyfleu yn ddigonol bod tudalen Saesneg hefyd ar gael yn Gymraeg.

Safon 56

4.10.12. Rhaid i gorff sicrhau bod y rhyngwyneb a'r dewislenni ar bob tudalen ar eu gwefan yn Gymraeg.

4.10.13. Nid oes rhaid i gorff sicrhau hynny ar gyfer tudalennau Saesneg os yw corff yn sicrhau hynny ar gyfer ei dudalennau Cymraeg cyfatebol. Fodd bynnag, os yw tudalen yn gweithredu fel y dudalen Cymraeg a Saesneg gyda'i gilydd (e.e. hafan dwyieithog ar wefan), rhaid i gorff sicrhau bod y rhyngwyneb a'r dewislenni yn Gymraeg ar y dudalen honno.

4.10.14. Bydd natur rhyngwynebau a dewislenni yn newid fesul gwefan ond rhain fydd y rhannau o'r wefan y bydd defnyddiwr yn ei ddefnyddio i gyfathrebu a rhyngweithio â hi.

4.10.15. Gall dewislenni gynnwys rhestr o ddewisiadau, eitemau, neu orchmynion i ddefnyddiwr ddewis ohonynt (e.e. cwymplen sy'n agor i lawr i ddangos rhestr o ddewisiadau posibl).

Safon 57

4.10.16. Rhaid i gorff sicrhau bod unrhyw ap y mae'n ei gyhoeddi yn gweithredu'n llawn yn y Gymraeg ac na chaiff y Gymraeg ei thrin yn llai ffafriol na'r Saesneg ar yr ap hwnnw.

4.10.17. Mae Atodlen 1, Rhan 3, Paragraff 35 y rheoliadau yn nodi:

> "(1) At ddiben safon 57, ystyr "ap" yw cymhwysiad meddalwedd sydd wedi ei gynllunio i gyflawni tasg benodol ar ddyfais electronig.
>
> (2) Nid yw safon 57 yn gymwys i unrhyw ddeunydd hysbysebu ar ap (gweler safon 37 mewn perthynas â deunydd hysbysebu a lunnir gan gorff)."

4.10.18. Gall ap o'r fath gynnwys rhai sy'n galluogi personau i dalu rhent neu gwyno ar ddyfais electronig.

Beth yw ystyr y term 'peidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg'?

4.10.19. Mae Atodlen 1, Rhan 3, Paragraff 36 y rheoliadau yn nodi:

> "At ddiben safonau 52 i 57 (gwefannau ac apiau) a safonau 58 a 59 (cyfryngau cymdeithasol), mae cyfeiriadau at beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg yn cynnwys, ymysg materion eraill (ac yn ychwanegol at faterion penodol y cyfeirir atynt mewn unrhyw safon unigol), beidio â thrin y Gymraeg yn llai ffafriol o ran—
>
> (a) golwg y deunydd (er enghraifft, mewn perthynas â lliw, maint, ffont a fformat unrhyw destun), neu
>
> (b) pan gyhoeddir deunydd ar y wefan, yr ap neu'r cyfryngau cymdeithasol
>
> ond nid yw'n golygu bod rhaid i ddeunydd Cymraeg ymddangos ar yr un dudalen â deunydd Saesneg, nac ar dudalen y mae person yn debygol o ddod o hyd iddi cyn y dudalen Saesneg wrth chwilio."

4.10.20. Gall 'materion eraill' gynnwys peidio â thrin y Gymraeg yn llai ffafriol o ran:

- trefn iaith y deunydd
- safon ac ansawdd y deunydd
- lleoliad ac amlygrwydd y deunydd
- pryd a sut y caiff y deunydd ei gyhoeddi
- fformat cyhoeddi'r deunydd
- eglurder a chywirdeb y deunydd (er enghraifft o ran ystyr a mynegiant unrhyw destun), a
- chynnwys y deunydd (er enghraifft o ran manylder neu ansawdd y wybodaeth a gynhwysir yn y deunydd).

4.10.21. Nid yw'r term yn golygu bod rhaid i gorff sicrhau bod deunydd Cymraeg yn ymddangos ar yr un dudalen neu ap â'r deunydd Saesneg. Golyga hyn y gall corff gynnwys deunydd Cymraeg ar fersiwn Gymraeg o dudalen neu ap a chynnwys deunydd Saesneg ar fersiwn Saesneg o dudalen neu ap, i'r graddau nad yw hynny'n golygu bod y corff yn trin y fersiwn Gymraeg yn llai ffafriol na'r Saesneg. Yn ogystal, nid oes dim yn rhwystro corff rhag gallu cynnwys deunydd Cymraeg a Saesneg ar yr un dudalen neu ap chwaith megis ar dudalen neu ap dwyieithog ochr yn ochr â'i gilydd.

4.10.22. Fodd bynnag, gall wneud Saesneg yr iaith ddiofyn i ap neu wefan olygu bod corff yn trin y Gymraeg yn llai ffafriol na'r Saesneg. Er mwyn osgoi hynny, gall corff gynnig dewis iaith i'r defnyddiwr yn y man cyntaf er mwyn caniatáu i ddeunydd wedi hynny ymddangos yn Gymraeg neu yn Saesneg yn unig.

4.10.23. Nid oes rhaid i ddeunydd Cymraeg ymddangos ar dudalen y mae person yn debygol o ddod o hyd iddi cyn y dudalen Saesneg wrth chwilio. Mae hyn yn golygu os yw person yn chwilio am ddeunydd, er enghraifft drwy'r chwilotwr 'Google', a bod person yn dod o hyd i dudalen Saesneg cyn dod o hyd i'r dudalen cyfatebol Cymraeg, ni fyddai hynny o reidrwydd yn golygu bod y corff yn trin y fersiwn Gymraeg yn llai ffafriol na'r un Saesneg.

4.10.24. Fodd bynnag, disgwylir i gorff gymryd camau i sicrhau ei bod o leiaf yr un mor hawdd i ddod o hyd i ddeunydd Cymraeg a Saesneg sydd ar ei wefan.

Ydy gofynion safonau 52-56 yn golygu bod angen i'r holl gynnwys sydd ar wefan fod yn Gymraeg?

4.10.25. Nac ydyn, ddim o reidrwydd. Mae Atodlen 1, Rhan 3, Paragraff 34 y rheoliadau yn nodi:

> "Nid yw safonau 52 i 56 (gwefannau) yn gymwys i—
>
> (a) dogfennau y darperir dolen iddynt ar wefan, deunydd hysbysebu ar wefan, na chlipiau fideo a sain ar wefan (gweler safonau 40 i 49 am ddarpariaeth benodol mewn perthynas â dogfennau, a safon 37 mewn perthynas â deunydd hysbysebu a lunnir gan gorff);
>
> (b) gwybodaeth a gyflwynir gan bersonau (ac eithrio'r corff) ar dudalen ryngweithiol a gyhoeddir ar wefan corff (er enghraifft, ar adran ar gyfer sylwadau, neu ar fforwm drafod)"

4.10.26. Os yw corff yn darparu dolenni at adnoddau eraill oddi ar dudalen ei wefan, disgwylir iddynt fod yn gyson â iaith y dudalen honno er mwyn sicrhau nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg. Er enghraifft, disgwylir i ddolen a ddarperir ar dudalen Gymraeg o'r wefan arwain at fersiwn Gymraeg o'r adnodd, os oes fersiwn Gymraeg ar gael. Fodd bynnag, nid oes rhaid i gorff gyfieithu'r adnodd i'r Gymraeg oni bai bod safon arall yn ei gwneud yn ofynnol i wneud hynny.

4.10.27. Felly, os yw corff yn darparu dolen i ddogfen ar ei wefan, safonau 40 i 49 fydd yn berthnasol i'r ddogfen honno ac nid y safonau hyn. Er hynny, gall corff sicrhau nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg drwy sicrhau bod dolen yn mynd at fersiwn Gymraeg o ddogfen, os oes fersiwn Gymraeg yn bodoli yn unol â gofynion safonau 40 i 49.

4.10.28. Yn yr un modd, os yw corff yn darparu deunyddiau hysbysebu megis clipiau fideo a sain ar ei wefan, safon 37 fydd yn berthnasol i'r deunyddiau hynny ac nid y safonau hyn. Er hynny, gall corff sicrhau nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg drwy sicrhau bod fersiynau Cymraeg o'r deunyddiau yn cael eu darparu, os oes fersiynau Cymraeg yn bodoli yn unol â gofynion safon 37.

4.10.29. Os yw person (y tu allan i'r corff) yn cyflwyno gwybodaeth ar dudalen ryngweithiol sydd wedi'i chyhoeddi ar wefan corff, nid oes rhaid i'r corff gyfieithu'r wybodaeth honno i'r Gymraeg. Gall hynny gynnwys gwybodaeth a gaiff ei chyflwyno:

- mewn ystafelloedd sgwrsio
- ar adran ar gyfer sylwadau, neu
- fforwm drafod.

Beth yw ystyr y term 'gweithredu'n llawn'?

4.10.30. Mae'r term yn golygu bod corff yn sicrhau bod y fersiwn Gymraeg o dudalen neu ap yn gweithredu o leiaf yn yr un modd neu gystal â'r fersiwn Saesneg a hynny heb unrhyw gyfyngiadau neu wallau.

4.10.31. Gall hyn gynnwys sicrhau:

- bod cynnwys y fersiynau Cymraeg yn cael ei ddiweddaru ac nad yw'r cynnwys wedi'i oedi o'i gymharu â'r fersiynau Saesneg o'r cynnwys
- bod swyddogaethau chwilio yn gweithio yn llawn yn Gymraeg
- bod swyddogaethau technolegol yn gweithio yn llawn yn Gymraeg (e.e. testun-i-leferydd)
- bod y fersiynau Cymraeg yn cynnwys yr un wybodaeth ag a geir ar fersiynau Saesneg unrhyw dudalen neu ap
- nad yw dolenni wedi torri, ac
- nad oes nam yn ymddangos ar y tudalennau Cymraeg.

4.11 Defnydd corff o'r cyfryngau cymdeithasol [safonau 58-59]

Beth yw'r gofynion?

4.11.1. Mae'r safonau canlynol yn ymwneud â defnydd corff o'r cyfryngau cymdeithasol. Gall hynny gynnwys y ffordd y mae corff yn ymddangos, yn cyhoeddi deunydd, yn anfon ac ymateb i negeseuon ac yn cyfathrebu gyda phersonau ar y cyfryngau cymdeithasol.

Safon 58

4.11.2. Rhaid i gorff beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg wrth ddefnyddio'r cyfryngau cymdeithasol.

Safon 59

4.11.3. Rhaid i gorff ateb person yn Gymraeg (os oes angen ateb) os yw'r person wedi cysylltu ag ef drwy'r cyfryngau cymdeithasol yn Gymraeg. Gall hynny gynnwys ymateb i gysylltiadau a wneir â chorff drwy neges breifat neu gysylltiadau a wneir yn gyhoeddus (e.e. pan fo person yn cysylltu â'r corff drwy ymateb i neges y mae'r corff wedi'i gyhoeddi ar ei gyfrif).

Sut mae'r safonau'n berthnasol i'r 'cyfryngau cymdeithasol'?

4.11.4. Mae'r term 'cyfryngau cymdeithasol' yn cynnwys gwefannau a rhaglenni sy'n galluogi defnyddwyr i greu a rhannu cynnwys neu i gymryd rhan mewn rhwydweithio cymdeithasol ar y we. Gall enghreifftiau gynnwys Facebook, Twitter, LinkedIn, Instagram ac YouTube.

4.11.5. Mae'r safonau'n berthnasol i holl ddefnydd corff o'r cyfryngau cymdeithasol. Mae hyn yn cynnwys y defnydd a wneir ohono drwy gyfrif corfforaethol neu drwy gyfrifon staff ac adrannau unigol (os ydynt yn gweithredu ar ran neu yn enw'r corff).

4.11.6. Er hynny, i'r graddau nad yw gwneud hynny'n trin y Gymraeg yn llai ffafriol na'r Saesneg, gall corff weithredu fersiynau Cymraeg a Saesneg ar wahân o gyfrifon pe byddai'n dymuno yn hytrach na gweithredu cyfrif dwyieithog.

4.11.7. Os yw corff yn penderfynu gweithredu cyfrifon Cymraeg a Saesneg ar wahân, rhaid iddo godi ymwybyddiaeth o'r cyfrif Cymraeg ar y cyfrif Saesneg cyfatebol yn unol â safonau 81 ac 82. Gall hyn gynnwys corff yn darparu dolen uniongyrchol at y cyfrif Cymraeg ar y cyfrif Saesneg cyfatebol.

Beth yw ystyr y term 'peidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg'?

4.11.8. Mae Atodlen 1, Rhan 3, Paragraff 36 y rheoliadau yn nodi:

> "At ddiben safonau 52 i 57 (gwefannau ac apiau) a safonau 58 a 59 (cyfryngau cymdeithasol), mae cyfeiriadau at beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg yn cynnwys, ymysg materion eraill (ac yn ychwanegol at faterion penodol y cyfeirir atynt mewn unrhyw safon unigol), beidio â thrin y Gymraeg yn llai ffafriol o ran—
>
> (a) golwg y deunydd (er enghraifft, mewn perthynas â lliw, maint, ffont a fformat unrhyw destun), neu
>
> (b) pan gyhoeddir deunydd ar y wefan, yr ap neu'r cyfryngau cymdeithasol;
>
> ond nid yw'n golygu bod rhaid i ddeunydd Cymraeg ymddangos ar yr un dudalen â deunydd Saesneg, nac ar dudalen y mae person yn debygol o ddod o hyd iddi cyn y dudalen Saesneg wrth chwilio."

4.11.9. Gall 'materion eraill' gynnwys peidio â thrin y Gymraeg yn llai ffafriol o ran:

- iaith y deunydd

- trefn iaith y deunydd
- safon ac ansawdd y deunydd
- lleoliad ac amlygrwydd y deunydd
- pryd a sut y caiff y deunydd ei gyhoeddi
- fformat cyhoeddi'r deunydd
- eglurder a chywirdeb y deunydd (er enghraifft o ran ystyr a mynegiant unrhyw destun), a
- chynnwys y deunydd (er enghraifft o ran manylder neu ansawdd y wybodaeth a gynhwysir yn y deunydd).

4.11.10. Ymhellach i hynny, mae Atodlen 1, Rhan 3, Paragraff 38 y rheoliadau yn nodi:

> "Nid yw safonau 58 a 59 (cyfryngau cymdeithasol) yn gymwys i—
>
> (a) dogfennau y darperir dolen iddynt drwy'r cyfryngau cymdeithasol, nac i glipiau fideo a sain a ddarperir drwy'r cyfryngau cymdeithasol (gweler safonau 40 i 49 am ddarpariaeth benodol mewn perthynas â dogfennau, a safon 37 mewn perthynas â deunydd hysbysebu a lunnir gan gorff);
>
> (b) gwybodaeth a gyflwynir gan bersonau (ac eithrio'r corff) ar gyfrif cyfryngau cymdeithasol corff (er enghraifft, ar adran ar gyfer sylwadau).

4.11.11. Os yw corff yn darparu dolenni at adnoddau eraill drwy'r cyfryngau cymdeithasol, disgwylir iddynt fod yn gyson â iaith y neges honno neu'r cyfrif hwnnw er mwyn sicrhau nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg. Er enghraifft, disgwylir i ddolen a ddarperir mewn neges Gymraeg arwain at fersiwn Gymraeg o'r adnodd, os oes fersiwn Gymraeg ar gael. Fodd bynnag, nid oes rhaid i gorff gyfieithu'r adnodd i'r Gymraeg oni bai bod safon arall yn nodi bod rhaid gwneud hynny.

4.11.12. Felly, os yw corff yn darparu dolen i ddogfen drwy'r cyfryngau cymdeithasol, safonau 40 i 49 fydd yn berthnasol i'r ddogfen honno ac nid y safonau hyn. Er hynny, gall corff sicrhau nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg drwy sicrhau bod dolen yn mynd at fersiwn Gymraeg o ddogfen, os oes fersiwn Gymraeg yn bodoli yn unol â gofynion safonau 40 i 49.

4.11.13. Yn yr un modd, os yw corff yn darparu clipiau fideo a sain drwy'r cyfryngau cymdeithasol, safon 37 fydd yn berthnasol i'r clipiau hynny ac nid y safonau hyn. Er hynny, gall corff sicrhau nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg drwy sicrhau bod fersiynau Cymraeg o'r clipiau fideo a sain yn cael eu darparu, os oes fersiynau Cymraeg yn bodoli yn unol â gofynion safon 37.

A yw'r safonau yn berthnasol i negeseuon gan bersonau eraill sy'n ymddangos ar gyfrifon corff?

4.11.14. Nac ydyn. Nid oes rhaid i'r corff gyfieithu negeseuon a gyflwynir gan bersonau eraill ar eu cyfrifon. Gall negeseuon o'r fath gynnwys gwybodaeth a gyflwynir:

- mewn ystafelloedd sgwrsio

- ar adran ar gyfer sylwadau, neu
- fforwm drafod.

4.11.15. Yn ogystal, nid oes rhaid i gorff gyfieithu i'r Gymraeg unrhyw wybodaeth gan bersonau eraill y mae'r corff yn ei rhannu'n ehangach ar eu cyfrifon eu hunain. Er enghraifft, nid oes rhaid i gorff gyfieithu negeseuon Saesneg y mae'n eu hail drydar ar Twitter neu yn eu rhannu ar Facebook.

4.11.16. Fodd bynnag, os yw corff yn rhannu gwybodaeth gan bersonau eraill ar eu cyfrifon (megis ail drydar negeseuon), gall rhannu fersiwn Saesneg o'r wybodaeth honno, lle mae fersiwn Gymraeg ar gael, olygu eu bod yn trin y Gymraeg yn llai ffafriol na'r Saesneg.

A yw'r safonau'n berthnasol i gynnwys statig a chynnwys dros dro a gyhoeddir ar gyfrifon corff ar y cyfryngau cymdeithasol?

4.11.17. Ydyn. Mae'r safonau hyn berthnasol i unrhyw gynnwys a gyhoeddir gan gorff ar eu cyfrifon.

4.11.18. Gall hyn gynnwys sicrhau bod deunydd parhaol sy'n ymddangos ar ei gyfrifon ar gael yn Gymraeg. Er enghraifft, drwy sicrhau bod testun y bywgraffiad ('bio') ar gyfrif Twitter ac Instagram neu'r testun ynghylch y cyfrif yn yr adran 'Gwybodaeth' ar Facebook ar gael yn Gymraeg.

4.11.19. Gall hyn hefyd gynnwys sicrhau bod deunydd dros dro sy'n ymddangos ar eu cyfrifon ar gael yn Gymraeg. Er enghraifft, gall gynnwys negeseuon a gyhoeddir drwy Instagram Story neu Facebook Story lle bydd y negeseuon hynny yn diflannu ar ôl cyfnod penodol o amser.

4.11.20. Byddai unrhyw glipiau fideo a sain a ddarperir yn berthnasol i safon 37 (gweler paragraff 4.11.13 uchod).

Mae rhan Gymraeg o negeseuon dwyieithog yn cael ei chuddio weithiau. Sut mae sicrhau nad yw hynny'n golygu bod y corff yn trin y Gymraeg yn llai ffafriol na'r Saesneg?

4.11.21. Mewn rhai achosion, gall testun mewn negeseuon ar blatfformau cyfryngau cymdeithasol ymddangos mewn ffenestri sy'n gyfyngedig o ran maint. Gall hyn olygu nad oes modd i berson weld rhan olaf neges nes ei fod yn clicio dolen ychwanegol.

4.11.22. Gall corff sicrhau nad yw'n trin y Gymraeg yn llai ffafriol na'r Saesneg drwy sicrhau nad yw'n anoddach gweld fersiwn Gymraeg o neges o'i gymharu â fersiwn Saesneg o'r un neges. Er enghraifft, gall corff sicrhau nad oes rhaid cymryd camau pellach, megis sgrolio lawr sgrin am yn hirach, neu glicio dolen ychwanegol, i ddod o hyd i'r fersiwn Gymraeg. Gall corff ddewis gosod negeseuon Cymraeg uwchben neu i'r chwith o negeseuon Saesneg er mwyn osgoi hynny.

A yw 'tagiau' a 'hashnodau' yn berthnasol i'r safonau hyn?

4.11.23. Ydyn, gallant fod yn ystyriaeth er mwyn sicrhau nad yw corff yn trin y Gymraeg yn llai ffafriol na'r Saesneg wrth ddefnyddio'r cyfryngau cymdeithasol.

4.11.24. Os yw corff yn tagio neu'n sôn am berson arall ('mention') mewn neges, gall sicrhau nad yw'n trin y Gymraeg yn llai ffafriol na'r Saesneg drwy sicrhau bod fersiwn Gymraeg y neges honno yn tagio neu'n sôn am gyfrif Cymraeg y person hwnnw (os oes un ar gael). Er enghraifft, os yw corff yn trydar yn Gymraeg am berson arall ac yn sôn am y person hwnnw drwy dagio enw defnyddiwr y person o fewn y neges, gall sicrhau ei fod yn tagio enw cyfrif Cymraeg y person hwnnw yn hytrach na'i gyfrif Saesneg cyfatebol (os yw'n gweithredu cyfrifon Cymraeg a Saesneg ar wahân).

4.11.25. Os yw corff yn creu hashnodau ar gyfer neges, gall sicrhau nad yw'n trin y Gymraeg yn llai ffafriol na'r Saesneg drwy ddefnyddio hashnodau Cymraeg neu ddwyieithog ar gyfer negeseuon Cymraeg.

4.11.26. Os yw corff yn defnyddio hashnodau a grëwyd gan bersonau eraill mewn neges, gall sicrhau nad yw'n trin y Gymraeg yn llai ffafriol na'r Saesneg drwy ddefnyddio fersiynau Cymraeg neu ddwyieithog o'r hashnodau hynny (lle mae rhai yn bodoli) ar gyfer negeseuon Cymraeg.

Mae negeseuon gwahanol yn ymddangos ar gyfrifon corff yn ddibynnol ar y gynulleidfa. Sut mae sicrhau bod y corff yn cydymffurfio â'r gofynion yn y sefyllfa hon?

4.11.27. Mae rhai platfformau cyfryngau cymdeithasol yn galluogi cyrff i deilwra negeseuon fel bod gwahanol negeseuon yn ymddangos ar gyfrifon gwahanol bersonau. Gall hynny fod yn seiliedig ar ba iaith y mae'r person wedi'i gosod fel iaith y rhyngwyneb ar y platfform hwnnw (e.e. drwy gorff yn defnyddio'r teclyn 'post in multiple languages' ar Facebook).

4.11.28. Yn y sefyllfa hon, gall corff sicrhau nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg drwy sicrhau bod negeseuon sy'n ymddangos ar gyfrif personau yn ymddangos yn Gymraeg, waeth beth fo iaith rhyngwyneb y person hwnnw.

Oes rhaid i gorff sicrhau bod eu henwau defnyddiwr ac enw eu cyfrifon ar y cyfryngau cymdeithasol yn Gymraeg?

4.11.29. Gall corff sicrhau nad yw'n trin y Gymraeg yn llai ffafriol na'r Saesneg wrth ddefnyddio'r cyfryngau cymdeithasol drwy sicrhau bod eu henwau defnyddiwr ('handle') ac enwau eu cyfrifon ('display name') ar gael yn Gymraeg.

4.11.30. Gall hynny ddigwydd drwy ddefnyddio un o'r canlynol:

- enw defnyddiwr ac enw cyfrif Cymraeg yn unig ar gyfrif dwyieithog
- enw defnyddiwr ac enw cyfrif dwyieithog ar gyfrif dwyieithog; neu drwy

- weithredu cyfrifon Cymraeg a Saesneg ar wahân fel y nodir ym mharagraff 4.11.7 gydag enw defnyddiwr ac enw cyfrif Cymraeg neu ddwyieithog.

4.12 Peiriannau hunanwasanaeth [safon 60]

Beth yw'r gofynion?

4.12.1. Rhaid i gorff sicrhau bod pob peiriant hunanwasanaeth sydd ganddo yn gweithio'n llawn yn Gymraeg. Hefyd, rhaid i gorff beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg mewn perthynas â'r peiriant hwnnw.

Beth yw ystyr 'peiriant hunanwasanaeth'?

4.12.2. Mae 'peiriant hunanwasanaeth' yn cynnwys unrhyw beiriant sydd ar gael i bersonau wasanaethu eu hunain.

4.12.3. Mae ystyr llythrennol arferol 'peiriant' yn cyfeirio at ddyfais, teclyn neu offeryn a ddefnyddir i gyflawni rhyw dasg. Mae Atodlen 1, Rhan 3, Paragraff 39 y rheoliadau hefyd yn cyfeirio at beiriannau hunanwasanaeth fel rhai sy'n gallu cynnwys deunydd sy'n 'ymddangos ar sgrin'. Felly, gall peiriannau hunanwasanaeth fod yn rhai sy'n cynnwys sgriniau, megis peiriannau talu am docyn parcio, peiriannau mewngofnodi neu allgofnodi mewn llyfrgell ar gyfer eitemau a fenthycir, peiriannau mewngofnodi apwyntiadau, llungopiwyr mewn llyfrgelloedd a pheiriannau bwyd a diod.

4.12.4. Hefyd, gall rhai peiriannau hunanwasanaeth nad ydynt yn cynnwys sgriniau ddod o dan gwmpas y safon hon. Gall enghreifftiau o beiriannau o'r fath gynnwys tywysydd sain hunanwasanaeth i'w ddefnyddio mewn llyfrgell neu amgueddfa neu beiriant sy'n rhoi cyfarwyddiadau sain.

Beth yw ystyr y term 'peidio â thrin unrhyw fersiwn Gymraeg yn llai ffafriol na'r fersiwn Saesneg' yng nghyd-destun y safon hon?

4.12.5. Mae Atodlen 1, Rhan 3, Paragraff 39 y rheoliadau yn nodi:

> "At ddiben safon 60 (peiriannau hunanwasanaeth), mae cyfeiriad at beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg yn cynnwys, ymysg materion eraill, beidio â thrin y Gymraeg yn llai ffafriol o ran golwg y deunydd (er enghraifft, mewn perthynas â lliw, maint, ffont a fformat unrhyw destun), ond nid yw'n golygu bod rhaid i ddeunydd Cymraeg ymddangos ar sgrin yr un pryd â deunydd Saesneg."

4.12.6. Gall 'materion eraill' gynnwys peidio â thrin y Gymraeg yn llai ffafriol o ran:

- iaith y deunydd
- trefn iaith y deunydd
- safon ac ansawdd y deunydd
- lleoliad ac amlygrwydd y deunydd

- pryd a sut y caiff y deunydd ei gyhoeddi
- fformat cyhoeddi'r deunydd
- eglurder a chywirdeb y deunydd (er enghraifft o ran ystyr a mynegiant unrhyw destun)
- cynnwys y deunydd (er enghraifft o ran manylder neu ansawdd y wybodaeth a gynhwysir yn y deunydd).

4.12.7. Nid yw'r term yn golygu bod rhaid i gorff sicrhau bod deunydd Cymraeg yn ymddangos ar sgrin yr un pryd â'r deunydd Saesneg. Gall hyn olygu:

- y gall corff arddangos deunydd Cymraeg ar sgrin wahanol i'r sgrin sy'n arddangos y deunydd Saesneg, i'r graddau nad yw hynny'n golygu bod y corff yn trin y fersiwn Gymraeg yn llai ffafriol na'r Saesneg, neu
- nad oes rhwystr i gorff arddangos deunydd Cymraeg a Saesneg ar yr un sgrin os yw'n dymuno (h.y. yn ddwyieithog).

4.12.8. Fodd bynnag, byddai gosod peiriannau hunanwasanaeth gyda'r Saesneg fel yr iaith ddiofyn yn trin y Gymraeg yn llai ffafriol na'r Saesneg. Mae hynny'n golygu mai dim ond ar ôl i ddefnyddiwr ddewis iaith y gall deunydd Cymraeg a Saesneg ymddangos ar sgriniau ar wahân.

4.12.9. Yn ymarferol felly, mae tair prif ffordd o sicrhau nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg o ran defnyddio peiriant hunanwasanaeth, sef:

- drwy gynnig dewis, wrth i rywun ddechrau defnyddio'r peiriant, pa iaith y dymunant ei defnyddio
- wrth i'r peiriant weithredu drwy'r Gymraeg a'r Saesneg ar yr un pryd, heb fod angen newid na dewis iaith, neu
- drwy osod y Gymraeg fel iaith ddiofyn y peiriant, gan alluogi personau i newid i'r Saesneg os dymunant.

Beth yw ystyr y term 'gweithio'n llawn yn Gymraeg'?

4.12.10. Mae'r term yn golygu bod corff yn sicrhau bod unrhyw beiriant hunanwasanaeth yn gweithio yn yr un modd neu gystal yn Gymraeg ag y mae yn Saesneg a hynny heb unrhyw gyfyngiadau neu wallau.

4.12.11. Gall hyn gynnwys sicrhau:

- bod y fersiwn Gymraeg yn cael ei diweddaru ac nad yw'n cymryd yn hirach na'r fersiwn Saesneg
- bod systemau chwilio yn gweithio yn llawn yn Gymraeg
- bod y dechnoleg yn gweithio yn llawn yn Gymraeg (e.e. testun-i-leferydd)
- bod y fersiynau Cymraeg yn cynnwys yr un wybodaeth ag a geir ar fersiynau Saesneg
- nad yw dolenni wedi torri
- nad oes namau yn ymddangos ar y fersiynau Cymraeg.

Beth os yw'r peiriant yn cynhyrchu dogfennau? Pa safonau sy'n berthnasol?

4.12.12. Bydd rhai peiriannau hunanwasanaeth yn cynhyrchu dogfennau, er enghraifft tocyn parcio, tocyn i ddigwyddiad, neu ffurflenni neu daflenni gwybodaeth. Y safonau ynghylch dogfennau sy'n berthnasol i'r dogfennau hyn.

Beth os oes arwyddion ar y peiriant? Pa safonau sy'n berthnasol?

4.12.13. Bydd arwyddion yn gysylltiedig â rhai peiriannau hunanwasanaeth, er enghraifft yn tynnu sylw at y peiriant neu'n cynnwys cyfarwyddiadau ar gyfer ei ddefnyddio. Y safonau ynghylch arwyddion sy'n berthnasol i'r arwyddion hyn.

4.13 Arwyddion a arddangosir gan gorff [safonau 61-63]

Beth yw'r gofynion?

4.13.1. Rhaid i gorff sicrhau bod unrhyw destun ar arwyddion newydd a osodir ganddynt, neu ar arwyddion a gaiff eu hadnewyddu ganddynt, yn Gymraeg. Rhaid iddynt hefyd sicrhau na chaiff y testun Cymraeg ei drin yn llai ffafriol na'r testun Saesneg ar yr arwyddion hynny. Mae'r safonau hefyd yn gosod gofynion ynghylch cywirdeb a safle'r Gymraeg ar arwyddion.

4.13.2. Nid yw'r safonau hyn fel arfer yn berthnasol i arwydd o fewn y gweithle, lle nad yw'r arwydd hwnnw i'w weld gan bersonau y tu allan i'r corff. Dylid cyfeirio at y safonau ynghylch arwyddion a arddangosir yng ngweithle corff (safonau 141-143) ar gyfer arwyddion felly.

4.13.3. Byddai corff yn 'gosod arwydd newydd' fel arfer pan fydd yn ei roi mewn safle lle na fu arwydd o'r fath o'r blaen. Byddai corff yn 'adnewyddu arwydd' os yw'n gwneud unrhyw newid i'r arwydd hwnnw.

4.13.4. Mae'r safon hefyd yn berthnasol pan fo corff yn gosod arwydd mewn safle neu leoliad newydd.

4.13.5. Mewn perthynas ag arwyddion electronig, byddai arwydd newydd yn cael ei osod bob tro y mae testun yn ymddangos o'r newydd ar arwydd electronig.

Safon 61

4.13.6. Os yw corff yn gosod arwydd newydd neu'n adnewyddu arwydd (gan gynnwys arwyddion dros dro), rhaid iddo sicrhau bod unrhyw destun ar yr arwydd hwnnw yn Gymraeg. Gall corff unai arddangos y testun Cymraeg ar yr un arwydd â'r testun cyfatebol Saesneg neu ar arwydd ar wahân. Rhaid i gorff beidio â thrin y testun Cymraeg yn llai ffafriol na'r testun Saesneg ar yr arwydd dan sylw.

4.13.7. Mae'r term 'peidio â thrin y testun Cymraeg yn llai ffafriol na'r testun Saesneg' yng nghyswllt y safon hon yn cynnwys, ymysg materion eraill, peidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg o ran:

- golwg y testun (er enghraifft mewn perthynas â lliw neu ffont unrhyw destun)

- maint y testun
- lleoliad ac amlygrwydd y testun mewn unrhyw fan cyhoeddus
- pryd a sut y caiff y testun ei gyhoeddi, ei ddarparu neu ei arddangos
- fformat cyhoeddi unrhyw destun
- safon ac ansawdd y testun
- eglurder a chywirdeb y testun (er enghraifft o ran ystyr a mynegiant unrhyw destun)
- cynnwys y testun (er enghraifft o ran manylder neu ansawdd y wybodaeth a gynhwysir).

Safon 62

4.13.8. Os yw corff yn gosod arwydd newydd neu'n adnewyddu arwydd (gan gynnwys arwyddion dros dro), a bod yr arwydd hwnnw'n cyfleu yr un wybodaeth yn y Gymraeg a'r Saesneg, rhaid iddo sicrhau bod y testun Cymraeg yn cael ei roi mewn safle fel mai hwnnw sy'n debygol o gael ei ddarllen yn gyntaf.

4.13.9. Os yw corff yn rhoi'r testun Cymraeg a'r testun Saesneg cyfatebol ar yr un arwydd, byddai'r testun Cymraeg yn debygol o gael ei ddarllen yn gyntaf fel arfer pe caiff ei osod ar y chwith neu uwchben unrhyw destun Saesneg cyfatebol, a hynny ar sail yr arfer safonol o ddarllen o'r chwith i'r dde ac o frig testun i'w waelod.

4.13.10. Os yw corff yn gosod arwydd ar ffordd drwy beintio'r arwydd hwnnw ar y ffordd (e.e. Araf/Slow) a lle bo'r testun Cymraeg a Saesneg cyfatebol gyda'i gilydd (ac nid ar wahân), byddai'r testun Cymraeg yn debygol o gael ei ddarllen yn gyntaf fel arfer pe caiff ei osod ar y chwith neu uwchben unrhyw destun Saesneg cyfatebol.

4.13.11. Os yw corff yn rhoi'r testun Cymraeg a'r testun Saesneg cyfatebol ar arwyddion ar wahân, byddai testun Cymraeg yn debygol o gael ei ddarllen yn gyntaf fel arfer pe caiff yr arwydd â'r testun Cymraeg ei osod:

- ar y chwith neu uwchben yr arwydd â'r testun Saesneg cyfatebol, ac
- o flaen yr arwydd â'r testun Saesneg cyfatebol.

4.13.12. Er enghraifft, byddai gosod arwydd Cymraeg o flaen arwydd Saesneg ar ochr ffordd yn debygol o arwain at berson yn cyrraedd a darllen arwydd Cymraeg gyntaf fel arfer, a hynny ar sail yr arfer o ddarllen arwyddion unigol yn eu trefn.

Safon 63

4.13.13. Rhaid i gorff sicrhau bod testun Cymraeg ar ei arwyddion (boed y rheiny yn arwyddion a gafodd eu gosod cyn neu ar ôl y diwrnod gosod) yn gywir o ran ystyr a mynegiant. Gall hynny ymwneud â:

- chynnwys yr arwydd
- sillafiad y testun
- cystrawen y testun, neu'r
- geiriau ac ymadroddion a ddefnyddir.

Beth yw 'arwydd dros dro'?

4.13.14. Mae'r safonau hyn hefyd yn berthnasol i unrhyw arwyddion dros dro a gaiff eu gosod neu'u hadnewyddu. Pan fo'n ofynnol i gorff gydymffurfio â safon 61 felly, rhaid i unrhyw arwydd dros dro a gaiff ei osod o'r newydd neu'i adnewyddu gael ei arddangos yn Gymraeg. Pan fo'n ofynnol i gorff gydymffurfio â safon 62, rhaid gosod y Gymraeg yn gyntaf ar yr arwydd hwnnw hefyd.

4.13.15. Mae 'arwydd dros dro' yn cynnwys unrhyw arwydd na fwriedir iddo aros yn barhaol yn y man lle caiff ei osod. Gall enghreifftiau o'r fath gynnwys:

- arwydd a osodir i roi gwybod am waith ffordd neu rybuddio am ddamwain
- arwydd sy'n rhoi gwybod nad yw peiriant yn gweithio, neu
- arwydd ffordd sy'n cael ei osod i roi cyfarwyddiadau i leoliad digwyddiad a gynhelir am gyfnod penodol.

Os nad oes enw Cymraeg wedi'i gofnodi ar gyfer stryd yn unol â Deddf Iechyd Cyhoeddus 1925, a yw'r safonau hyn yn golygu bod rhaid cyfieithu enw'r stryd i'r Gymraeg er mwyn ei arddangos yn Gymraeg ar arwydd?

4.13.16. Nac ydy. Nid yw'r safonau hyn yn gosod dyletswydd ar gorff i gyfieithu enw stryd i'r Gymraeg er mwyn ei arddangos yn Gymraeg ar arwydd.

4.13.17. Fodd bynnag, os oes enw Cymraeg neu ddwyieithog o stryd wedi'i bennu a'i gofnodi yn unol â Deddf Iechyd Cyhoeddus 1925[38], rhaid i gorff (awdurdod lleol yn y cyd-destun hwn) sicrhau bod yr enw Cymraeg yn cael ei arddangos ar yr arwydd pan fo'r arwydd yn cyfeirio at y stryd honno. Rhaid sicrhau bod yr enw Saesneg yn cael ei arddangos hefyd (os oes enw Saesneg wedi'i bennu a'i gofnodi) yn unol â gofynion y Ddeddf honno.

4.13.18. Er nad yw'r safonau hyn yn gosod dyletswydd penodol ar gorff i bennu enw Cymraeg neu ddwyieithog ar stryd er mwyn gallu ei arddangos yn Gymraeg ar arwydd, mae hawl statudol gan gynghorau sir a bwrdeistref sirol i wneud y canlynol yn unol â'r Ddeddf Iechyd Cyhoeddus 1925:

- newid enw stryd i'r Gymraeg os nad oedd enw wedi cael ei roi ar y stryd o'r blaen
- rhoi enw newydd Cymraeg ar stryd os nad oedd enw wedi cael ei roi ar y stryd o'r blaen; a
- gwrthwynebu cais gan ymgeisydd sy'n awgrymu enw newydd i stryd nad yw'n Gymraeg.

4.13.19. Mae gan gynghorau sir a bwrdeistref sirol yr hawl i newid enwau strydoedd (dwyieithog neu Saesneg) y maen nhw'n gyfrifol am eu henwi i rai uniaith Gymraeg. Fodd bynnag, os yw'n gwneud hynny, bydd rhaid eu cofnodi'n uniaith

[38] Deddf Iechyd Cyhoeddus 1925
http://www.legislation.gov.uk/cy/ukpga/Geo5/15-16/71

Gymraeg gyda'r asiantaethau perthnasol a sicrhau bod unrhyw arwyddion yn arddangos yr enw'n uniaith Gymraeg ar ôl i'r enw gael ei gofrestru.

4.13.20. Felly, gall corff ddefnyddio'r darpariaethau hyn yn unol â'r Ddeddf Iechyd Cyhoeddus er mwyn sicrhau bod modd iddo, yn y pen draw, arddangos enw stryd yn Gymraeg ar arwydd (os nad oes enw Cymraeg ar stryd eisoes yn bodoli).

Beth am enwau priod eraill sy'n cael eu harddangos ar arwydd? Oes rhaid sicrhau bod yr enwau hynny yn cael eu harddangos yn Gymraeg?

4.13.21. Oes. Rhaid i gorff arddangos yr enw priod yn Gymraeg os yw'n arddangos testun Cymraeg sy'n cyfeirio at yr enw hwnnw, i'r graddau:

- bod enw Cymraeg yn bodoli ac wedi'i sefydlu ar gyfer yr hyn y bwriedir cyfeirio ato ar yr arwydd
- nad oes deddfiad arall yn atal corff rhag defnyddio enw priod Cymraeg ar arwydd, ac
- nad oes deddfiad yn atal corff rhag defnyddio'r enw priod sydd wedi'i sillafu yn y modd y bwriedir ei arddangos ar yr arwydd.

4.13.22. Gall hyn gynnwys arddangos enwau ar:

- aneddiadau (pentrefi, trefi a dinasoedd)
- strydoedd ac ystadau
- adeiladau neu nodweddion adeiledig eraill (e.e. pont)
- sefydliadau
- ardaloedd (e.e. ardaloedd môr neu ardaloedd cadwraeth)
- nodweddion tirweddol (e.e. ynysoedd, mynyddoedd, bryniau, pentiroedd, creigiau, traethau, coedwigoedd neu afonydd), neu
- enwau lleoedd eraill.

4.13.23. Mae'r Comisiynydd yn gyfrifol am ddarparu cyngor ar ffurfiau safonol enwau lleoedd yng Nghymru. Gall y Comisiynydd gynghori cyrff ar ffurfiau safonol enwau aneddiadau (sef pentrefi, trefi a dinasoedd) yng Nghymru. Mae'r Comisiynydd wedi cyhoeddi'r argymhellion hyn mewn cronfa ddata chwiliadwy ar-lein a gellid llwytho'r rhestrau i lawr o dan drwydded agored: Rhestr o Enwau Lleoedd Safonol Cymru.[39]

4.13.24. Mae'r Comisiynydd yn dilyn canllawiau safoni penodol wrth lunio'i argymhellion: Canllawiau Safoni Enwau Lleoedd Cymru.[40] Mae'r Canllawiau hyn yn benodol ar gyfer enwau aneddiadau. Nid ydynt o reidrwydd yn berthnasol i enwau tai na nodweddion tirweddol eraill. Fodd bynnag, ceir ynddynt lawer o egwyddorion gwerthfawr y gellid eu cymhwyso wrth drin yr enwau hyn neu wrth fathu enwau ar ddatblygiadau newydd, er enghraifft.

[39] Gweler Rhestr o Enwau Lleoedd Safonol Cymru ar wefan y Comisiynydd http://www.comisiynyddygymraeg.cymru/Cymraeg/Comisiynydd/EnwauLleoedd/Pages/Chwilio.aspx

[40] Gweler Canllawiau Safoni Enwau Lleoedd Cymru ar wefan y Comisiynydd http://www.comisiynyddygymraeg.cymru/Cymraeg/Comisiynydd/EnwauLleoedd/Pages/Cyd_destun.aspx

4.13.25. Cyn belled â bod dim deddfiad arall yn gofyn bod rhaid defnyddio ffurf arall ar enw Cymraeg ar arwydd, gall corff ddefnyddio'r gwasanaeth ymgynghorol hwn er mwyn sicrhau ei fod yn defnyddio ffurfiau Cymraeg safonol ar arwyddion.

A oes unrhyw eithriadau?

4.13.26. Oes. Mae Atodlen 1, Rhan 3, Paragraffau 25 a 45 y rheoliadau yn nodi:

> "Nid yw'n ofynnol i gorff lunio, arddangos nac anfon deunydd yn Gymraeg i'r graddau y mae deddfiad arall wedi pennu geiriad dogfen, arwydd neu ffurflen a fyddai'n groes i'r gofyniad hwnnw.
>
> At ddibenion y safonau, ystyr "deddfiad" yw deddfiad (pa bryd bynnag y cafodd ei ddeddfu neu ei wneud) sydd wedi ei gynnwys mewn unrhyw un o'r canlynol, neu mewn offeryn a wneir o dan un o'r canlynol—
>
> (a) Deddf Seneddol; neu
>
> (b) Mesur neu Ddeddf gan Gynulliad Cenedlaethol Cymru."

4.13.27. Mae'r eithriad hwn yn cydnabod yr egwyddor os yw deddfiad yn pennu geiriad, mae'n rhaid i'r geiriad yna gael ei ddefnyddio p'un ai yw'r geiriad yn Gymraeg n unig, yn Saesneg yn unig neu yn Gymraeg a'n Saesneg. Nid yw'r rheoliadau yn effeithio ar yr egwyddor honno.

A yw hunaniaeth gorfforaethol corff sy'n ymddangos ar arwyddion yn berthnasol i safonau 61–63?

4.13.28. Ydy. Lle mae hunaniaeth gorfforaethol corff yn ymddangos ar arwydd, rhaid cydymffurfio (yn ddarostyngedig i'r hysbysiad cydymffurfio) â safon 83 yn ogystal â safonau 61–63. Nid yw hynny yn golygu fodd bynnag bod angen i destun Cymraeg ar hunaniaeth gorfforaethol gael ei roi mewn safle fel mai hwnnw sy'n debygol o gael ei ddarllen yn gyntaf.

4.14 Derbyn ymwelwyr i adeiladau'r corff [safonau 64-68]

Beth yw'r gofynion?

4.14.1. Mae'r safonau canlynol yn ei gwneud yn ofynnol i gorff sicrhau bod unrhyw wasanaeth derbynfa sydd ar gael yn Saesneg, ar gael yn Gymraeg hefyd.

4.14.2. Mae'r safonau hefyd yn gosod gofynion ynghylch arddangos arwydd a gwisgo bathodynnau ar dderbynfeydd er mwyn ei gwneud yn glir bod croeso i bersonau ddefnyddio'r Gymraeg yn y dderbynfa a bod staff ar gael sy'n medru darparu gwasanaeth Cymraeg.

Safon 64

4.14.3. Rhaid i gorff sicrhau bod unrhyw wasanaeth derbynfa sydd ar gael yn Saesneg, ar gael yn Gymraeg hefyd.

4.14.4. Rhaid iddo hefyd sicrhau na chaiff person sydd am gael gwasanaeth derbynfa Cymraeg ei drin yn llai ffafriol na pherson sydd am gael gwasanaeth derbynfa Saesneg.

4.14.5. Gall hyn olygu, ymysg pethau eraill, sicrhau na chaiff y person ei drin yn llai ffafriol o ran:

- y cynnig rhagweithiol a roddir i'r person
- hygyrchedd y gwasanaeth a roddir i'r person
- argaeledd y gwasanaeth a roddir i'r person
- y camau y mae'n rhaid i'r person eu cymryd i dderbyn y gwasanaeth
- safon, ansawdd a chysondeb y gwasanaeth a roddir i'r person
- y mathau o wasanaethau derbynfa a roddir i'r person
- lleoliad ac amlygrwydd y gwasanaeth a roddir i'r person
- pryd a sut y caiff y gwasanaeth ei gynnig, ei ddarparu neu ei roi ar gael i'r person.

4.14.6. Wrth sicrhau bod gwasanaeth derbynfa ar gael yn Gymraeg, mae cyfrifoldeb ar gorff i gynnig gwasanaeth derbynfa Cymraeg yn rhagweithiol yn hytrach na disgwyl i ymwelydd wneud cais amdano. Disgwylir hefyd bod y gwasanaeth Cymraeg ar gael yn ddi-rwystr ac nad oes rhaid troi at y Saesneg er mwyn derbyn y gwasanaeth derbynfa yn Gymraeg.

Safon 65

4.14.7. Os yw corff yn trefnu ymweliad neu apwyntiad i berson ymlaen llaw a fydd yn golygu y bydd y person hwnnw'n dod i dderbynfa'r corff, rhaid iddo ofyn i'r person a yw'n dymuno cael gwasanaeth derbynfa Cymraeg.

4.14.8. Nid oes rhaid i'r corff ofyn i'r person a yw'n dymuno cael gwasanaeth Cymraeg os yw'r corff eisoes yn gwybod hynny. Er enghraifft, gall corff wybod am ddymuniad y person eisoes os:

- yw'r person wedi rhoi gwybod yn rhagweithiol ei fod yn dymuno cael gwasanaeth derbynfa Cymraeg ai peidio, neu os
- oes gan y corff brofiad o fod yn ymwneud â pherson yn y gorffennol lle mae wedi mynegi ei ddymuniad.[41]

Safon 65A

4.14.9. Rhaid i'r corff ddarparu gwasanaeth derbynfa wyneb yn wyneb Cymraeg i berson os yw'r corff wedi trefnu ymweliad neu apwyntiad ymlaen llaw i berson, a:

- bod y person wedi ei hysbysu ymlaen llaw ei fod yn dymuno cael gwasanaeth Cymraeg, neu
- bod y corff eisoes yn gwybod bod y person yn dymuno cael y gwasanaeth yn Gymraeg.

[41] Dylai corff fod yn ymwybodol o ofynion cyfraith diogelu data os yw'n dewis gweithredu yn unol ag un neu ragor o'r dulliau hyn.

4.14.10. Er enghraifft, byddai'r safon hon yn berthnasol mewn sefyllfa pan fo corff yn trefnu cyfarfod gyda pherson a fyddai'n golygu bod y person yn dod i dderbynfa'r corff yn gyntaf.

Safon 66

4.14.11. Os nad oes gwasanaeth derbynfa wyneb yn wyneb Cymraeg ar gael gan y corff, rhaid iddo sicrhau bod gwasanaeth derbynfa Cymraeg ar gael dros ffôn yn ei dderbynfa. Gall hynny gynnwys rhoi gwasanaeth dros ffôn traddodiadol neu dros fideo gynadledda.

Safon 67

4.14.12. Rhaid i gorff arddangos arwydd yn ei dderbynfa sy'n datgan bod croeso i bersonau ddefnyddio'r Gymraeg yn ei dderbynfa. Rhaid i gorff arddangos yr arwydd hwnnw yn Gymraeg.

4.14.13. Nid oes rhaid i gorff gynnwys datganiad sy'n cyfleu'r uchod air am air â geiriad y safon. Fodd bynnag, disgwylir i'r datganiad hwnnw fod yn ddigon clir ac eglur fel bod personau yn llwyr ymwybodol bod croeso iddynt ddefnyddio'r Gymraeg yn nerbynfa'r corff. Gellid arddangos arwydd gyda geiriad megis "Mae croeso i chi siarad Cymraeg yma" neu "Mae croeso i chi ddefnyddio'r Gymraeg yn y dderbynfa" er mwyn cydymffurfio â'r safon.

4.14.14. Hefyd, gellir arddangos logo Iaith Gwaith y Comisiynydd i gyfleu bod y corff yn croesawu personau i ddefnyddio'r Gymraeg yn y dderbynfa. Mae gan y Comisiynydd boster sy'n cynnwys y logo y gellir ei lawrlwytho oddi ar wefan y Comisiynydd am ddim[42].

Safon 68

4.14.15. Rhaid i gorff sicrhau bod staff yn y dderbynfa sy'n gallu darparu gwasanaeth derbynfa Cymraeg yn gwisgo bathodyn sy'n cyfleu hynny.

4.14.16. Rhaid i'r bathodyn ei gwneud yn eglur bod yr aelod staff sy'n ei wisgo yn gallu darparu gwasanaeth derbynfa Cymraeg. Mae bathodynnau Iaith Gwaith y Comisiynydd yn enghraifft o fathodyn y gall aelodau staff y dderbynfa ei wisgo er mwyn cydymffurfio â'r safon. Hefyd, gall bathodyn gynnwys bathodyn ar gortyn gwddf neu un sydd wedi'i wnïo ar ddillad gwaith.

[42] Poster Iaith Gwaith Comisiynydd y Gymraeg
http://www.comisiynyddygymraeg.cymru/Cymraeg/Adroddiadau/Cyhoeddiadau/Pages/ManylionCyhoeddiad.aspx?PublicationId=726261d0-fe3a-440f-80ac-35e738a2c7a1&PublicationSearchTerm=poster&Year=2013

Beth yw 'derbynfa'?

4.14.17. Mae Atodlen 1, Rhan 3, Paragraff 40 y rheoliadau yn nodi:

> "At ddibenion safonau 64 i 68 (derbyn ymwelwyr)—
>
> (a) ystyr "derbynfa" yw ardal yn swyddfeydd a lleoliadau gwasanaeth corff lle y mae staff ar gael at ddiben croesawu personau;
>
> (b) ystyr "gwasanaeth derbynfa" yw gwasanaeth croesawu personau i swyddfeydd neu leoliadau gwasanaeth y corff gan staff sydd ar gael at y diben hwnnw;
>
> (c) mae "lleoliadau gwasanaeth" yn cynnwys llyfrgelloedd, canolfannau hamdden, canolfannau celfyddydau, canolfannau cyngor a chanolfannau galw heibio."

4.14.18. Felly, gall unrhyw ardal yn swyddfeydd neu leoliadau gwasanaeth corff lle mae staff ar gael at ddiben croesawu personau, ddod o dan y dehongliad o 'dderbynfa'. Nid yw felly yn gyfyngedig i dderbynfa yn yr ystyr draddodiadol ar ffurf desg ym mlaen yr adeilad. Yn yr un modd, gall unrhyw aelod o staff gynnig gwasanaeth derbynfa, ac nid dim ond staff sydd ar gael at y diben hwnnw yn unig.

4.14.19. Ystyrir bod 'croesawu personau' yn golygu mwy na chyfarch a chanfod dewis iaith person yn unig. Disgwylir i bersonau sy'n ymweld â'r dderbynfa allu derbyn gwasanaeth derbynfa fel y bo modd iddynt gynnal sgwrs a chael ymatebion i ymholiadau drwy gyfrwng y Gymraeg yn ddi-rwystr ac heb orfod troi at y Saesneg.

4.15 Corff yn gwneud hysbysiadau swyddogol [safonau 69-70]

Beth yw'r gofynion?

4.15.1. Mae'r safonau canlynol yn ymwneud â chorff yn gwneud hysbysiadau swyddogol.

Safon 69

4.15.2. Rhaid i gorff sicrhau bod unrhyw hysbysiad swyddogol y mae'n ei gyhoeddi neu ei arddangos yn cael ei gyhoeddi neu ei arddangos yn Gymraeg . Rhaid i gorff hefyd sicrhau nad yw'r fersiwn Gymraeg o'r hysbysiad yn cael ei thrin yn llai ffafriol na fersiwn Saesneg ohono.

4.15.3. Mae'r term '[p]eidio â thrin unrhyw fersiwn Gymraeg o'r hysbysiad yn llai ffafriol na'r fersiwn Saesneg ohono' yng nghyswllt y safon hon yn cynnwys, ymysg materion eraill, peidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg o ran:

- golwg yr hysbysiad (er enghraifft mewn perthynas â lliw neu ffont unrhyw destun)
- maint yr hysbysiad
- lleoliad ac amlygrwydd yr hysbysiad mewn unrhyw fan cyhoeddus
- pryd a sut y caiff yr hysbysiad ei gyhoeddi, ei ddarparu neu ei arddangos

- fformat cyhoeddi unrhyw hysbysiad
- trefn iaith yr hysbysiad
- safon ac ansawdd yr hysbysiad
- eglurder a chywirdeb yr hysbysiad (er enghraifft o ran ystyr a mynegiant unrhyw destun), a
- chynnwys yr hysbysiad (er enghraifft o ran manylder neu ansawdd y wybodaeth a gynhwysir).

Safon 70

4.15.4. Os yw corff yn cyhoeddi neu'n arddangos hysbysiad swyddogol sy'n cynnwys y testun Cymraeg yn ogystal a'r testun Saesneg, rhaid iddo sicrhau bod y testun Cymraeg yn cael ei roi mewn safle fel mai hwnnw sy'n debygol o gael ei ddarllen yn gyntaf.

4.15.5. Byddai testun Cymraeg yn debygol o gael ei ddarllen yn gyntaf fel arfer pe caiff ei osod ar y chwith neu uwchben y testun Saesneg cyfatebol, a hynny ar sail yr arfer safonol o ddarllen o'r chwith i'r dde ac o frig testun i'w waelod.

Beth yw 'hysbysiad swyddogol'?

4.15.6. Mae Atodlen 1, Rhan 3, Paragraffau 41 a 45 y rheoliadau yn nodi:

> "At ddibenion safonau 7, 69 a 70 ystyr "hysbysiad swyddogol" yw unrhyw hysbysiad y mae corff yn ei gyhoeddi er mwyn rhoi gwybod i bersonau am weithgareddau cyflenwi gwasanaethau neu newidiadau i weithgareddau cyflenwi gwasanaethau'r corff, ond nid yw'n cynnwys hysbysiadau swyddogol a ragnodir gan ddeddfiad.
>
> At ddibenion y safonau, ystyr "deddfiad" yw deddfiad (pa bryd bynnag y cafodd ei ddeddfu neu ei wneud) sydd wedi ei gynnwys mewn unrhyw un o'r canlynol, neu mewn offeryn a wneir o dan un o'r canlynol—
>
> (a Deddf Seneddol; neu
>
> (b) Mesur neu Ddeddf gan Gynulliad Cenedlaethol Cymru."

4.15.7. Gall hysbysiad swyddogol gynnwys hysbysiad sy'n rhoi gwybod i bersonau:

- am amseroedd agor swyddfa corff neu newid mewn amseroedd agor swyddfa corff
- bod cwrs neu seminar yn cael ei gynnal neu ei chynnal neu'n dod i ben
- bod gwasanaeth newydd megis trefn ailgylchu newydd yn cychwyn, a
- bod prisiau gwasanaeth megis tâl aelodaeth neu gostau parcio yn cynyddu.

Beth yw ystyr y term '...a ragnodir gan ddeddfiad'?

4.15.8. Mae'r term yn cyfeirio at hysbysiadau swyddogol sydd hefyd yn hysbysiadau statudol. Er enghraifft, hysbysiadau ceisiadau cynllunio neu weithfeydd sy'n cael eu cyhoeddi yn y wasg sy'n rhoi gwybod am weithgareddau neu newidiadau i

weithgareddau cyflenwi gwasanaethau'r corff. Golyga hynny nad yw'r mathau hyn o hysbysiadau'n dod o dan ofynion safon 70.

4.16 Corff yn dyfarnu grantiau [safonau 71-75]

Beth yw'r gofynion?

4.16.1. Mae'r safonau hyn yn ymwneud â chorff yn dyfarnu grantiau i bersonau ac yn gosod gofynion ynghylch y broses honno.

4.16.2. Mae'r term 'ymgeisydd' yng nghyswllt y safonau hyn yn cynnwys unrhyw berson sy'n ymgeisio am y grant dan sylw.

Safon 71

4.16.3. Rhaid i gorff gyhoeddi unrhyw ddogfennau sy'n ymwneud â cheisiadau am grant yn Gymraeg a pheidio â thrin fersiwn Gymraeg o'r dogfennau hynny yn llai ffafriol na fersiwn Saesneg ohonynt. Gall hyn gynnwys:

- y ffurflen gais
- ffurflen datgan diddordeb
- nodiadau cyfarwyddyd
- dogfennau sy'n cynnwys telerau ac amodau'r grant, neu
- ddogfennau sy'n cynnwys cwestiynau cyffredin neu wybodaeth am y broses ymgeisio.

4.16.4. Mae'r term '[p]eidio â thrin fersiwn Gymraeg o'r dogfennau hynny yn llai ffafriol na'r fersiwn Saesneg ohonynt' yng nghyswllt y safon hon yn cynnwys, ymysg materion eraill, peidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg o ran:

- golwg y ddogfen (er enghraifft mewn perthynas â lliw neu ffont unrhyw destun)
- maint y ddogfen
- lleoliad ac amlygrwydd y ddogfen mewn unrhyw fan cyhoeddus
- pryd a sut y caiff y ddogfen ei chyhoeddi, ei darparu neu ei harddangos
- fformat cyhoeddi unrhyw ddogfen
- trefn iaith y ddogfen
- safon ac ansawdd y ddogfen
- eglurder a chywirdeb y ddogfen (er enghraifft o ran ystyr a mynegiant unrhyw destun)
- cynnwys y ddogfen (er enghraifft o ran manylder neu ansawdd y wybodaeth a gynhwysir).

Safon 72

4.16.5. Os yw corff yn gwahodd ceisiadau am grant, rhaid iddo ddatgan yn y gwahoddiad bod modd i ymgeisydd gyflwyno cais yn Gymraeg ac na chaiff cais o'r fath ei drin yn llai ffafriol na chais a gyflwynir yn Saesneg.

4.16.6. Nid oes rhaid i gorff gynnwys datganiad sy'n cyfleu'r uchod air am air â geiriad y safon. Fodd bynnag, disgwylir i'r datganiad hwnnw fod yn ddigon clir ac eglur fel bod personau yn llwyr ymwybodol o ymrwymiad ac ymroddiad y corff i dderbyn

ceisiadau yn Gymraeg ac i beidio a thrin ceisiadau felly yn llai ffafriol na cheisiadau a dderbynnir yn Saesneg.

Safon 72A

4.16.7. Rhaid i gorff beidio â thrin cais am grant a gyflwynwyd yn Gymraeg yn llai ffafriol na chais a gyflwynwyd yn Saesneg. Mae'r safon ei hun yn cynnwys enghreifftiau penodol o rai cyd-destunau sy'n berthnasol i'r safon:

> "[...] gan gynnwys, ymysg pethau eraill, mewn perthynas â'r dyddiad cau ar gyfer cael ceisiadau, ac mewn perthynas ag amseriad rhoi gwybod i ymgeiswyr am benderfyniadau."

4.16.8. Rhaid felly bod y dyddiad cau yr un fath ar gyfer ceisiadau Cymraeg a Saesneg ac nad oes oedi o ran rhoi gwybod am benderfyniad cais a wnaed yn Gymraeg o'i gymharu ag amseriad rhoi gwybod am benderfyniad cais a wnaed yn Saesneg.

4.16.9. Mae'r term '[p]eidio â thrin ceisiadau am grant a gyflwynir yn Gymraeg yn llai ffafriol na cheisiadau a gyflwynir yn Saesneg' yng nghyswllt y safon hon hefyd yn cynnwys, ymysg materion eraill, peidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg o ran y sylw a'r ystyriaeth y mae'r corff yn eu rhoi i'r cais.

Safon 73

4.16.10. Os yw corff yn cael cais am grant yn Gymraeg, a bod rhaid i'r corff gyfweld ag ymgeisydd fel rhan o'u hasesiad o'r cais, rhaid iddo gynnig cynnal y cyfweliad yn Gymraeg. Os yw'r ymgeisydd yn dymuno hynny, rhaid iddo gynnal y cyfweliad yn Gymraeg heb gymorth gwasanaeth cyfieithu.

Safon 74

4.16.11. Os yw corff yn cael cais am grant yn Gymraeg, a bod rhaid i'r corff gyfweld ag ymgeisydd fel rhan o'i asesiad o'r cais, rhaid iddo gynnig darparu gwasanaeth cyfieithu o'r Gymraeg i'r Saesneg yn y cyfweliad. Os yw'r ymgeisydd yn dymuno hynny, rhaid i'r corff ddarparu gwasanaeth cyfieithu ar y pryd yn y cyfweliad (oni bai bod y corff yn cynnal y cyfweliad yn Gymraeg heb wasanaeth cyfieithu).

Safon 75

4.16.12. Os yw corff yn rhoi gwybod i ymgeisydd beth yw ei benderfyniad mewn perthynas â chais am grant, rhaid iddo roi gwybod i'r ymgeisydd yn Gymraeg os cyflwynwyd y cais yn Gymraeg.

4.16.13. Rhaid i gorff wneud hynny mewn perthynas ag unrhyw benderfyniad a wneir ar unrhyw gam o'r broses mewn perthynas â chais am grant. Nid yw gofynion y safon hon yn gyfyngedig i'r penderfyniad terfynol a wneir ar ddiwedd y broses yn unig. Gall gynnwys penderfyniad a wneir megis:

- bod y cais yn ddilys neu'n annilys
- bod yr ymgeisydd wedi bod yn llwyddiannus neu'n aflwyddiannus
- bod y cais wedi llwyddo neu wedi methu â chyrraedd rhestr fer, neu
- unrhyw benderfyniad arall a wneir yn ystod y broses.

4.16.14. Mae gofynion y safon hon yn cwmpasu unrhyw ddull y bydd corff yn ei ddefnyddio i roi gwybod i ymgeisydd beth yw ei benderfyniad. Gall hyn gynnwys rhoi gwybod i ymgeiswyr ar lafar, wyneb-yn-wyneb neu'n ysgrifenedig.

Beth yw 'grant'?

4.16.15. Fel arfer, mae 'grant' yn drosglwyddiad parhaol o arian i berson nad oes rhaid ei dalu'n ôl neu ei ddychwelyd.

4.16.16. Mae'r term 'grant' yn cynnwys unrhyw gymorth y mae corff yn ei roi i berson at brosiect neu ddiben penodol. Gan amlaf, dim ond rhan o gyfanswm costau y mae grant yn talu amdano. Maent fel arfer yn cael eu defnyddio yn unol â thelerau ac amodau penodol.

4.16.17. Gall y term gynnwys cymorth ariannol neu fudd-dal ond nid yw'n cynnwys swm o arian sy'n cael ei roi i berson drwy broses gaffael.

A oes trothwy neu isafswm ar gyfer y grant cyn bod y safonau'n gymwys?

4.16.18. Nac oes. Nid yw'r rheoliadau yn darparu trothwy nac isafswm ar gyfer y grant y mae'r cais yn ymdrin ag ef. Mae'r safonau'n berthnasol i'r holl geisiadau am grant y mae corff yn eu cyhoeddi.

4.17 Corff yn dyfarnu contractau [safonau 76-80]

Beth yw'r gofynion?

4.17.1. Mae'r safonau hyn yn ymwneud â chorff yn dyfarnu contractau i bersonau ac yn gosod gofynion ynghylch y broses honno.

Safon 76

4.17.2. Rhaid i gorff gyhoeddi unrhyw wahoddiadau i dendro yn Gymraeg a pheidio â thrin fersiwn Gymraeg o'r tendrau hynny yn llai ffafriol na thendrau a gyflwynir yn Saesneg.

4.17.3. Mae Atodlen 1, Rhan 3, Paragraff 42 y rheoliadau yn rhoi arweiniad pellach ynghylch y safon hon, ac yn datgan:

> "At ddibenion safon 76 (gwahoddiad i dendro)—
>
> (1) Nid yw'n ofynnol i gorff gyhoeddi gwahoddiad i dendro yn Gymraeg yng Nghyfnodolyn Swyddogol yr Undeb Ewropeaidd.
>
> (2) Mae cyfeiriad at beidio â thrin fersiwn Gymraeg yn llai ffafriol na fersiwn Saesneg yn cynnwys, ymysg materion eraill, beidio â thrin y Gymraeg yn llai ffafriol o ran—
>
> (a) golwg y deunydd (er enghraifft mewn perthynas â lliw neu ffont unrhyw destun);
>
> (b) maint y deunydd;
>
> (c) lleoliad ac amlygrwydd y deunydd mewn unrhyw fan cyhoeddus;
>
> (ch) pryd a sut y caiff y deunydd ei gyhoeddi, ei ddarparu neu ei arddangos;
>
> (d) fformat cyhoeddi unrhyw ddeunydd;
>
> ond ni fydd corff yn trin y Gymraeg yn llai ffafriol na'r Saesneg drwy beidio â chyhoeddi gwahoddiad i dendro yn Gymraeg yng Nghyfnodolyn Swyddogol yr Undeb Ewropeaidd."

4.17.4. Gall 'materion eraill' gynnwys peidio â thrin y Gymraeg yn llai ffafriol o ran:

- trefn iaith y deunydd
- safon ac ansawdd y deunydd
- eglurder a chywirdeb y deunydd (er enghraifft o ran ystyr a mynegiant unrhyw destun), a
- chynnwys y deunydd (er enghraifft o ran manylder neu ansawdd y wybodaeth a gynhwysir).

Safon 77

4.17.5. Rhaid i gorff ddatgan mewn gwahoddiad i dendro bod modd i dendrwr gyflwyno tendr yn Gymraeg ac na chaiff tendr o'r fath ei drin yn llai ffafriol na thendr a gyflwynir yn Saesneg. Dylid nodi y gall hyn gynnwys gwahoddiad i dendro yng Nghyfnodolyn Swyddogol yr Undeb Ewropeaidd.

4.17.6. Nid oes rhaid i gorff gynnwys datganiad sy'n cyfleu'r uchod air am air â geiriad y safon. Fodd bynnag, disgwylir i'r datganiad hwnnw fod yn ddigon clir ac eglur fel bod personau yn llwyr ymwybodol o ymrwymiad ac ymroddiad y corff i dderbyn tendrau yn Gymraeg ac i beidio â thrin tendrau felly yn llai ffafriol na thendrau a dderbynnir yn Saesneg.

Safon 77A

4.17.7. Rhaid i gorff beidio â thrin tendr a gyflwynir yn Gymraeg yn llai ffafriol na thendr a gyflwynwyd yn Saesneg. Mae'r safon ei hun yn cynnwys enghreifftiau penodol o rai cyd-destunau sy'n berthnasol i'r safon:

> "[...] gan gynnwys, ymysg pethau eraill, mewn perthynas â'r dyddiad cau ar gyfer cael tendrau, ac mewn perthynas ag amseriad rhoi gwybod i dendrwyr am benderfyniadau."

4.17.8. Rhaid bod y dyddiad cau yr un fath ar gyfer tendrau Cymraeg a Saesneg ac nad oes oedi yn amseriad rhoi gwybod am benderfyniad tendr a wnaed yn Gymraeg o'i gymharu ag amseriad rhoi gwybod am benderfyniad tendr a wnaed yn Saesneg.

4.17.9. Mae'r term '[p]eidio â thrin tendr a gyflwynir yn Gymraeg yn llai ffafriol na thendr a gyflwynir yn Saesneg' yng nghyswllt y safon hon hefyd yn cynnwys, ymysg materion eraill, peidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg o ran y sylw a'r ystyriaeth y mae'r corff yn eu rhoi i'r tendr hwnnw.

Safon 78

4.17.10. Os yw corff yn cynnal cyfweliad fel rhan o'r asesiad o dendr, rhaid iddo gynnig cynnal y cyfweliad yn Gymraeg os gwnaed y tendr yn Gymraeg. Os yw'r tendrwr yn dymuno hynny, rhaid iddo gynnal y cyfweliad yn Gymraeg heb gymorth gwasanaeth cyfieithu.

Safon 79

4.17.11. Os yw corff yn cynnal cyfweliad fel rhan o'r asesiad o dendr, rhaid iddo gynnig darparu gwasanaeth cyfieithu o'r Gymraeg i'r Saesneg yn y cyfweliad os gwnaed y tendr yn Gymraeg. Os yw'r tendrwr yn dymuno hynny, rhaid iddo ddarparu gwasanaeth cyfieithu ar y pryd i alluogi tendrwr i ddefnyddio'r Gymraeg yn y cyfweliad, os nad oes modd gwneud hynny heb wasanaeth cyfieithu am nad yw pob aelod sy'n bresennol yn y cyfweliad yn medru'r Gymraeg.

Safon 80

4.17.12. Rhaid i gorff roi gwybod i dendrwr a gyflwynodd dendr yn Gymraeg beth yw eu penderfyniad yn Gymraeg.

4.17.13. Rhaid i gorff wneud hynny mewn perthynas ag unrhyw benderfyniad a wneir ar unrhyw gam o'r broses mewn perthynas â thendr. Nid yw gofynion y safon hon yn gyfyngedig i'r penderfyniad terfynol a wneir ar ddiwedd y broses yn unig. Gall gynnwys penderfyniad a wneir megis:

- bod y cais yn ddilys neu'n annilys
- bod yr ymgeisydd wedi bod yn llwyddiannus neu'n aflwyddiannus
- bod y cais wedi llwyddo neu wedi methu â chyrraedd rhestr fer, neu
- unrhyw benderfyniad arall a wneir yn ystod y broses.

4.17.14. Mae gofynion y safon hon yn cwmpasu unrhyw ddull y bydd corff yn ei ddefnyddio i roi gwybod i dendrwr beth yw eu penderfyniad. Gall hyn gynnwys rhoi gwybod i dendrwr ar lafar, wyneb-yn-wyneb neu'n ysgrifenedig.

Beth yw ystyr 'gwahoddiad i dendro'?

4.17.15. Mae'r term 'gwahoddiad i dendro' yn cynnwys pob dogfen yn y pecyn sy'n gwahodd ymgeiswyr i dendro am gontract. Mae hynny'n cynnwys, ymhlith pethau eraill:

- dolen at y dogfennau caffael
- y dogfennau caffael eu hunain
- amserlen y broses dendro a gwybodaeth gyswllt berthnasol, a
- gwybodaeth ynghylch y meini prawf y bydd y corff dyfarnu'n eu defnyddio.

4.17.16. Mae 'dogfennau caffael' yn cynnwys unrhyw ddogfen sydd wedi ei chynhyrchu neu y cyfeirir ati gan yr awdurdod contractio er mwyn disgrifio neu benderfynu ar elfennau o'r caffaeliad neu'r weithdrefn, gan gynnwys:

- yr hysbysiad contractio
- yr hysbysiad gwybodaeth ymlaen llaw a ddefnyddir fel dull o alw am gystadleuaeth
- y fanyleb dechnegol
- y ddogfen ddisgrifiadol
- yr amodau contract arfaethedig
- fformatau ar gyfer cyflwyno dogfennaeth gan ymgeiswyr a thendrwyr
- gwybodaeth am rwymedigaethau sy'n gymwys yn gyffredinol ac unrhyw ddogfennaeth ychwanegol[43].

A oes trothwy neu isafswm ariannol ar gyfer y contract cyn bod y safonau'n gymwys?

4.17.17. Nac oes. Nid yw'r rheoliadau yn darparu trothwy nac isafswm ariannol ar gyfer y contract y mae'r tendr yn ymdrin ag ef. Mae'r safonau yn berthnasol i bob gwahoddiad i dendro y mae'r corff yn ei gyhoeddi.

4.18 Codi ymwybyddiaeth ynghylch gwasanaethau Cymraeg a ddarperir gan gorff [safonau 81-82]

Beth yw'r gofynion?

4.18.1. Mae'r safonau hyn yn ymwneud â chodi ymwybyddiaeth ynghylch gwasanaethau Cymraeg a gaiff eu darparu gan gorff.

Safon 81

4.18.2. Rhaid i gorff hybu a hysbysebu pob gwasanaeth Cymraeg a ddarperir ganddo, a gwneud hynny yn Gymraeg.

[43] Mae'r Comisiynydd yn dehongli yn unol â'r term "*procurement document*" a geir yn Rheoliadau Contractau Cyhoeddus 2015
http://www.legislation.gov.uk/cy/uksi/2015/102/contents/made

Safon 82

4.18.3. Rhaid i gorff sicrhau bod unrhyw gyfeiriad a wnaiff y corff at wasanaeth Saesneg hefyd yn cyfeirio at y gwasanaeth cyfatebol Cymraeg, os caiff gwasanaeth o'r fath ei ddarparu ganddo.

Beth yw ystyr 'gwasanaeth Cymraeg'?

4.18.4. Mae'r term 'gwasanaeth Cymraeg' yn ymestyn i unrhyw wasanaeth y mae corff yn ei ddarparu yn Gymraeg.

4.18.5. Gallai enghreifftiau o wasanaethau Cymraeg gynnwys y gweithgareddau a'r gwasanaethau a gaiff eu darparu yn unol â'r safonau cyflenwi gwasanaethau. Nid yw hyn yn golygu bod rhaid i'r gwasanaeth gael ei ddarparu yn Gymraeg yn unig nac ychwaith fod rhaid i'r gwasanaeth gael ei ddarparu ar wahân i'r gwasanaeth cyfatebol Saesneg.

4.18.6. Dylid nodi bod safonau 157 a 169 yn gosod gofynion sy'n ymwneud â sicrhau bod gan gorff drefniadau ar gyfer cydymffurfio â'r safon hon drwy hybu a hwyluso defnyddio'r gwasanaethau a gynigir ganddo o dan y safonau cyflenwi gwasanaethau a'r safonau gweithredu.

Beth yw ystyr y termau 'hybu' a 'hysbysebu'?

4.18.7. Mae safon 81 yn gofyn bod rhaid i gorff hybu a hysbysebu unrhyw wasanaeth Cymraeg a ddarperir ganddo, a gwneud hynny yn Gymraeg. Mae 'hybu' a 'hysbysebu' yn cynnwys corff yn hyrwyddo ac yn codi ymwybyddiaeth ynghylch y gwasanaeth Cymraeg yn rhagweithiol drwy roi sylw i'r ffaith bod gwasanaeth Cymraeg ar gael ac yn annog defnydd o'r gwasanaeth hwnnw.

4.18.8. Gallai'r canlynol fod yn enghreifftiau o gydymffurfio:

- corff yn rhoi gwybod yn rhagweithiol bod gwasanaeth y mae'n ei gynnig ar gael yn Gymraeg, lle nad oes gofyniad iddo wneud hynny o dan safon arall, a lle nad yw'r person wedi gofyn am y gwasanaeth yn Gymraeg
- corff yn annog personau drwy ddulliau megis y cyfryngau cymdeithasol neu ddeunydd hysbysebu i ddefnyddio'r Gymraeg wrth dderbyn neu ddefnyddio'u gwasanaethau
- corff yn gwneud defnydd o ddeunyddiau Iaith Gwaith sy'n amlygu pan fo gwasanaeth Cymraeg ar gael
- cyhoeddi a rhannu gwybodaeth am rai neu'r holl wasanaethau y mae'r corff yn eu cynnig yn Gymraeg drwy gyfrwng taflen, tudalen ar wefan, trwy ddefnyddio'r cyfryngau cymdeithasol, arwyddion, hysbysiadau ac yn y blaen
- pan fo gan gorff gyfrif Cymraeg ar y cyfryngau cymdeithasol sy'n cyfateb i gyfrif Saesneg, y corff yn nodi'n glir ar y cyfrif Saesneg bod cyfrif Cymraeg hefyd ar gael a darparu dolen uniongyrchol at y cyfrif Cymraeg hwnnw ar y cyfrif Saesneg cyfatebol
- defnyddio rhagdudalen sblash, sef tudalen flaen sydd wedi ei chyhoeddi'n bwrpasol i gynnig dewis iaith yn eglur, er mwyn sicrhau bod y corff yn gwneud

y cynnig rhagweithiol i ddefnyddwyr ddefnyddio'r Gymraeg cyn iddynt gael mynediad at wasanaethau'r wefan neu beiriant hunanwasanaeth
- os oes cyfeiriadur staff ar gael yn gyhoeddus (e.e. ar wefan), amlygu pa staff sy'n gallu darparu gwasanaeth yn Gymraeg, drwy nodi hynny gyda logo Iaith Gwaith neu ddatganiad perthnasol
- defnyddio'r Gymraeg fel yr iaith ddiofyn wrth ddarparu gwasanaethau er mwyn hybu a rhoi amlygrwydd i'r gwasanaeth Cymraeg, lle nad oes gofyniad iddo wneud hynny o dan safon arall, a lle nad yw'r person wedi gofyn am y gwasanaeth yn Gymraeg (e.e. dechrau pob sgwrs ar lafar yn Gymraeg dros y ffôn neu wyneb yn wyneb)
- sicrhau bod taith y defnyddwyr i ddefnyddio gwasanaethau yn Gymraeg o'r un safon ac ansawdd â'r gwasanaeth Saesneg, neu
- sicrhau bod gwasanaethau Cymraeg yn amlwg, yn hawdd i'w cyrchu, yn cael eu hyrwyddo'n rhagweithiol a'u bod ar gael yn gyson.

4.19 Hunaniaeth gorfforaethol corff [safon 83]

Beth yw'r gofynion?

4.19.1. Mae'r safon hon yn ei gwneud yn ofynnol i gorff sicrhau nad yw'n trin y Gymraeg yn llai ffafriol na'r Saesneg wrth lunio, diwygio neu gyflwyno ei hunaniaeth gorfforaethol.

Beth yw ystyr 'hunaniaeth gorfforaethol'?

4.19.2. Mae Atodlen 1, Rhan 3, Paragraffau 43 a 45 y rheoliadau yn nodi:

> "(1) At ddibenion safon 83, mae'r cyfeiriad at gorff yn cyflwyno ei "hunaniaeth gorfforaethol" yn cynnwys, ymysg pethau eraill, y ffordd y mae corff yn ei gyflwyno ei hun drwy ddatganiadau gweledol, yr enw neu'r enwau a ddefnyddir gan gorff, a'r brandio a'r sloganau a ddefnyddir gan gorff (er enghraifft, brandio a sloganau a argraffir ar ei bapur ysgrifennu).
>
> (2) Nid yw safon 83 yn berthnasol i'r graddau y mae deddfiad yn ei gwneud yn ofynnol i gorff ddefnyddio enw cyfreithiol.
>
> At ddibenion y safonau, ystyr "deddfiad" yw deddfiad (pa bryd bynnag y cafodd ei ddeddfu neu ei wneud) sydd wedi ei gynnwys mewn unrhyw un o'r canlynol, neu mewn offeryn a wneir o dan un o'r canlynol—
>
> (a) Deddf Seneddol; neu
>
> (b) Mesur neu Ddeddf gan Gynulliad Cenedlaethol Cymru."

4.19.3. Mae "hunaniaeth gorfforaethol" yn cynnwys enw, cyfeiriad, logo, brand, slogan corfforaethol, hunaniaeth weledol ac unrhyw wybodaeth safonol arall o eiddo'r corff a ddefnyddir ar ddeunydd a nwyddau'r corff (megis ar bapur pennawd, proffil cyfrifon cyfryngau cymdeithasol, cardiau busnes, bathodynnau adnabod, mewn arddangosfa ac ar gyhoeddiadau a dogfennau), ac mewn amgylchiadau eraill

megis ar arwyddion, cerbydau ac adeiladau. Gall hefyd gynnwys acronym o enw neu'r enwau a ddefnyddir gan gorff.

Sut mae'r safon hon yn cael ei heffeithio os yw deddfiad yn nodi bod rhaid defnyddio enw cyfreithiol y corff?

4.19.4. Nid oes rhaid i'r corff gydymffurfio â'r safon hon i'r graddau bod deddfiad yn nodi bod rhaid i gorff ddefnyddio enw cyfreithiol. Mae hyn yn golygu bod rhaid i gorff sicrhau nad yw'n trin y Gymraeg yn llai ffafriol na'r Saesneg wrth lunio, diwygio neu gyflwyno eu hunaniaeth gorfforaethol, ac eithrio pan mae deddfiad yn nodi:

- bod rhaid i'r corff ddefnyddio enw cyfreithiol nad yw'n Gymraeg nac yn ddwyieithog, ac
- nad oes modd i'r corff ddefnyddio enw arall (yn Gymraeg) yn ogystal â'r enw cyfreithiol.

Beth yw ystyr y termau 'llunio', 'diwygio' a 'chyflwyno'?

4.19.5. Mae'r term 'llunio' yn cynnwys corff yn creu neu'n cynhyrchu ei hunaniaeth gorfforaethol.

4.19.6. Byddai corff yn 'diwygio' ei hunaniaeth gorfforaethol os yw'n gwneud unrhyw newid i'r hunaniaeth honno o'r diwrnod gosod ymlaen.

4.19.7. Byddai corff yn 'cyflwyno' ei hunaniaeth gorfforaethol os yw'n ei harddangos, yn ei chyhoeddi, neu ei rhoi ar gael neu ei chynnwys ar neu o fewn unrhyw ddeunydd.

4.19.8. Mae'r safon yn berthnasol i hunaniaeth gorfforaethol a gaiff ei llunio, ei diwygio neu ei chyflwyno ar unrhyw gyfrwng arall hefyd, megis arwydd, gwefan neu ddogfen. Bydd pob elfen arall o'r cyfryngau hyn yn ddarostyngedig i'r safonau perthnasol ar eu cyfer.

Beth yw ystyr y term 'peidio â thrin unrhyw fersiwn Gymraeg yn llai ffafriol na'r fersiwn Saesneg'?

4.19.9. Mae Atodlen 1, Rhan 3, Paragraff 29 y rheoliadau yn nodi:

> "Pan fo safon yn cyfeirio at ddeunydd sydd i'w lunio yn Gymraeg (ac eithrio safonau 52 i 57 (gwefannau ac apiau), 58 a 59 (cyfryngau cymdeithasol) a 76 (gwahoddiad i dendro)), mae cyfeiriadau at beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg neu at beidio â thrin fersiwn Gymraeg yn llai ffafriol na fersiwn Saesneg yn cynnwys, ymysg materion eraill, (ac yn ychwanegol at faterion penodol y cyfeirir atynt mewn unrhyw safon unigol), beidio â thrin y Gymraeg yn llai ffafriol o ran—
>
> (a) golwg y deunydd (er enghraifft mewn perthynas â lliw neu ffont unrhyw destun);
>
> (b) maint y deunydd;
>
> (c) lleoliad ac amlygrwydd y deunydd mewn unrhyw fan cyhoeddus;
>
> (ch) pryd a sut y caiff y deunydd ei gyhoeddi, ei ddarparu neu ei arddangos;
>
> (d) fformat cyhoeddi unrhyw ddeunydd."

4.19.10. Gall 'materion eraill' gynnwys peidio â thrin y Gymraeg yn llai ffafriol o ran:

- iaith y deunydd
- trefn iaith y deunydd
- safon ac ansawdd y deunydd
- eglurder a chywirdeb y deunydd (er enghraifft o ran ystyr a mynegiant unrhyw destun)
- cynnwys y deunydd (er enghraifft o ran manylder neu ansawdd y wybodaeth a gynhwysir).

4.19.11. Gall hyn olygu bod corff yn sicrhau, ymysg materion eraill, ei fod yn llunio, yn diwygio neu'n cyflwyno eu hunaniaeth gorfforaethol yn Gymraeg.

4.19.12. Fodd bynnag, nid yw'r safon yn atal corff rhag medru darparu fersiynau Cymraeg a Saesneg ar wahân o'i hunaniaeth gorfforaethol, i'r graddau nad yw fersiwn Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg.

4.19.13. Pan fo corff yn cyflwyno'i hunaniaeth gorfforaethol ar ddeunydd dwyieithog (hynny yw lle mae fersiynau Cymraeg a Saesneg yn cael eu cynnwys yn yr un deunydd) ni fyddai corff yn trin y Gymraeg yn llai ffafriol na'r Saesneg wrth gyflwyno hunaniaeth Gymraeg yn unig ar fersiwn Gymraeg y deunydd hwnnw a hunaniaeth Saesneg yn unig ar fersiwn Saesneg y deunydd.

4.19.14. Pan fo corff yn cyflwyno'i hunaniaeth gorfforaethol ar ddeunydd Cymraeg a/neu Saesneg ar wahân (hynny yw lle mae fersiynau Cymraeg a Saesneg yn cael eu cynnwys ar ddeunyddiau gwahanol), rhaid i gorff gyflwyno'i hunaniaeth

gorfforaethol yn Gymraeg ar y fersiwn Saesneg yn ogystal â'r fersiwn Gymraeg er mwyn sicrhau nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg.

4.20 Cyrsiau a gynigir gan gorff [safonau 84-86]

Beth yw'r gofynion?

4.20.1. Rhaid i gorff sicrhau bod cyrsiau addysg a gynigir i'r cyhoedd yn cael eu cynnig yn Gymraeg. Mae darpariaeth hefyd ar gyfer asesu'r angen i unrhyw gwrs addysg a gaiff ei ddatblygu ar gyfer y cyhoedd gael ei gynnig yn Gymraeg a chyhoeddi'r asesiad hwnnw ar wefan y corff.

Safon 84

4.20.2. Os yw corff yn cynnig cwrs addysg sy'n agored i'r cyhoedd, rhaid iddo gynnig y cwrs hwnnw yn Gymraeg.

Safon 85

4.20.3. Os yw corff yn cynnig cwrs addysg sy'n agored i'r cyhoedd, a bod y cwrs wedi ei anelu'n benodol at bersonau sy'n 18 oed neu'n iau, rhaid iddo gynnig y cwrs hwnnw yn Gymraeg. Er enghraifft, gall hynny gynnwys cyrsiau addysg sydd wedi'u hanelu at blant oedran ysgol gynradd neu uwchradd.

Safon 86

4.20.4. Os yw corff yn datblygu cwrs addysg sydd i'w gynnig i'r cyhoedd, rhaid iddo asesu'r angen i'r cwrs hwnnw gael ei gynnig yn Gymraeg ynghyd â sicrhau bod yr asesiad wedi'i gyhoeddi ar ei wefan.

Beth yw ystyr y term 'cwrs addysg'?

4.20.5. Mae Atodlen 1, Rhan 3, Paragraffau 44 a 45 y rheoliadau yn nodi:

> "At ddibenion safonau 84, 85 a 86 (cyrsiau), ystyr "cwrs addysg" yw unrhyw seminar, hyfforddiant, gweithdy neu ddarpariaeth debyg sy'n cael ei ddarparu neu ei darparu ar gyfer addysgu neu wella sgiliau aelodau o'r cyhoedd; ond nid yw'n cynnwys gweithgareddau na chyrsiau sy'n cael eu darparu fel rhan o'r cwricwlwm yn unol ag unrhyw ddeddfiad.
>
> At ddibenion y safonau, ystyr "deddfiad" yw deddfiad (pa bryd bynnag y cafodd ei ddeddfu neu ei wneud) sydd wedi ei gynnwys mewn unrhyw un o'r canlynol, neu mewn offeryn a wneir o dan un o'r canlynol —
>
> (a) Deddf Seneddol; neu
>
> (b) Mesur neu Ddeddf gan Gynulliad Cenedlaethol Cymru."

4.20.6. Cyfeirir at y geiriau 'seminar', 'hyfforddiant', 'gweithdy' a 'darpariaeth debyg' ar eu ffurf unigol yn y rheoliadau, gan awgrymu y gall un wers fod yn ddigonol i gyd-fynd

â'r dehongliad o gwrs. Serch hynny, gall 'cwrs' fod yn gyfres o ddigwyddiadau hefyd.

4.20.7. Mae gofynion safon 84 hefyd yn ymestyn i gyrsiau sydd wedi'u hanelu'n benodol at bersonau sy'n 18 oed neu'n iau.

Beth yw ystyr y term 'cynnig yn Gymraeg'?

4.20.8. Mae 'cynnig' cwrs addysg yn cynnwys corff yn hysbysu (er enghraifft, mewn prosbectws neu ar wefan) bod cwrs addysg ar gael, y bydd yn cael ei ddarparu yn Gymraeg a bod modd i bersonau fynychu neu ymgeisio am le neu gofrestru ar y cwrs addysg hwnnw os ydynt yn dymuno.

4.20.9. Os yw person yn derbyn y cynnig, disgwylir i'r corff weithredu ar y cynnig hwnnw drwy ddarparu'r cwrs yn Gymraeg neu gymryd camau i sicrhau bod hynny'n digwydd. Hynny yw, nid yw'r Comisiynydd yn disgwyl bod corff yn darparu cwrs yn Gymraeg os nad oes unrhyw berson yn derbyn y cynnig i gwrs gael ei ddarparu yn Gymraeg. At hynny, nid yw'r safon yn rhwystro corff rhag cynnig cwrs yn Gymraeg ac yn Saesneg ar yr un pryd.

4.20.10. Gall rhai cyrsiau fod yn rhai lle na fyddai'n briodol iddynt gael eu darparu yn Gymraeg drwy gyfrwng dulliau megis gwasanaethau cyfieithu. Gallai enghraifft o'r fath gynnwys darparu gwasanaeth cyfieithu ar y pryd yn ystod gweithgareddau ymarferol lle na fyddai'n ddiogel i ddefnyddio offer cyfieithu oherwydd iechyd a diogelwch. Fodd bynnag, gall rhai cyrsiau eraill, megis cwrs sydd ar ffurf dosbarth traddodiadol, fod yn rhai y gellid eu darparu drwy wasanaethau cyfieithu.

A fyddai darparu cwrs Cymraeg mewn lleoliad gwahanol i leoliad y cwrs cyfatebol Saesneg yn cydymffurfio â'r safonau dan sylw?

4.20.11. Nid oes rhaid i gorff ddarparu cwrs yn Gymraeg yn yr un lleoliad â chwrs a ddarperir drwy gyfrwng y Saesneg. Fodd bynnag, nid yw'r Comisiynydd yn ystyried y dylai person orfod teithio pellter ychwanegol er mwyn mynd ar gwrs a ddarperir yn Gymraeg o'i gymharu â chwrs cyfatebol Saesneg. Gall corff gyfeirio at ei dargedau perfformiad ei hun, a allai nodi beth yw'r uchafswm pellter derbyniol, yn nhyb y corff ac ar sail gofynion statudol, i berson orfod ei deithio er mwyn derbyn cwrs penodol.

A fyddai darparu cwrs Cymraeg ar ddiwrnodau neu amseroedd gwahanol i'r cwrs cyfatebol Saesneg yn cydymffurfio gyda'r safonau dan sylw?

4.20.12. Nid oes rhaid i gorff ddarparu cwrs yn Gymraeg ar yr un diwrnodau neu amseroedd â chwrs a ddarperir drwy gyfrwng y Saesneg. Fodd bynnag, disgwylir i gorff ddarparu cyrsiau Cymraeg ar ddiwrnodau ac amseroedd na fyddai'n achosi anfantais i fynychwyr y cwrs Cymraeg.

4.20.13. Gall corff sicrhau bod amserlen y cyrsiau Cymraeg yr un mor hygyrch a chyfleus ag ydyw ar gyfer y cyrsiau Saesneg cyfatebol. Er enghraifft, gellir sicrhau bod cyrsiau Cymraeg ar gael pan fo trafnidiaeth gyhoeddus ar gael i deithio i'r cwrs

Cymraeg, neu sicrhau bod cyrsiau Cymraeg yn cael eu darparu ar draws ystod eang o ddiwrnodau ac amseroedd megis cyn ac ar ôl oriau gwaith, ar benwythnosau ac yn ystod yr wythnos.

A oes rhaid i gorff ddarparu cwrs Cymraeg yr un nifer o weithiau â chwrs cyfatebol Saesneg er mwyn cydymffurfio â'r safonau dan sylw?

4.20.14. Nac oes. Fodd bynnag, disgwylir i gorff sicrhau bod nifer digonol o gyrsiau Cymraeg ar gael a fyddai'n sicrhau na fydd unrhyw berson o dan anfantais os yw'n penderfynu mynychu cwrs Cymraeg yn hytrach na chwrs Saesneg.

Mae rhai cyrsiau yn cael eu darparu ar gyfer gwahanol lefelau. A fyddai darparu cwrs yn Gymraeg ar gyfer lefelau penodol yn unig, ond nid ar gyfer lefelau eraill, yn cydymffurfio â'r safonau dan sylw?

4.20.15. Na fyddai. Rhaid i gorff gynnig cwrs yn Gymraeg ar bob lefel lle gwneir hynny yn Saesneg. Mae gofynion y safon yn golygu bod rhaid i unrhyw gwrs a gynigir gan gorff gael ei gynnig yn Gymraeg.

Beth yw ystyr y term 'datblygu cwrs addysg'?

4.20.16. Mae 'datblygu cwrs addysg' yn weithgarwch a all ddigwydd wrth drefnu bod cwrs newydd yn cael ei gynnig, a hefyd wrth wneud addasiadau i gwrs sy'n cael ei gynnig yn barod, ar gyfer ei gynnig eto yn y dyfodol, a hynny ar ôl y diwrnod gosod. Nid yw safon 86 yn berthnasol yn achos cwrs sydd eisoes yn cael ei gynnig cyn y diwrnod gosod a lle nad oes unrhyw newidiadau neu ddatblygiadau'n cael eu gwneud mewn perthynas â'r cwrs hwnnw.

Beth yw ystyr y term 'angen'? A yw'n golygu yr un peth â galw?

4.20.17. Mae'r term 'angen' yn cynnwys lefel y galw am gwrs. Fodd bynnag, mae'r cysyniad o 'angen' yn un ehangach, ac mae'r galw'n fwy tebygol o amrywio dros amser na'r angen. O ganlyniad, disgwylir i gorff ystyried ffactorau eraill heblaw'r galw wrth asesu'r angen.

4.20.18. Ymysg y ffactorau eraill hynny, gall corff roi ystyriaeth i:

- lefel y ddarpariaeth Gymraeg gyfredol
- cyfrifoldeb y corff i hybu a hwyluso defnydd o'r Gymraeg
- amcanion a thargedau corfforaethol y corff ei hun mewn perthynas â'r gweithgarwch, a
- natur ddemograffig a daearyddol yr ardal.

Beth sy'n rhaid i gorff ei wneud wrth 'asesu'r angen' a phryd mae'n rhaid i gorff gynnal yr asesiad?

4.20.19. Rhaid i gorff gyhoeddi'r asesiad ar eu gwefan. Mae hynny'n awgrymu bod rhaid i gorff gael cofnod ysgrifenedig o'r asesiad.

4.20.20. Gan fod yr asesiad yn ddogfen gyhoeddus, disgwylir i'r asesiad:

- fod yn ddealladwy i aelodau'r cyhoedd
- esbonio'r rhesymeg dros benderfynu cynnig cwrs yn Gymraeg ai peidio
- nodi pa ffactorau a ystyriwyd
- cynnwys tystiolaeth glir a phenodol i gefnogi'r canfyddiad, a
- nodi canlyniad yr asesiad (sy'n cynnwys nodi pa gyrsiau sy'n cael eu cynnig a pha rai sydd ddim yn Gymraeg).

4.20.21. Gall corff gynnal asesiad mewn perthynas â chwrs y mae'n ei ddatblygu naill ai tra mae'r broses o ddatblygu'r cwrs ar waith, neu'n fuan cyn neu wedi hynny. Mater i'r corff yw cynnal yr asesiad ar bwynt pan fo ganddo wybodaeth ynghylch yr angen, a phan fo modd addasu'r ddarpariaeth i gyd-fynd â chanlyniad yr asesiad (waeth beth fo'r canlyniad).

4.21 Systemau annerch cyhoeddus a ddefnyddir gan gorff [safon 87]

Beth yw'r gofynion?

4.21.1. Rhaid i gorff sicrhau bod pob neges a wneir dros system annerch gyhoeddus yn cael ei gwneud yn Gymraeg, ac yn Gymraeg yn gyntaf os caiff ei gwneud yn Saesneg hefyd.

Beth a olygir gan y term 'cyhoeddi neges dros system annerch gyhoeddus'?

4.21.2. Mae'r term yn cynnwys unrhyw gyhoeddiad a wneir at sylw'r cyhoedd drwy ddefnydd offer sain gan y corff.

4.21.3. Mae unrhyw gyhoeddiadau a wneir at sylw'r gweithle yn ddarostyngedig i safon 144. Gall rheiny gynnwys, er enghraifft, pan fo neges yn cael ei chyhoeddi at sylw'r cyhoedd a'r gweithle e.e. neges sy'n cyfarwyddo pawb yn yr adeilad i adael mewn achos o argyfwng. Mewn achos felly, bydd y ddwy safon yn berthnasol.

4.21.4. Gallai enghreifftiau o gyhoeddiadau fyddai'n berthnasol i'r safon hon gynnwys:

- cyhoeddiadau mewn lifftiau yn adeiladau'r corff sy'n agored i'r cyhoedd
- cyhoeddiadau ar gerbydau (fel lori casglu sbwriel sy'n rhybuddio bod y cerbyd yn mynd yn ôl)
- neges dros seinydd mewn digwyddiad neu gyfarfod cyhoeddus (e.e. neges sy'n nodi bod perfformiad ar fin dechrau), neu
- negeseuon dros uchel seinydd o fewn adeiladau'r corff (e.e. neges sy'n cyfarwyddo aelod o'r cyhoedd i ddod at y dderbynfa).

5 Safonau llunio polisi [88-97]

5.1 Safonau ynghylch ystyried effeithiau penderfyniadau polisi a wneir gan gorff ar y Gymraeg [safonau 88-97]

Beth yw'r gofynion?

5.1.1. Mae'r safonau llunio polisi yn ymwneud â'r ffordd y mae corff yn ystyried effeithiau ei benderfyniadau polisi ar y Gymraeg.

5.1.2. Mae'r Mesur yn darparu mai ystyr "safon llunio polisi" yw safon sy'n ymwneud â phenderfyniad polisi ac y bwriedir iddi sicrhau, neu gyfrannu at sicrhau, bod y corff sy'n gwneud y penderfyniad polisi yn ystyried un neu ragor o'r canlynol—

(a) pa effeithiau, os o gwbl, (a pha un a yw'r effeithiau'n bositif neu'n andwyol) y byddai'r penderfyniad polisi yn eu cael ar gyfleoedd i bersonau eraill i ddefnyddio'r Gymraeg, neu ar beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg

(b) sut y gellid gwneud y penderfyniad fel ei fod yn cael effeithiau positif, neu effeithiau mwy positif, ar gyfleoedd i bersonau eraill i ddefnyddio'r Gymraeg, neu ar beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg; a

(c) sut y gellid gwneud y penderfyniad fel nad yw'n cael effeithiau andwyol, neu fel bod y penderfyniad yn cael effeithiau llai andwyol, ar gyfleoedd i bersonau eraill i ddefnyddio'r Gymraeg, neu ar beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg[44].

5.1.3. Mae'r safonau llunio polisi yn cynnwys gofynion i gorff sicrhau, neu gyfrannu at sicrhau, bod y person sy'n gwneud y penderfyniad polisi yn ystyried yr hyn a restrir yn a-c uchod wrth wneud y gweithgareddau canlynol:

- wrth lunio polisi newydd, neu adolygu neu addasu polisi sydd eisoes yn bodoli (safonau 88–90)
- wrth gyhoeddi dogfen ymgynghori sy'n ymwneud â phenderfyniad polisi o dan ystyriaeth (safonau 91–93)
- wrth lunio a chyhoeddi polisi dyfarnu grantiau, neu wrth ddiwygio polisi sydd eisoes yn bodoli (safon 94) ac
- wrth gomisiynu neu wneud gwaith ymchwil y bwriedir i gynorthwyo corff i wneud penderfyniadau polisi (safonau 95–97).

Safon 88

5.1.4. Rhaid i gorff ystyried pa effeithiau, os o gwbl, y byddai penderfyniad polisi yn eu cael ar y cyfleoedd i bersonau ddefnyddio'r Gymraeg ac ar beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg, pa un ai yw'r rheiny'n effeithiau positif neu andwyol.

[44] Adran 29 Mesur y Gymraeg (Cymru) 2011
http://www.legislation.gov.uk/mwa/2011/1/section/29/enacted/welsh

Sut dylid mynd ati i asesu effaith ar y Gymraeg?

5.1.5. Bydd angen i gorff ystyried a nodi'r holl effeithiau perthnasol y gall penderfyniad polisi eu cael ar gyfleoedd i bobl ddefnyddio'r Gymraeg neu ar beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg. Er mwyn gwneud hynny, rhaid i gorff ystyried tystiolaeth berthnasol er mwyn deall effaith debygol neu wirioneddol penderfyniadau polisi ar y Gymraeg.

5.1.6. Y cam cyntaf i hwyluso asesiad effeithiol fyddai casglu gwybodaeth am y penderfyniad polisi arfaethedig. Mae'r wybodaeth y gellid ei chasglu yn ystod y cam hwn yn cynnwys:

- nodau ac amcanion y prosiect
- natur y gweithgaredd
- pwy fydd yn elwa o'r fenter / grwpiau targed
- canlyniadau / deilliannau
- partneriaid
- hyd oes y cynllun / pryd fydd yn cael ei ddiwygio
- cyfrifoldeb am y polisi
- data neu ymchwil perthnasol ar y pwnc
- trefniadau ymgynghori, a
- threfniadau monitro ac asesu.

5.1.7. Ymhellach i hynny, gall y ffactorau isod fod yn rhai i'w hystyried wrth asesu effaith penderfyniadau polisi a bydd dyletswydd ar y corff i bennu pa faterion i'w hystyried wrth edrych ar natur y polisi dan sylw:

- A fydd y gwasanaeth, y polisi, y strategaeth neu'r prosiect yn cael effaith ar nifer neu'r ganran o bobl sy'n gallu siarad Cymraeg (neu unrhyw sgil arall)?
- A fydd y gwasanaeth, y polisi, y strategaeth neu'r prosiect yn cael effaith ar nifer neu'r ganran o bobl sy'n defnyddio'r Gymraeg?
- A fydd y gwasanaeth, y polisi, y strategaeth neu'r prosiect yn cael ei gyflawni yn Gymraeg?
- A fydd yn gwarchod, yn hybu ac yn cyfoethogi treftadaeth a diwylliant yr ardal dan sylw mewn perthynas â'r Gymraeg?

5.1.8. Mae hyn hefyd yn cynnwys:

- nodi unrhyw effeithiau positif ar y Gymraeg
- nodi unrhyw effeithiau andwyol ar y Gymraeg
- ystyried sut y gallai'r polisi neu'r ymarfer hyrwyddo'r cyfleoedd i bersonau ddefnyddio'r Gymraeg yn ehangach, ac
- ystyried a fydd y polisi yn effeithio ar drin y Gymraeg yn llai ffafriol na'r Saesneg.

5.1.9. Gweler isod enghreifftiau o gwestiynau perthnasol y gellid eu hystyried wrth ymchwilio i unrhyw effeithiau penderfyniadau polisi positif ac andwyol. Rhaid pwysleisio mai enghreifftiau yn unig yw'r isod.

Effeithiau positif	Effeithiau andwyol
A fyddai'r penderfyniad polisi yn cynyddu nifer y siaradwyr Cymraeg sy'n symud o / i ardal benodol?	A fyddai'r penderfyniad polisi yn gostwng nifer y siaradwyr Cymraeg sy'n symud o / i ardal benodol?
A fyddai'r penderfyniad polisi yn debygol o wneud y Gymraeg yn fwy gweledol?	A oes perygl y byddai'r penderfyniad polisi yn cam wahaniaethu yn erbyn defnyddwyr Cymraeg?
A fyddai'r penderfyniad polisi yn cynnig camau fydd yn debygol o ddiogelu'r Gymraeg mewn ardal benodol?	A fyddai'r penderfyniad polisi yn golygu lleihad yn nifer y swyddi sydd lle mae gofyn am sgiliau Cymraeg?
A fyddai'r penderfyniad polisi yn golygu cynnydd yn nifer y swyddi lle mae gofyn am sgiliau Cymraeg?	A fyddai'r penderfyniad polisi yn arwain at gau gwasanaethau Cymraeg penodol neu yn peryglu'r gwasanaethau hyn?
A fyddai'r penderfyniad polisi yn arwain at gynnydd mewn gwasanaethau Cymraeg penodol neu yn sicrhau dyfodol llewyrchus i'r gwasanaethau hyn?	A fyddai'r penderfyniad polisi yn ei gwneud yn anoddach i recriwtio siaradwyr Cymraeg?
A fyddai'r penderfyniad polisi yn annog / ei gwneud yn haws i recriwtio siaradwyr Cymraeg?	A fyddai'r penderfyniad polisi yn bygwth cynaliadwyedd ardaloedd lle mae'r Gymraeg yn rhan o wead y gymuned honno?
A fyddai'r penderfyniad polisi yn sicrhau cynaladwyedd ardaloedd lle mae'r Gymraeg yn rhan o wead y gymuned honno?	A fyddai'r penderfyniad polisi yn ei gwneud yn anoddach teithio er mwyn cael gwasanaeth Cymraeg?
A fyddai'r penderfyniad polisi yn hwyluso teithio er mwyn cael gwasanaethau Cymraeg?	A fyddai'r penderfyniad polisi yn arwain at gwtogi o ran nifer yr unigolion sy'n dysgu'r iaith?
A fyddai'r penderfyniad polisi yn cynnig gwasanaeth yn Gymraeg yn rhagweithiol i ddefnyddwyr?	A fyddai'r penderfyniad polisi yn golygu bod hygyrchedd a mynediad at y gwasanaethau Cymraeg yn cael ei gyfyngu?
A fyddai'r penderfyniad polisi yn arwain at gynnydd yn nifer yr unigolion sy'n dysgu'r iaith?	
A fyddai'r penderfyniad polisi yn cymryd camau i hybu a hyrwyddo'r Gymraeg?	
A fyddai'r penderfyniad polisi yn cyfrannu at strategaethau'r Gymraeg yn genedlaethol ac mewn meysydd polisi penodol (e.e. Strategaeth Cymraeg 2050; Mwy na Geiriau; Cynlluniau Strategol y Gymraeg mewn Addysg)?	
A fyddai'r penderfyniad polisi yn cyfrannu at sicrhau parhad a ffyniant y Gymraeg fel iaith teulu, cymuned, neu'r gweithle?	

Safonau 89 a 90

5.1.10. Ar ôl ystyried yr holl effeithiau a gesglir yn unol â safon 88, rhaid i gorff roi ystyriaeth ddyledus i ganlyniadau effaith o'r fath. Mae safon 89 yn ei gwneud yn ofynnol i gorff ystyried sut y gellir llunio polisi (neu newid polisi sydd eisoes yn bodoli) fel y byddai'r penderfyniad polisi'n cael effeithiau positif, neu effeithiau mwy positif ar y cyfleoedd i bersonau ddefnyddio'r Gymraeg ac ar beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg.

5.1.11. Mae safon 90 yn ei gwneud yn ofynnol i gorff ystyried sut y gellir llunio polisi (neu newid polisi sydd eisoes yn bodoli) fel na fyddai'r penderfyniad polisi'n cael effeithiau andwyol, neu fel y byddai'n cael effeithiau llai andwyol ar y cyfleoedd i bersonau ddefnyddio'r Gymraeg ac ar beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg.

5.1.12. Rhaid i gorff ystyried unrhyw opsiynau i liniaru neu atal effeithiau andwyol y gall y penderfyniad polisi eu cael ar yr iaith Gymraeg. Rhaid hefyd ystyried yr opsiynau o ran sut i sicrhau effeithiau positif, neu effeithiau mwy positif ar y cyfleoedd i bersonau ddefnyddio'r Gymraeg ac ar beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg. Bydd hyn yn amrywio yn unol â natur y penderfyniad polisi. Rhoddir enghreifftiau isod o rai ffactorau y gall corff eu hystyried er mwyn gwneud hynny:

- **angen a galw**—ydy'r mesur yn angenrheidiol? A fyddai'n bosibl cwrdd â'r galw heb unrhyw ddatblygiad o'r newydd? A fyddai modd defnyddio darpariaeth arall sydd eisoes yn bodoli?
- **dull a phroses**—sut dylai ddigwydd? A yw buddiannau'r iaith Gymraeg wedi'u cynllunio fel rhan o'r broses? Oes modd defnyddio dulliau gwahanol/llai niweidiol? Dylid ystyried ffactorau megis technoleg a chynllunio i sicrhau bod prosesau yn cefnogi dwyieithrwydd yn hytrach na'i rwystro.
- **lleoliad**—ble ddylai'r datblygiad fod/beth yw dylanwad daearyddol y polisi? Mae ystyriaethau o'r fath yn allweddol i ddyfodol cymunedau iaith Gymraeg. Dylai datblygiadau fod yn sensitif i anghenion cymunedau o'r fath a dylai bod dealltwriaeth o broffil ieithyddol cymunedau ac ardaloedd. Dylid ystyried lleoliad gwasanaethau eraill perthnasol hefyd – e.e. lleoliad ysgolion Cymraeg lleol ayyb.
- **amseriad**—pryd ac ym mha drefn dylai datblygiadau ddigwydd? Mae graddfa datblygu yn bwysig hefyd mewn rhai meysydd a gellid lleihau effaith niweidiol er enghraifft drwy ymestyn y gwaith datblygu dros gyfnod o amser.

Safonau 91-93

5.1.13. Mae'r safonau hyn yn fodd o sicrhau bod dogfennau ymgynghori corff sy'n ymwneud â phenderfyniad polisi yn ystyried ac yn ceisio barn gan bersonau ynghylch yr effeithiau posibl y bydd y penderfyniad yn eu cael ar y Gymraeg ac ar y cyfleoedd i'w defnyddio.

5.1.14. Rhaid i gorff gynnwys cwestiynau penodol yn y ddogfen ymgynghori sy'n gofyn am ymateb iddynt. Disgwylir i gorff roi sylw dyledus i unrhyw wybodaeth a gesglir yn ystod y broses hon wrth wneud y penderfyniad polisi, fel y byddai'r corff yn gweithredu ar unrhyw ganlyniadau sy'n deillio o'r ymgynghoriad.

5.1.15. Gall corff ddefnyddio'r wybodaeth a gesglir yn unol â'r safonau hyn i'w cynorthwyo i gydymffurfio â safonau 88–90.

Safon 94

5.1.16. Rhaid i gorff lunio (neu ddiwygio) a chyhoeddi polisi dyfarnu grantiau sy'n ei gwneud yn ofynnol iddo ystyried y canlynol wrth wneud penderfyniadau ynghylch dyfarnu grant:

- pa effeithiau, os o gwbl, (a pha un ai yw'r effeithiau hynny'n bositif neu'n andwyol), y byddai dyfarnu grant yn eu cael ar gyfleoedd i bersonau ddefnyddio'r Gymraeg ac ar beidio â thrin yn Gymraeg yn llai ffafriol na'r Saesneg
- sut y gellid gwneud neu weithredu penderfyniad (er enghraifft, drwy osod amodau grant) fel y byddai'n cael effeithiau positif, effeithiau mwy positif neu fel na fyddai'n cael effeithiau andwyol, neu fel y byddai'n cael effeithiau llai andwyol ar gyfleoedd i bersonau ddefnyddio'r Gymraeg ac ar beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg, ac
- a oes angen iddo ofyn i'r ymgeisydd am grant am unrhyw wybodaeth ychwanegol er mwyn ei gynorthwyo i asesu'r effaith y byddai dyfarnu'r grant yn ei chael ar gyfleoedd i bersonau ddefnyddio'r Gymraeg ac ar beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg.

5.1.17. Mae'r safon hon yn berthnasol i unrhyw grant y bydd corff yn ei ddyfarnu i berson at ddiben penodol. Dylid ystyried y polisi dyfarnu grantiau y mae'n ofynnol i'r corff ei lunio a'i gyhoeddi o dan y safon hon law yn llaw â safonau 71–75, sef y safonau'n ymwneud â chorff yn dyfarnu grantiau. Gall corff ymgorffori gofynion y safonau ynghylch corff yn dyfarnu grantiau y mae'r corff yn ddarostyngedig iddynt i'r polisi dyfarnu grantiau.

Safonau 95-97

5.1.18. Mae'r safonau hyn yn fodd o sicrhau bod unrhyw waith ymchwil gan gorff wrth wneud penderfyniad polisi, yn ystyried ac yn ymdrin â'r effeithiau y bydd y penderfyniad yn eu cael ar y Gymraeg ac ar y cyfleoedd i'w defnyddio.

5.1.19. Disgwylir i gorff roi sylw dyledus i unrhyw wybodaeth a gesglir yn ystod y broses hon wrth wneud y penderfyniad polisi, fel bod y corff yn gweithredu ar unrhyw ganlyniadau.

5.1.20. Gall corff ddefnyddio'r wybodaeth a gesglir i'w cynorthwyo i gydymffurfio â safonau 88–90.

Beth yw 'penderfyniad polisi'?

5.1.21. Mae Atodlen 2, Rhan 2, Paragraff 2 o'r rheoliadau yn nodi:

"Ystyr "penderfyniad polisi" yw unrhyw benderfyniad a wneir gan gorff sy'n ymwneud ag arfer ei swyddogaethau neu gynnal ei fusnes neu ymgymeriad arall, ac mae hynny'n cynnwys, ymysg pethau eraill (ac fel y bo'n briodol i'r corff), penderfyniadau ynghylch—

(a) cynnwys deddfwriaeth;

(b) arfer pwerau statudol;

(c) cynnwys datganiadau polisi;

(ch) strategaethau neu gynlluniau strategol;

(d) strwythurau mewnol."

5.1.22. Gall enghreifftiau eraill o benderfyniadau polisi gynnwys penderfyniadau ynghylch:

- lleoliadau swyddfeydd ac adeiladau
- recriwtio neu ddefnyddio gwirfoddolwyr
- darpariaeth addysg
- cynlluniau datblygu lleol
- dyrannu cyllid neu gymorth ariannol
- cynnwys meini prawf
- cynnal digwyddiadau
- gweithdrefnau llywodraethiant
- partneriaethau
- enwi strydoedd neu eiddo
- yr iaith neu'r ieithoedd a ddefnyddir i weinyddu'n fewnol
- gweithgareddau a gyflawnir, neu'r
- gwasanaethau a ddarperir.

5.1.23. Mae'r safonau yn berthnasol i benderfyniadau sy'n effeithio ar aelodau o staff y corff yn ogystal â phersonau eraill.

Pryd y dylid ystyried effeithiau penderfyniad polisi ar y Gymraeg a'r cyfleoedd i'w defnyddio?

5.1.24. Mae nifer o'r safonau llunio polisi yn nodi bod rhaid cydymffurfio â'r safonau pan fo corff yn llunio polisi newydd, neu'n adolygu neu'n addasu polisi sydd eisoes yn bodoli. Gan ystyried hynny, disgwylir i'r weithred o ystyried effaith penderfyniadau polisi ar y Gymraeg fod yn rhan anhepgor o lunio, adolygu neu addasu polisïau o'r dechrau. Dylid gwneud hyn cyn i'r penderfyniad polisi terfynol gael ei wneud.

5.1.25. Wrth adolygu neu addasu polisi sydd eisoes yn bodoli, rhaid ystyried yr effeithiau cysylltiedig o'r newydd. Mewn sefyllfa felly, ni ddylai corff ddibynnu ar asesiad a wnaed yn y gorffennol ynghylch yr un penderfyniad polisi neu benderfyniad polisi tebyg.

A oes modd i gorff ystyried effeithiau penderfyniad polisi ar y Gymraeg a'r cyfleoedd i'w defnyddio wrth ystyried effeithiau eraill megis proses asesu effaith ar gydraddoldeb?

5.1.26. Nid yw'r Gymraeg yn nodwedd warchodedig dan Ddeddf Cydraddoldeb 2010. Er hynny, nid yw'r rheoliadau yn atal corff rhag cydymffurfio â'r safonau llunio polisi drwy gynnwys ystyriaeth o effeithiau penderfyniad polisi ar y Gymraeg wrth ymgymryd ag ystyriaethau eraill. Gall corff gynnwys yr asesiad hwn o fewn proses asesu effaith ar gydraddoldeb cyn belled â bod holl agweddau'r safonau yn cael eu hystyried a'u diwallu yn y broses.

5.1.27. Fodd bynnag, gall enghreifftiau fodoli o feysydd lle byddai asesiad effaith penodol a manwl ar y Gymraeg yn fwy addas na phroses asesu effaith integredig (e.e. ad-drefnu neu agor ysgolion).

Beth yw ystyr y termau 'effaith bositif' neu 'effaith andwyol'?

5.1.28. Mae Atodlen 2, Rhan 2, Paragraff 3 o'r rheoliadau yn nodi:

> "Mae cyfeiriad at effeithiau positif neu effeithiau andwyol yn gyfeiriad at yr effeithiau hynny pa un ai ydynt yn uniongyrchol neu'n anuniongyrchol."

Ar ba ffurf ddylai'r asesiad fod?

5.1.29. Nid yw'r rheoliadau yn nodi ar ba ffurf y dylai asesiad fod pan fo safon yn cyfeirio at yr angen i ystyried effeithiau penderfyniadau polisi. Serch hynny, mae safon 150 yn creu gofyniad ar gorff i gadw cofnod o'r camau y mae wedi eu cymryd i sicrhau y cydymffurfir â'r safonau llunio polisi y mae o dan ddyletswydd i gydymffurfio â hwy.

5.1.30. Disgwylir i gorff allu dangos digon o dystiolaeth eu bod wedi ystyried effeithiau penderfyniadau polisi yn unol â'r safonau llunio polisi er mwyn gallu diwallu gofynion mae safon 150. Gall hynny ddigwydd drwy gyfryngau gwahanol megis drwy drafodaethau mewn cyfarfodydd, asesiad ysgrifenedig neu drwy gomisiynu gwaith ymchwil. Gweler cymal 7.1.5 y cod am ragor o wybodaeth o ran pa gofnodion cysylltiedig y dylid eu cadw.

6 Safonau gweithredu [98-144]

6.1 Safonau ynghylch defnyddio'r Gymraeg o fewn gweinyddiaeth fewnol corff [safon 98]

Beth yw'r gofynion?

6.1.1. Rhaid i gorff ddatblygu polisi ar ddefnyddio'r Gymraeg yn fewnol, gyda'r bwriad o hybu a hwyluso defnyddio'r Gymraeg. Rhaid i gorff hefyd gyhoeddi'r polisi ar ei fewnrwyd.

Beth ddylai'r polisi gynnwys?

6.1.2. Disgwylir i'r polisi:

- adlewyrchu maint y corff
- bod yn addas ar gyfer pob un o wasanaethau/adrannau/unedau/timoedd a natur gwaith y corff
- bod yn ddealladwy i'r gweithlu cyfan
- cynnwys manylion ynghylch y cyfnod adolygu
- ystyried yr angen am ymgynghori ar y cynnwys, a
- chynnwys cynllun gweithredu sy'n nodi sut y bwriedir rhoi'r polisi ar waith.

6.1.3. Yn ogystal, er mwyn cyrraedd y nod o hybu a hwyluso defnyddio'r Gymraeg yn fewnol, ni ddisgwylir i'r polisi arwain at leihad yn y defnydd presennol a wneir o'r Gymraeg yn fewnol yn y gweithle.

6.1.4. Ni ddylai'r polisi fod yn gyfyngedig i'r safonau gweithredu y mae'n rhaid i gorff gydymffurfio â hwy.

6.1.5. Gall y polisi ymdrin â'r materion canlynol:

- datganiad ynghylch beth yw iaith neu ieithoedd gweinyddol y corff (yn sefydliadol neu fesul adran neu leoliad) ynghyd ag unrhyw gamau y bwriedir eu cymryd i symud tuag at weinyddu'n gynyddol drwy gyfrwng y Gymraeg
- datganiad ynghylch adnabod Cydlynwyr a Phencampwyr Iaith o fewn pob uned gwasanaeth
- datganiad ynghylch yr iaith a ddefnyddir gyda phersonau sydd o dan ddyletswydd i ddarparu gwasanaethau i'r corff yn Gymraeg
- datganiad yn cydnabod y gyfraith fel y'i nodir yn y Mesur sy'n rhoi'r rhyddid i staff ddefnyddio'r Gymraeg gyda'i gilydd ac sy'n rhoi statws swyddogol i'r iaith Gymraeg yng Nghymru
- datganiadau am y mathau o weithgareddau neu wasanaethau a wneir yn Gymraeg yn unig a'r rhai a wneir yn ddwyieithog
- datganiad polisi am drefn yr ieithoedd mewn eitemau dwyieithog (e.e. dogfennau, negeseuon e-bost)
- disgrifiad o'r cymorth (boed yn feddalwedd, apiau, swyddogion neu hyfforddiant) sydd ar gael i aelodau staff di-Gymraeg er mwyn eu galluogi i

ddeall rhai negeseuon neu ymadroddion Cymraeg ac i'w cynghori ar ymateb i ohebiaeth Gymraeg neu lunio gohebiaeth Gymraeg eu hunain
- eglurhad o'r mathau o weithgareddau a gwasanaethau y caiff aelodau staff corff eu derbyn yn Gymraeg (yn unol â'r safonau ac yn unol â pholisi'r corff)
- disgrifiad o'r cynlluniau a'r gweithgareddau y bydd y corff yn eu darparu neu y bwriedir eu darparu at ddiben hybu a hwyluso defnyddio'r Gymraeg gan staff a rhwng staff (e.e. cynllun mentora)
- disgrifiad o'r cynlluniau sydd ar waith i hwyluso adnabod siaradwyr Cymraeg yn rhwydd yn y gweithle (e.e. dosbarthu bathodynnau a chortynnau gwddf laith Gwaith neu nodi gallu ieithyddol staff ar MailTips ar Outlook)
- eglurhad o sut y mae'r corff yn bwriadu cynyddu'r cyfleoedd i staff ddefnyddio'r Gymraeg yn y gweithle
- disgrifiad o unrhyw ymrwymiadau sy'n mynd ymhellach na'r hyn y mae corff eisoes o dan ddyletswydd i gydymffurfio â hwy yn unol â'r safonau gweithredu (e.e. defnydd o'r Gymraeg mewn cyfarfodydd mewnol; ar systemau mewnol; mewn gohebiaeth fewnol neu dros y ffôn), a
- datganiad ynghylch sut bydd corff yn cydymffurfio â'r safonau gweithredu y mae o dan ddyletswydd i gydymffurfio â hwy (safon 169).

6.2 Safonau ynghylch defnyddio'r Gymraeg o fewn gweinyddiaeth fewnol corff [safonau 99–104]

Beth yw'r gofynion?

6.2.1. Mae'r safonau hyn yn ei gwneud yn ofynnol i gorff ofyn i bob unigolyn neu gyflogai a yw'n dymuno derbyn mathau penodol o ddogfennau yn Gymraeg ac, os felly, eu darparu yn Gymraeg.

Safon 99

6.2.2. Rhaid i gorff ofyn i unigolyn sy'n cael cynnig swydd newydd, a yw'n dymuno i'w gontract cyflogaeth neu gontract am wasanaethau gael ei ddarparu yn Gymraeg. Rhaid i'r corff ddarparu'r contract yn Gymraeg os yw'r unigolyn yn dymuno hynny.

6.2.3. Mae'r safon hon yn berthnasol i unrhyw unigolyn sy'n cael cynnig swydd newydd o'r diwrnod gosod ymlaen. Gall hynny gynnwys unigolyn sydd eisoes yn gweithio i'r corff ond yn cael cynnig swydd wahanol neu ar sail wahanol. Rhaid i'r corff holi am ddymuniad yr unigolyn cyn i'r contract gael ei ddarparu.

Safon 100-104

6.2.4. Rhaid i gorff ofyn i bob cyflogai[45] a fyddai'n dymuno cael y canlynol yn Gymraeg:

- unrhyw ohebiaeth bapur sy'n ymwneud â'i gyflogaeth, ac sydd wedi ei chyfeirio ato'n bersonol (safon 100)
- unrhyw ddogfennau sy'n amlinellu anghenion neu ofynion ei hyfforddiant (safon 101)
- unrhyw ddogfennau sy'n amlinellu ei amcanion perfformiad (safon 102)

[45] Gweler adran 3 y cod hwn am ddehongliad o'r term 'cyflogai'.

- unrhyw ddogfennau sy'n amlinellu neu'n cofnodi ei gynllun gyrfa (safon 103)
- unrhyw ffurflenni sy'n cofnodi ac yn awdurdodi gwyliau, absenoldeb o'r gwaith ac oriau gwaith hyblyg (safon 104).

6.2.5. Rhaid i'r corff ddarparu unrhyw ddogfennau neu ffurflenni o'r fath iddo yn Gymraeg os yw'r cyflogai yn dymuno hynny. Rhaid i'r corff ofyn yn rhagweithiol i bob cyflogai, o'r diwrnod gosod ymlaen, am ei ddymuniad yng nghyswllt yr uchod.

6.2.6. Gall y math o ohebiaeth sy'n ymwneud â safon 100 gynnwys gohebiaeth fel:

- slip tâl cyflogai
- gohebiaeth yn ymwneud â threuliau cyflogai (e.e. nodyn talu)
- gohebiaeth yn ymwneud â chyflog y cyflogai
- gohebiaeth yn ymwneud â chytundeb, amodau neu delerau gwaith y cyflogai (e.e. newid lleoliad gwaith, newid oriau, cadarnhau dyletswyddau newydd neu ddyletswyddau gwahanol)
- gohebiaeth yn ymwneud â chynllun mamolaeth neu dadolaeth
- gohebiaeth yn ymwneud â buddion yn y gwaith (e.e. datganiad cyfraniad pensiwn neu ddatganiad ynghylch unrhyw newid i'r buddion hynny)
- gohebiaeth gan aelod staff arall (fel staff adnoddau dynol) yn ymwneud yn benodol â swydd y cyflogai (e.e. llythyr terfynu cyflogaeth).

6.2.7. Gall y math o ddogfennau sy'n ymwneud â safon 101 gynnwys dogfennau fel:

- llawlyfrau hyfforddiant
- holiaduron hyfforddiant
- dogfennau ar gyfer rhoi adborth ar unrhyw hyfforddiant a fynychwyd
- dogfennau sy'n cofnodi yr hyfforddiant a fynychwyd
- dogfennau sy'n cofnodi ceisiadau hyfforddiant
- dogfennau sy'n amlinellu'r meysydd hyfforddiant y mae'r corff yn eu blaenoriaethu.

6.2.8. Gall y math o ddogfennau sy'n ymwneud â safon 102 gynnwys dogfennau fel:

- dogfennau sy'n amlinellu perfformiad y cyflogai
- dogfennau cynllun gwella perfformiad
- cynlluniau gwerthuso staff
- fframwaith perfformiad
- adroddiad cynnydd.

6.2.9. Gall y math o ddogfennau sy'n ymwneud â safon 103 gynnwys dogfennau fel:

- cynlluniau datblygiad personol
- dogfennau sy'n caniatáu mynegi diddordeb am, neu wneud cais am, brofiad gwaith/secondiad/mentor
- holiaduron hunanasesiad.

6.2.10. Gall y math o ffurflenni sy'n ymwneud â safon 104 gynnwys:

- ffurflenni ar gyfer cofnodi neu ar gyfer awdurdodi gwyliau blynyddol, gwyliau arbennig, gwyliau oriau hyblyg neu wyliau amser mewn llaw

- ffurflenni ar gyfer cofnodi neu ar gyfer awdurdodi absenoldebau o'r gwaith oherwydd hyfforddiant, cwrs, apwyntiad meddygol, dyletswyddau allanol neu salwch.

6.2.11. Gall corff ddarparu'r dogfennau neu'r ffurflenni ar unrhyw ffurf, boed drwy gopi caled neu ar ffurf electronig. Yn yr un modd, gall corff eu cyflwyno fel rhan o becyn neu fel dogfennau neu ffurflenni unigol. Nid oes rhaid iddynt fod ar yr un ffurf ag unrhyw fersiwn Saesneg gyfatebol.

6.3 Safonau ynghylch defnyddio'r Gymraeg o fewn gweinyddiaeth fewnol corff [safonau 105-111]

Beth yw'r gofynion?

6.3.1. Os yw corff yn cyhoeddi un neu ragor o'r polisïau canlynol, rhaid iddo gyhoeddi'r polisïau hynny'n Gymraeg:

- ymddygiad yn y gweithle (safon 105)
- iechyd a lles yn y gweithle (safon 106)
- cyflogau neu fuddion yn y gweithle (safon 107)
- rheoli perfformiad (safon 108)
- absenoldeb o'r gwaith (safon 109)
- amodau gwaith (safon 110); a
- phatrymau gwaith (safon 111).

6.3.2. Mae'r term 'polisi' yng nghyswllt safonau 105-111 yn cynnwys unrhyw ddogfen sy'n amlinellu'r ffordd y bydd y corff yn gweithredu yng nghyd-destun yr uchod. Gall hyn gynnwys dogfen bolisi benodol neu unrhyw ganllawiau neu weithdrefnau sydd ynghlwm â'r polisi hwnnw.

6.3.3. Yn wahanol i'r gofynion a amlinellir yn safonau 99–104, nid oes rhaid i gorff ofyn i bob aelod o staff a ydynt yn dymuno derbyn y polisïau hyn yn Gymraeg cyn eu cyhoeddi. Y disgwyliad yw bod gan bob cyflogai fynediad at fersiwn Gymraeg o'r polisi yn ddiofyn.

Beth yw ystyr y term 'cyhoeddi' yn y cyd-destun hwn?

6.3.4. Mae'r term 'cyhoeddi' yng nghyd-destun y safonau hyn yn golygu bod y corff yn rhoi'r polisïau dan sylw ar gael i'w staff.

6.3.5. Mae'n bosibl mai polisïau a gyhoeddir ar fewnrwyd y corff ydynt yn unig ac nad ydynt ar gael ar ffurf copi caled. Nid yw hynny fodd bynnag yn effeithio ar ddyletswydd corff i gydymffurfio â'r safonau hyn.

Beth os oes gan gorff bolisi sydd eisoes mewn grym cyn y diwrnod gosod?

6.3.6. Os yw'r polisi yn parhau i fod yn un 'byw' a 'chyfredol', rhaid iddo sicrhau bod fersiwn Gymraeg o'r polisi hwnnw ar gael i staff o'r diwrnod gosod ymlaen.

A oes rhaid i gorff gyhoeddi'r polisïau yn unigol?

6.3.7. Er bod y gofynion i gyhoeddi polisïau mewnol penodol yn Gymraeg wedi eu pennu mewn safonau unigol, nid yw'r rheoliadau yn atal corff rhag cyhoeddi'r polisïau hyn ar wahân, neu ar y cyd mewn un ddogfen e.e. llawlyfr staff neu weithdrefn cyflogaeth.

6.4 Safonau ynghylch cwynion a wneir gan aelod o staff corff [safonau 112–115]

Beth yw'r gofynion?

6.4.1. Mae'r safonau hyn yn ei gwneud yn ofynnol i gorff ganiatáu i bob aelod o'i staff ymwneud â'r corff yn Gymraeg mewn perthynas â'r broses gwynion. Mae'r safonau hyn hefyd yn berthnasol i bob elfen yn ymwneud â chŵyn, megis unrhyw apêl gysylltiedig.

Safon 112

6.4.2. Rhaid i gorff ganiatáu i bob aelod o'i staff gael:

- gwneud cwynion iddo yn Gymraeg, ac
- ymateb yn Gymraeg i unrhyw gŵyn a wnaed amdanynt.

6.4.3. Mae 'caniatáu' i staff wneud cwynion i gorff yn Gymraeg yn cynnwys caniatáu i staff:

- gwyno ar lafar neu'n ysgrifenedig yn Gymraeg, a
- chyflwyno deunydd ysgrifenedig sy'n berthnasol i'r gŵyn yn Gymraeg (e.e. tystiolaeth) heb fod angen i'r aelod o staff ei gyfieithu i'r Saesneg.

Safon 112A

6.4.4. Rhaid i gorff ddatgan, mewn unrhyw ddogfen sydd ganddo sy'n nodi ei weithdrefnau ar gyfer gwneud cwynion, bod pob aelod o staff yn cael:

- gwneud cwyn iddo yn Gymraeg, ac
- ymateb i gŵyn a wnaed amdanynt yn Gymraeg.

6.4.5. Mae'n bosibl bod gan gorff bolisi neu weithdrefn sy'n amlinellu'r broses cwynion fewnol yn barod. Gall corff gydymffurfio â'r elfen hon o'r safon drwy:

- ddiwygio'r polisi hwnnw i gynnwys datganiad sy'n amlygu hawliau'r aelodau staff, neu
- gynnwys datganiad i'r un perwyl mewn polisi neu weithdrefn newydd.

6.4.6. Rhaid i gorff hefyd roi gwybod i bob aelod o staff am yr hawl honno. Nid yw 'rhoi gwybod' yn gyfyngedig i ddatgan hynny mewn unrhyw ddogfen sydd gan y corff sy'n nodi ei weithdrefnau ar gyfer gwneud cwynion. Gall corff hefyd 'roi gwybod' yn fwy rhagweithiol drwy:

- ohebu â phob aelod o staff am yr hawl honno

- datgan hynny i'r aelod o staff wrth ddechrau'r broses gwynion mewn perthynas ag ef, neu drwy
- ddatgan hynny os yw'r aelod o staff yn gwneud ymholiadau am y broses o wneud cwynion i'r corff.

Safon 113

6.4.7. Os oes angen cynnal cyfarfod ag aelod o staff ynghylch cwyn a dderbyniwyd ganddynt neu ynghylch cwyn a wnaed amdanynt, rhaid i'r corff gynnig cynnal y cyfarfod hwnnw yn Gymraeg. Rhaid i'r corff gynnal y cyfarfod yn Gymraeg heb gymorth gwasanaeth cyfieithu os yw'r aelod o staff wedi nodi ei fod yn dymuno hynny.

Safon 114

6.4.8. Os oes angen cynnal cyfarfod ag aelod o staff ynghylch cwyn a dderbyniwyd ganddynt neu ynghylch cwyn a wnaed amdanynt, rhaid i'r corff:

- ofyn i'r aelod o staff a yw'n dymuno defnyddio'r Gymraeg yn y cyfarfod, ac
- esbonio y bydd yn darparu gwasanaeth cyfieithu o'r Gymraeg i'r Saesneg at y diben hwnnw os yw'n ofynnol.

6.4.9. Rhaid i'r corff ddarparu gwasanaeth cyfieithu ar y pryd at y diben hwnnw os yw'r aelod o staff wedi nodi ei fod yn dymuno hynny, ac os nad oes modd cynnal y cyfarfod yn Gymraeg heb wasanaeth cyfieithu.

Safon 115

6.4.10. Rhaid i gorff roi gwybod i aelod o staff beth yw ei benderfyniad mewn perthynas â chwyn ganddynt neu gŵyn amdanynt yn Gymraeg os yw un neu ragor o'r canlynol wedi'u bodloni:

- pan fo'r aelod o staff wedi gwneud y gŵyn yn Gymraeg
- pan fo'r aelod o staff wedi ymateb yn Gymraeg i gŵyn a wnaed amdano
- pan fo'r aelod o staff wedi gofyn bod cyfarfod ynglŷn â'r gŵyn yn cael ei gynnal yn Gymraeg, neu
- pan fo'r aelod o staff wedi gofyn am gael defnyddio'r Gymraeg mewn cyfarfod ynglŷn â'r gŵyn.

6.4.11. Rhaid i'r corff wneud hynny mewn perthynas ag unrhyw benderfyniad a wneir ar unrhyw gam o'r broses mewn perthynas â'r gŵyn. Nid yw gofynion y safon hon yn gyfyngedig i'r penderfyniad terfynol a wneir ar ddiwedd y broses yn unig. Gall hefyd gynnwys penderfyniad a wneir ynghylch:

- bod y gŵyn yn ddilys neu'n annilys
- bod y gŵyn wedi symud i gam arall o fewn unrhyw weithdrefn (e.e. adolygiad ffurfiol/apêl)
- bod unrhyw broses mewn perthynas â'r gŵyn wedi dod i ben; neu
- unrhyw benderfyniad arall mewn perthynas â'r gŵyn.

6.4.12. Mae gofynion y safon hon yn cwmpasu unrhyw ddull y bydd corff yn rhoi gwybod i aelod o staff beth yw ei benderfyniad. Gall hyn gynnwys rhoi gwybod i aelod o staff ar lafar, wyneb-yn-wyneb neu'n ysgrifenedig.

I bwy mae'r safonau hyn yn gymwys?

6.4.13. Mae safonau 112–115 yn gymwys i bob 'aelod o staff'. Gweler adran 3 y cod hwn am ddehongliad o'r term hwnnw.

6.4.14. Dim ond i aelodau o staff sy'n gwneud cwyn neu sy'n destun cwyn y mae safonau 112–115 yn gymwys. Os oes eraill ynghlwm â'r broses—er enghraifft cynrychiolydd undeb, swyddog adnoddau dynol, rheolwr llinell neu dyst—nid oes rhaid cynnig cyfarfod yn Gymraeg iddynt hwy o dan y safonau hyn (ond gall safonau eraill fod yn berthnasol).

6.5 Safonau ynghylch corff yn disgyblu staff [safonau 116–119]

Beth yw'r gofynion?

6.5.1. Mae'r safonau canlynol yn ei gwneud yn ofynnol i gorff ganiatáu i bob aelod o'u staff ymwneud â'r corff yn Gymraeg mewn perthynas â'r broses ddisgyblu fewnol. Mae'r safonau hyn hefyd yn berthnasol i bob elfen yn ymwneud â disgyblu, megis unrhyw apêl gysylltiedig.

Safon 116

6.5.2. Rhaid i gorff ganiatáu i bob aelod o'i staff gael ymateb yn Gymraeg i unrhyw honiadau a wnaed yn eu herbyn mewn unrhyw broses ddisgyblu fewnol.

6.5.3. Mae 'caniatáu' i staff gael ymateb yn Gymraeg yn cynnwys caniatáu i staff:

- ymateb ar lafar neu'n ysgrifenedig yn Gymraeg, a
- chyflwyno deunydd ysgrifenedig sy'n berthnasol i'r honiadau yn Gymraeg (e.e. tystiolaeth), heb fod angen i'r aelod o staff ei gyfieithu.

Safon 116A

6.5.4. Rhaid i gorff ddatgan mewn unrhyw ddogfen sydd ganddo sy'n nodi ei drefniadau ar gyfer disgyblu staff fod pob aelod o staff yn cael ymateb yn Gymraeg i unrhyw honiadau a wnaed yn eu herbyn.

6.5.5. Mae'n bosibl bod gan gorff bolisi neu weithdrefn sy'n nodi'r trefniadau ar gyfer disgyblu staff yn barod. Gall corff gydymffurfio â'r elfen hon o'r safon drwy:

- ddiwygio'r polisi hwnnw i gynnwys datganiad sy'n amlygu hawl yr aelodau staff, neu
- gynnwys datganiad i'r un perwyl mewn polisi neu weithdrefn newydd.

6.5.6. Yn ogystal, os yw'r corff yn dechrau gweithdrefn ddisgyblu mewn perthynas ag aelod o staff, disgwylir iddo roi gwybod i'r aelod o staff am yr hawl honno.

Safon 117

6.5.7. Os oes angen i'r corff gynnal cyfarfod ag aelod o staff ynghylch achos disgyblu mewn perthynas â'i ymddygiad, rhaid iddo gynnig cynnal y cyfarfod hwnnw yn Gymraeg. Rhaid i'r corff gynnal y cyfarfod yn Gymraeg heb gymorth gwasanaeth cyfieithu os yw'r aelod o staff wedi nodi ei fod yn dymuno hynny.

Safon 118

6.5.8. Os oes angen cynnal cyfarfod ag aelod o staff ynghylch achos disgyblu mewn perthynas â'i ymddygiad, rhaid i gorff:

- ofyn i'r aelod o staff a yw'n dymuno defnyddio'r Gymraeg yn y cyfarfod, ac
- esbonio y bydd yn darparu gwasanaeth cyfieithu o'r Gymraeg i'r Saesneg at y diben hwnnw os yw'n ofynnol.

6.5.9. Rhaid i'r corff ddarparu gwasanaeth cyfieithu ar y pryd at y diben hwnnw os yw'r aelod o staff wedi nodi ei fod yn dymuno hynny, ac os nad oes modd cynnal y cyfarfod yn Gymraeg heb wasanaeth cyfieithu.

Safon 119

6.5.10. Pan fo corff yn rhoi gwybod i aelod o staff beth yw ei benderfyniad yn dilyn proses ddisgyblu, rhaid iddo wneud hynny yn Gymraeg os yw un neu ragor o'r canlynol wedi'u bodloni:

- pan fo'r aelod o staff wedi ymateb i honiadau yn ei erbyn yn Gymraeg
- pan fo'r aelod o staff wedi gofyn bod cyfarfod ynghylch y broses ddisgyblu yn cael ei gynnal yn Gymraeg, neu
- pan fo'r aelod o staff wedi gofyn am gael defnyddio'r Gymraeg mewn cyfarfod ynglŷn â'r broses ddisgyblu.

6.5.11. Mae gofynion y safon hon yn cwmpasu unrhyw ddull y bydd corff yn rhoi gwybod i aelod o staff beth yw ei benderfyniad. Gall hyn gynnwys rhoi gwybod i aelod o staff ar lafar, wyneb-yn-wyneb neu'n ysgrifenedig.

I bwy mae'r safonau hyn yn gymwys?

6.5.12. Mae safonau 116–119 yn gymwys i bob 'aelod o staff.' Gweler adran 3 y cod hwn am ddehongliad o ystyr y term hwnnw.

6.5.13. Dim ond yr aelod o staff y gwneir honiadau yn ei erbyn y mae safonau 116–119 yn gymwys. Os oes eraill ynghlwm â'r broses—er enghraifft cynrychiolydd undeb, swyddog adnoddau dynol, rheolwr llinell neu dyst—nid oes rhaid cynnig cyfarfod yn Gymraeg iddynt hwy o dan y safonau hyn (ond gall safonau eraill fod yn berthnasol).

6.6 Safonau ynghylch technoleg gwybodaeth a deunyddiau cymorth a ddarperir gan gorff [safon 120]

Beth yw'r gofynion?

6.6.1. Rhaid i gorff ddarparu:

- meddalwedd gyfrifiadurol ar gyfer gwirio sillafu a gramadeg Cymraeg i'w staff, a
- rhyngwynebau Cymraeg ar gyfer meddalwedd (os oes rhyngwyneb Cymraeg eisoes ar gael).

A oes rhaid i gorff ddarparu'r feddalwedd i bob aelod o staff?

6.6.2. Nid yw'r safon yn berthnasol i garfan benodol o staff, megis y rhai hynny sy'n gallu siarad Cymraeg, yn unig. Rhaid i'r corff gynnig darparu'r feddalwedd uchod i'w holl staff. Disgwylir iddo wneud hynny yn rhagweithiol.

6.6.3. Nid yw'r safon hon yn golygu bod rhaid i'r staff ddefnyddio'r feddalwedd dan sylw yn Gymraeg. Y gofyniad yw i gorff roi'r feddalwedd ar gael i'w staff ei defnyddio os ydynt yn dymuno hynny.

6.6.4. Gall 'darparu' meddalwedd i staff gynnwys:

- gosod y feddalwedd ar bob cyfrifiadur fel mater o drefn (fel bod modd i staff ddewis ei defnyddio ai peidio)
- gosod y feddalwedd ar eu rhan os ydynt yn dymuno (os nad yw'r feddalwedd eisoes ar gael ar y cyfrifiadur), neu
- roi cyfarwyddiadau a chaniatâd iddynt i'w gosod eu hunain.

Beth yw ystyr y term 'meddalwedd gwirio sillafu a gramadeg'?

6.6.5. Mae'r mathau hyn o feddalwedd fel arfer yn caniatáu i'r defnyddiwr wirio sillafu a gramadeg eu testun wrth deipio neu ar ddiwedd darn o waith wrth glicio botwm. Mae'r feddalwedd fel arfer yn cynnig geiriau amgen neu gyngor pan amlygir gwall gramadegol neu gamgymeriad teipio.

6.6.6. Mae meddalwedd gwirio sillafu a gramadeg ar gael fel rhan o rai rhaglenni cyfrifiadurol poblogaidd yn ddiofyn neu drwy ei lawrlwytho fel atodiad. Mae meddalwedd hefyd ar gael yn fasnachol i'w phrynu ar ffurf trwydded neu i'w lawrlwytho am ddim.

6.6.7. Gall y math o feddalwedd gynnwys:

- pecyn Cysgliad (sy'n cynnwys Cysill), a
- gwirydd sillafu Microsoft Office neu Open Office.

Beth yw ystyr y term 'rhyngwynebau Cymraeg'?

6.6.8. Bydd natur rhyngwynebau yn newid fesul meddalwedd, ond mae rhyngwyneb yn cynnwys pob ffordd y bydd defnyddiwr yn ei ddefnyddio i gyfathrebu â rhaglen neu feddalwedd. Bydd y rhaglen neu'r feddalwedd yn edrych ac yn gweithio yr un fath yn union â phe byddai ganddo ryngwyneb Saesneg ond bod testun Cymraeg yn ymddangos ar bob botwm, rhuban offer ac yn y blaen.

6.6.9. Mae nifer o raglenni cyfrifiadurol poblogaidd yn cynnig rhyngwynebau Cymraeg y gellir eu lawrlwytho am ddim a cheir dolenni at nifer ohonynt ar wefan y Comisiynydd. Mae rhyngwynebau meddalwedd sydd ar gael yn (rhannol neu'n llawn yn) Gymraeg yn cynnwys:

- Systemau gweithredu Microsoft, Ubuntu, Fedora a Linux Mint
- Microsoft Office; Libre Office; Office 365

- Firefox; Microsoft Internet Explorer
- Outlook.com; Gmail; Mozilla Thunderbird
- Wordpress
- VLC-VideoLAN, a
- Skype.

6.6.10. Os nad oes rhyngwyneb Cymraeg ar gael ar gyfer meddalwedd neu raglen, nid oes rhaid i'r corff lunio un ei hun er mwyn cydymffurfio â'r safon hon.

6.7 Safonau ynghylch y fewnrwyd [safonau 121-126]

Beth yw'r gofynion?

6.7.1. Mae'r safonau hyn yn ei gwneud yn ofynnol i gorff sicrhau bod tudalennau ei fewnrwyd ar gael ac yn gweithredu'n llawn yn Gymraeg ac nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg.

6.7.2. Fel arfer, mae 'mewnrwyd' yn golygu rhwydwaith mewnol cyfrifiadurol sydd:

- ar gael i staff y corff yn unig
- wedi'i seilio ar dechnoleg gwefan, ac sydd
- ar gael er mwyn i staff gyfathrebu neu rannu gwybodaeth gyda'i gilydd.

Safon 121

6.7.3. Rhaid i gorff sicrhau bod:

- testun pob tudalen ar ei fewnrwyd ar gael yn Gymraeg
- bod pob tudalen Gymraeg ar y fewnrwyd yn gweithredu'n llawn, ac
- nad yw'r Gymraeg ei thrin yn llai ffafriol na'r Saesneg ar y fewnrwyd.

6.7.4. Rhaid i gorff sicrhau bod yr holl destun ar y tudalennau ar gael yn Gymraeg. Mae hyn yn cynnwys y tudalennau a nodir yn safonau 122 a 123.

Safon 122

6.7.5. Rhaid i gorff sicrhau bod:

- testun hafan eu mewnrwyd ar gael yn Gymraeg
- bod unrhyw destun Cymraeg ar hafan y fewnrwyd (neu hafan Gymraeg y fewnrwyd os yw'n berthnasol) yn gweithredu'n llawn, ac
- nad yw'r Gymraeg cael ei thrin yn llai ffafriol na'r Saesneg mewn perthynas â hafan y fewnrwyd.

6.7.6. Mae 'hafan' yn golygu'r dudalen ar wefan sydd fel arfer yn gweithredu fel y brif dudalen neu'r dudalen gartref ar gyfer y fewnrwyd. Mae'r hafan fel arfer yn gweithredu fel tudalen llywio ac yn cynnwys dolenni at y gwahanol adrannau a geir ar y fewnrwyd.

6.7.7. Nid oes rhaid i'r testun Cymraeg ymddangos ar yr un hafan â'r testun Saesneg. Gall corff ddewis cael hafan Gymraeg a hafan Saesneg ar wahân os yw'n dymuno, cyn belled â bod hynny'n golygu nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg mewn perthynas â'r hafan Gymraeg honno.

Safon 123

6.7.8. Os yw corff yn cyhoeddi tudalen newydd neu'n diwygio tudalen ar ei fewnrwyd, rhaid iddo sicrhau:

- bod testun y dudalen honno ar gael yn Gymraeg
- bod unrhyw fersiwn Gymraeg o'r dudalen yn gweithredu'n llawn, ac
- nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg mewn perthynas â thestun y dudalen honno.

6.7.9. Byddai tudalen ar y fewnrwyd yn un 'newydd' os yw'r corff yn cyhoeddi'r dudalen honno o'r newydd ar ôl diwrnod gosod y safon.

6.7.10. Byddai tudalen yn cael ei 'diwygio' os yw corff yn gwneud newidiadau i'r dudalen honno ar ôl diwrnod gosod y safon. Gall hyn gynnwys sefyllfaoedd lle mae corff yn diweddaru, yn dileu, yn ychwanegu neu'n cywiro cynnwys ar y dudalen honno.

Safon 124

6.7.11. Os oes gan gorff dudalen Gymraeg ar ei fewnrwyd sy'n cyfateb i dudalen Saesneg, rhaid iddo nodi'n glir ar y dudalen Saesneg bod y dudalen hefyd ar gael yn Gymraeg. Rhaid iddo hefyd ddarparu dolen uniongyrchol at y dudalen Gymraeg ar y dudalen Saesneg gyfatebol.

6.7.12. Nid oes rhaid i gorff nodi datganiad sydd air am air â'r uchod ar bob tudalen Saesneg perthnasol. Gall corff ei gwneud yn glir bod tudalen Saesneg hefyd ar gael yn Gymraeg drwy gynnwys botwm ar y dudalen Saesneg sy'n llywio'r defnyddiwr at y dudalen Gymraeg gyfatebol.

6.7.13. Er enghraifft, gall corff gynnwys botwm "Cymraeg" mewn safle amlwg (ar frig y dudalen) ar dudalen Saesneg a fyddai'n cynnwys dolen at y dudalen Gymraeg gyfatebol. Ni fyddai arddangos baner (e.e. baner Cymru) yn cyfleu yn ddigonol bod tudalen Saesneg hefyd ar gael yn Gymraeg.

Safon 125

6.7.14. Rhaid i gorff neilltuo a chynnal tudalen (neu dudalennau) ar ei fewnrwyd sy'n:

- darparu gwasanaethau a deunydd cymorth i hybu'r Gymraeg, ac sy'n
- cynorthwyo staff i ddefnyddio'r Gymraeg.

6.7.15. Disgwylir i'r corff ystyried y materion canlynol wrth neilltuo a chynnal y dudalen neu'r tudalennau perthnasol:

- a yw'r cynnwys ac ystod y gwasanaethau a'r deunyddiau yn adlewyrchiad o faint y corff
- a yw'r cynnwys yn berthnasol ac yn gymwys i bob un o'i wasanaethau, adrannau, unedau neu dimoedd a natur eu gwaith.

6.7.16. Gall y dudalen (neu'r tudalennau) gynnwys:

- cyfarwyddiadau ar sut i ddefnyddio neu ganfod gwirwyr sillafu a gramadeg (e.e. gwirydd sillafu a gramadeg Cymraeg Cysill a'r gwirydd sillafu Microsoft Word)

- cyfarwyddiadau ar sut i ddefnyddio neu ganfod geiriaduron, geirfaoedd a thermiaduron technegol, naill ai oddi ar-lein (e.e. Cysgeir, yr ap ffôn Geiriadur ar gyfer iOS ac Android) neu ar-lein (e.e. y Porth Termau Cenedlaethol, Byd Term Cymru, Geiriadur yr Academi, Geiriadur Prifysgol Cymru y Drindod Dewi Sant, Geiriadur Prifysgol Cymru, Geiriadur Prifysgol Bangor, y Termiadur Addysg, Gweiadur neu Adnoddau Termau Academaidd y Coleg Cymraeg Cenedlaethol)
- cyfarwyddiadau ar sut i ddefnyddio neu ganfod meddalwedd cof cyfieithu neu feddalwedd cyfieithu peirianyddol
- cyfarwyddiadau ar sut i osod neu newid rhyngwynebau meddalwedd neu apiau i'r Gymraeg ynghyd â sut i fewnbynnu acenion Cymraeg (megis to bach)
- cyfeirlyfr o bersonau a all siarad y Gymraeg a sy'n gallu darparu gwasanaeth yn Gymraeg
- cyfeirlyfr o wasanaethau cyfieithu mewnol ac/neu allanol a sut i'w trefnu
- disgrifiad o'r hyfforddiant sydd ar gael i staff ddysgu/wella eu sgiliau Cymraeg a sut i gofrestru ar eu cyfer
- manylion ynghylch cyfleoedd anffurfiol i ddefnyddio'r Gymraeg yn y gweithle (e.e. sesiynau ymarfer anffurfiol).

Safon 126

6.7.17. Rhaid i gorff ddarparu'r rhyngwyneb a'r dewislenni ar ei dudalennau mewnrwyd yn Gymraeg.

6.7.18. Nid oes rhaid i gorff sicrhau hynny ar gyfer tudalennau Saesneg os yw corff yn sicrhau hynny ar gyfer ei dudalennau Cymraeg cyfatebol. Fodd bynnag, os yw tudalen yn gweithredu fel y dudalen Gymraeg a Saesneg gyda'i gilydd (e.e. hafan dwyieithog ar y fewnrwyd), rhaid i gorff sicrhau bod y rhyngwyneb a'r dewislenni yn Gymraeg ar y dudalen honno.

Beth yw ystyr y termau 'rhyngwyneb' a 'dewislenni'?

6.7.19. Bydd natur rhyngwynebau a dewislenni yn newid fesul mewnrwyd. Mae rhyngwyneb yn cynnwys pob rhan o'r fewnrwyd y bydd defnyddiwr yn ei defnyddio i gyfathrebu a rhyngweithio â'r fewnrwyd.

6.7.20. Mae dewislenni yn gallu cynnwys rhestr o ddewisiadau, eitemau, neu orchmynion i ddefnyddiwr ddewis ohonynt (e.e. cwymplen sy'n agor i lawr i ddangos rhestr o ddewisiadau posibl).

Beth yw ystyr y term 'peidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg'?

6.7.21. Mae Atodlen 3, Rhan 3 , Paragraff 11 y rheoliadau yn nodi:

"At ddibenion safonau 121, 122 a 123 (mewnrwyd corff), mae cyfeiriadau at beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg yn cynnwys, ymysg pethau eraill (ac yn ogystal â materion penodol y cyfeirir atynt mewn unrhyw safon unigol), peidio â thrin y Gymraeg yn llai ffafriol o ran—

(a) golwg y deunydd (er enghraifft o ran lliw, ffont, maint a fformat unrhyw destun);

(b) pryd y caiff y deunydd ei gyhoeddi ar y fewnrwyd;

ond nid yw'n golygu bod yn rhaid i'r deunydd Cymraeg ymddangos ar yr un dudalen â'r deunydd Saesneg, nac ar dudalen a fydd yn debygol o agor cyn y fersiwn Saesneg gyfatebol o'r dudalen."

6.7.22. Gall 'materion eraill' gynnwys peidio â thrin y Gymraeg yn llai ffafriol o ran:

- iaith y deunydd
- trefn iaith y deunydd
- safon ac ansawdd y deunydd
- lleoliad ac amlygrwydd y deunydd
- pryd caiff y deunydd ei ddarparu neu ei arddangos
- sut caiff y deunydd ei gyhoeddi, ei ddarparu neu ei arddangos
- fformat cyhoeddi'r deunydd
- eglurder a chywirdeb y deunydd (er enghraifft o ran ystyr a mynegiant unrhyw destun), a
- chynnwys y deunydd (er enghraifft o ran manylder neu ansawdd y wybodaeth a gynhwysir yn y deunydd).

6.7.23. Nid yw'r term yn golygu bod rhaid i gorff sicrhau bod deunydd Cymraeg yn ymddangos ar yr un dudalen â'r deunydd Saesneg. Gall hyn olygu:

- nad oes rhaid i gorff sicrhau bod y deunydd Cymraeg (fel dogfennau) yn ymddangos ar fersiwn Saesneg o dudalen mewnrwyd (os yw'r deunydd Cymraeg yn ymddangos ar y fersiwn Gymraeg neu ddwyieithog o dudalen), ac
- nad oes rhwystr i gorff ddangos deunydd Cymraeg a Saesneg ar yr un dudalen (h.y. tudalen ddwyieithog) os yw'n dymuno.

6.7.24. Fodd bynnag, gall cyhoeddi mewnrwyd mewn modd sy'n golygu mai Saesneg yw'r iaith ddiofyn drin y Gymraeg yn llai ffafriol na'r Saesneg (e.e. cyfeiriad y fewnrwyd yn mynd â pherson yn syth at y fersiwn Saesneg o'r fewnrwyd). Golyga hynny mai dim ond ar ôl i ddefnyddiwr ddewis iaith y gall deunydd Cymraeg a Saesneg ymddangos ar dudalennau ar wahân.

A yw gofynion safonau 121–126 yn golygu bod rhaid i'r holl gynnwys sydd ar y fewnrwyd fod yn Gymraeg?

6.7.25. Nac ydy, dim o reidrwydd. Mae Atodlen 3, Rhan 3, Paragraff 14 y rheoliadau yn nodi:

"Nid yw safonau 121 i 124 (y fewnrwyd) yn gymwys i—

(a) dogfennau y darperir dolen iddynt ar y fewnrwyd, deunydd hysbysebu ar y fewnrwyd, na chlipiau fideo a sain ar y fewnrwyd (gweler safonau 105 i 111 am ddarpariaeth benodol mewn perthynas â dogfennau);

(b) gwybodaeth a gyflwynir gan bersonau ar dudalen ryngweithiol a gyhoeddir ar fewnrwyd corff (er enghraifft, ar adran ar gyfer sylwadau neu ar fforwm trafod)."

6.7.26. Mae'r safonau hyn felly yn berthnasol i unrhyw ddeunydd sydd ar fewnrwyd corff, ac eithrio deunydd a gyflwynir drwy'r cyfryngau a nodir uchod.

6.7.27. Os yw corff yn darparu dolenni at adnoddau eraill ar ei fewnrwyd, disgwylir iddynt fod yn gyson â iaith y dudalen honno er mwyn sicrhau nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg. Er enghraifft, disgwylir i ddolen a ddarperir ar dudalen Gymraeg o'r fewnrwyd arwain at fersiwn Gymraeg o'r adnodd, os oes fersiwn Gymraeg ar gael. Fodd bynnag, nid oes rhaid i gorff gyfieithu'r adnodd i'r Gymraeg oni bai bod safon arall yn nodi bod rhaid gwneud hynny.

6.7.28. Felly, os yw corff yn darparu dolen i ddogfen ar ei fewnrwyd, safonau 40 i 49 neu safonau 105 i 111 fydd yn berthnasol i'r ddogfen honno ac nid y safonau hyn. Er hynny, gall corff sicrhau nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg drwy sicrhau bod dolen yn mynd at fersiwn Gymraeg o ddogfen, os oes fersiwn Gymraeg yn bodoli yn unol â gofynion safonau 40 i 49 neu safonau 105 i 111.

6.7.29. Yn yr un modd, os yw corff yn darparu deunyddiau hysbysebu megis clipiau fideo a sain ar ei fewnrwyd, safon 37 fydd yn berthnasol i'r deunyddiau hynny ac nid y safonau hyn. Er hynny, gall corff sicrhau nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg drwy sicrhau bod fersiynau Cymraeg o'r deunyddiau yn cael eu darparu, os oes fersiynau Cymraeg yn bodoli yn unol â gofynion safon 37.

6.7.30. Os yw person (sy'n gweithredu y tu allan i ddyletswyddau'r corff megis aelod staff mewn capasiti preifat) yn cyflwyno gwybodaeth ar dudalen ryngweithiol sydd wedi'i chyhoeddi ar fewnrwyd y corff, nid oes rhaid i'r corff gyfieithu'r wybodaeth honno i'r Gymraeg. Gall hynny gynnwys gwybodaeth a gaiff ei chyflwyno gan bersonau:

- mewn ystafelloedd sgwrsio
- ar adran ar gyfer sylwadau
- mewn fforwm drafod.

Beth yw ystyr y term 'gweithredu'n llawn'?

6.7.31. Mae'r term yn golygu bod corff yn sicrhau bod fersiwn Gymraeg o dudalen ar fewnrwyd corff yn gweithredu o leiaf yn yr un modd neu gystal â'r fersiwn Saesneg a hynny heb unrhyw gyfyngiadau neu wallau.

6.7.32. Gall hyn gynnwys sicrhau:

- bod fersiwn Cymraeg o dudalen yn cael ei diweddaru ac nad yw wedi'i hoedi o'i gymharu â'r fersiwn Saesneg o'r dudalen
- bod swyddogaethau chwilio yn gweithio yn llawn yn Gymraeg
- bod swyddogaethau technolegol yn gweithio yn llawn yn Gymraeg (e.e. testun-i-leferydd)
- bod y fersiynau Cymraeg yn cynnwys yr un wybodaeth ag a geir ar fersiynau Saesneg
- nad yw dolenni wedi torri
- nad oes namau yn ymddangos ar y tudalennau Cymraeg.

6.8 Corff yn meithrin sgiliau yn y Gymraeg drwy gynllunio a hyfforddi'r gweithlu [safonau 127-135]

Beth yw'r gofynion?

6.8.1. Mae'r safonau hyn yn ymwneud â chorff yn cynyddu sgiliau ei weithlu yn y Gymraeg drwy gynllunio a hyfforddi.

Safon 127

6.8.2. Rhaid i gorff asesu sgiliau Cymraeg ei gyflogeion.

6.8.3. Gall canlyniadau'r asesiad alluogi corff i gynllunio ei weithlu fel bod lefelau digonol o sgiliau iaith Gymraeg ar gyfer ymateb i unrhyw anghenion drwy:

- adnabod beth yw sgiliau iaith Gymraeg presennol y gweithlu, a thrwy hynny, adnabod pwy all ddarparu gwasanaethau yn Gymraeg
- adnabod beth yw anghenion y corff o ran sgiliau Cymraeg, gan gynnwys asesu'r angen am sgiliau yn y Gymraeg ar gyfer swydd newydd neu swydd wag yn unol â safon 136, a
- cynllunio i gynnal a chynyddu sgiliau Cymraeg y gweithlu i ateb yr anghenion hynny.

Pa fath o sgiliau Cymraeg sydd angen eu hasesu?

6.8.4. Gall corff asesu'r sgiliau Cymraeg canlynol:

- siarad
- gwrando
- darllen
- ysgrifennu
- deall.

6.8.5. Disgwylir i gorff asesu beth yw lefel y sgiliau Cymraeg sydd gan ei gyflogeion yn ôl pob math o sgìl a gaiff ei asesu. Gall hyn sicrhau bod gan gorff ddarlun cyflawn o alluoedd cyflogeion.

6.8.6. Fel arfer, mae lefelau sgiliau Cymraeg yn cael eu cofnodi yn unol â fframwaith cydnabyddedig. Mae'r Comisiynydd yn dymuno gweld rhagor o gysondeb yn y modd y cofnodir sgiliau Cymraeg cyflogeion, er mwyn hwyluso casglu data am y

gweithlu dwyieithog. Er mwyn sicrhau cysondeb cenedlaethol yn y modd y mae cyrff yn asesu sgiliau iaith Cymraeg cyflogeion, gall cyrff ddewis gwneud yr asesiad ar sail Fframwaith Cyfeirio Ewrop ar gyfer Ieithoedd (CEFR) i'r dyfodol.

6.8.7. Gellid defnyddio hefyd Gwiriwr Lefel Dysgu Cymraeg y Ganolfan Dysgu Cymraeg Genedlaethol (CDCG) er mwyn cyfrannu at ganfod lefel sgiliau Cymraeg cyflogeion a darganfod anghenion hyfforddi pellach. Offeryn diagnostig ar-lein yw hwn sy'n darganfod beth yw cymhwysedd Cymraeg personau wrth ddarllen, ysgrifennu, gwrando a siarad.[46] Bydd canlyniad y gwiriwr yn cyfateb i lefel Cwricwlwm Cenedlaethol Cymraeg i Oedolion: Mynediad, Sylfaen, Canolradd, Uwch a Hyfedredd.[47] Mae'r lefelau hyn yn cymharu gyda lefelau fframwaith CEFR a Fframwaith Cymdeithas Profwyr Ieithoedd yn Ewrop (ALTE) fel a ganlyn:

Lefelau CDCG	Lefel CEFR	Lefel ALTE
Mynediad	A1	Mynediad
Sylfaen	A2	1
Canolradd	B1	2
Uwch	B2	3
Hyfedredd	C1	4
-	C2	5

Yn ôl pa ddangosyddion ddylai'r corff asesu sgiliau Cymraeg y cyflogeion?

6.8.8. Gall corff gynnal yr asesiad mewn modd a fyddai'n galluogi iddo gofnodi sgiliau iaith Gymraeg cyflogeion yn ôl dangosyddion penodol.

6.8.9. Rhaid i gorff sicrhau bod yr asesiad yn galluogi iddo gofnodi'r nifer o gyflogeion sy'n meddu ar sgiliau yn Gymraeg yn unol â safon 151.

6.8.10. Fodd bynnag, gall corff gynnal asesiad hefyd mewn modd a fyddai'n galluogi iddo gofnodi sgiliau Cymraeg cyflogeion:

- yn sefydliadol
- yn ôl canran
- yn ôl sgil
- yn ôl lefel
- yn ôl graddfa swydd
- fesul gweithle
- fesul gwasanaeth

[46] https://dysgucymraeg.cymru/

[47] Cwricwlwm Cenedlaethol Cymraeg i Oedolion
https://dysgucymraeg.cymru/media/1159/curriculum-amended-17_5_17.pdf
ceir trosolwg o ddatganiadau gallu y lefelau hyn yn ddogfen hon.

- fesul cyfarwyddiaeth, adran, neu dîm.

Pwy ddylai gynnal yr asesiad?

6.8.11. Mater i'r corff ei hun yw penderfynu pwy sy'n cynnal yr asesiad. Gall hyn gynnwys:

- cyflogeion yn hunanasesu eu sgiliau Cymraeg
- cyflogeion yn gwneud ymarferion neu brofion er mwyn asesu eu sgiliau Cymraeg
- rheolwyr yn canfod sgiliau Cymraeg cyflogai fel rhan o broses arfarnu.

Pa mor aml y dylid gwneud asesiad?

6.8.12. Er mwyn cydymffurfio â gofynion safon 151 (safon cadw cofnodion), rhaid i gorff gadw cofnod o nifer y cyflogeion sy'n meddu ar sgiliau yn y Gymraeg ar ddiwedd pob blwyddyn ariannol.

6.8.13. Felly, er mwyn cydymffurfio â gofynion safon 151 ynghyd â chynnal cofnodion cyfredol, rhaid i gorff gynnal asesiad o'r fath o leiaf yn flynyddol. Fodd bynnag, gall y Comisiynydd ofyn i gorff ddarparu'r wybodaeth uchod ar unrhyw adeg o'r diwrnod gosod ymlaen, yn unol â gofynion safon 172.

6.8.14. Disgwylir bod yr wybodaeth yn cael ei chadw'n gyfredol, gan sicrhau bod unrhyw newidiadau i fanylion sgiliau Cymraeg yn cael eu diweddaru yn ôl yr angen. Gall newidiadau o'r fath gynnwys sefyllfa pan fo:

- lefel sgiliau iaith cyflogai yn newid (e.e. yn dilyn mynychu gwersi Cymraeg yn unol â safonau 130 neu 131)
- cyflogai yn gadael y corff
- cyflogai newydd yn ymuno
- cyflogai yn symud i leoliad, cyfarwyddiaeth, adran, neu dîm arall (a bod y newidiadau hynny'n effeithio ar y cofnod sydd gan y corff).

Safon 128

6.8.15. Rhaid i gorff ddarparu hyfforddiant yn Gymraeg ym mhob un o'r meysydd canlynol, os ydynt yn darparu hyfforddiant yn y meysydd hyn yn Saesneg:

- recriwtio a chyfweld
- rheoli perfformiad
- gweithdrefnau cwyno a disgyblu
- ymsefydlu
- delio â'r cyhoedd
- iechyd a diogelwch.

6.8.16. Os nad yw'r corff yn darparu hyfforddiant yn un o'r meysydd penodol hyn yn Saesneg, nid oes rhaid iddo ddarparu'r hyfforddiant yn y maes penodol hwnnw yn Gymraeg er mwyn cydymffurfio â'r safon.

6.8.17. Mae'r math o hyfforddiant a ddarperir yn y meysydd hyn yn ddibynnol ar natur a swyddogaethau'r corff. Gall felly amrywio o gorff i gorff. Fodd bynnag, gall enghreifftiau gynnwys:

Maes	Enghreifftiau o hyfforddiant
Recriwtio a chyfweld	Hyfforddiant ar: o ddulliau recriwtio neu gyfweld o asesu a dethol ymgeiswyr o sgiliau cyfathrebu wrth recriwtio neu gyfweld o llunio disgrifiadau swydd neu fanylebau person.
Rheoli perfformiad	Hyfforddiant ar: o ddeall a gweithredu prosesau rheoli perfformiad o sut i roi adborth yn effeithiol o sut i osod amcanion a disgwyliadau.
Gweithdrefnau cwyno a disgyblu	Hyfforddiant: o sy'n cael ei ddarparu i bersonau sydd â chyfrifoldeb dros reoli'r broses cwyno a disgyblu yn y gwaith, neu o sy'n egluro sut i sefydlu a gweithredu gweithdrefnau mewn modd priodol ac yn unol â'r gyfraith.
Ymsefydlu	Hyfforddiant sy'n: o rhoi cyflwyniad ffurfiol i'r corff neu i swydd o darparu gwybodaeth gyffredinol ddefnyddiol am y corff neu'r swydd newydd (fel strwythur staffio, cyfleusterau, hanes cryno'r sefydliad, swyddogaethau a nodau'r sefydliad) o darparu gwybodaeth am weithdrefnau a pholisïau sefydliadol o darparu gwybodaeth am faterion gweinyddol (e.e. defnydd o'r rhyngrwyd, ffôn, e-bost neu sut i awdurdodi gwyliau) o rhoi crynodeb o delerau ac amodau'r swydd (e.e. cyfnodau prawf).
Delio â'r cyhoedd	Hyfforddiant sy'n: o ymwneud â sut y disgwylir i staff ymddwyn wrth ymwneud ag aelodau'r cyhoedd o darparu gwybodaeth am weithdrefnau, prosesau neu ganllawiau y dylai staff eu dilyn wrth ddelio gydag aelodau'r cyhoedd o gwybodaeth am sut i sicrhau bod staff yn delio â'r cyhoedd yn effeithiol o darparu neu'n cynnwys ymarferion ar senarios posibl er mwyn ennyn hyder wrth ddelio â'r cyhoedd.
Iechyd a diogelwch	Hyfforddiant: o a ddarperir yn unol â deddfwriaeth iechyd a diogelwch (e.e. Deddf Iechyd a Diogelwch yn y Gwaith etc 1974) o tân o iechyd meddwl o cymorth cyntaf o codi a chario o diogelu ac amddiffyn plant o diogelu data a gwybodaeth.

Safon 129

6.8.18. Rhaid i gorff ddarparu hyfforddiant (yn Gymraeg) ar ddefnyddio'r Gymraeg yn effeithiol mewn:

- cyfarfodydd
- cyfweliadau, a
- gweithdrefnau cwyno a disgyblu.

6.8.19. Nid yw'r safon hon yn ddibynnol ar y graddau y mae corff yn darparu hyfforddiant tebyg yn Saesneg.

6.8.20. Mae'r Ganolfan Dysgu Cymraeg Genedlaethol yn darparu'r math hwn o hyfforddiant drwy eu cynllun Cymraeg Gwaith.

Pwy ddylai dderbyn yr hyfforddiant yn unol â safon 128 a safon 129?

6.8.21. Nid yw'r safonau hyn wedi eu hanelu at unrhyw gyflogeion penodol o fewn corff. Serch hynny, rhaid i gorff sicrhau bod yr hyfforddiant perthnasol ar gael i'w weithlu yn Gymraeg yn unol â'r angen.

Beth yw ystyr y term 'defnyddio'r Gymraeg yn effeithiol'?

6.8.22. Mae'r term yn cyfeirio at gynyddu gallu a hyder cyflogeion i gynnal y gweithgareddau a nodir yn y safon yn effeithiol trwy gyfrwng y Gymraeg.

6.8.23. Mae'r term yn berthnasol i elfennau amrywiol o weithgareddau corff a gallai fod yn berthnasol i gyflogeion sy'n ymgymryd â swyddogaethau amrywiol. Gallai gynnwys gweithgareddau megis arwain neu gadeirio cyfarfod (mewnol neu'n allanol) neu gyfrannu i gyfarfodydd. Gallai hefyd fod yn berthnasol i gyflogeion sy'n dymuno cynyddu eu hyder i ddefnyddio'r Gymraeg wrth gynnal cyfweliadau neu mewn achosion cwyno a disgyblu.

6.8.24. Gallai'r hyfforddiant gynnwys y canlynol:

- ystyried pa dermau cyffredin Cymraeg i'w defnyddio fel rhan o'r gweithgareddau a nodir yn y safon, er mwyn sicrhau bod y Gymraeg yn cael ei defnyddio'n effeithiol at bwrpas y gweithgareddau hyn, ac i gynyddu hyder i ddefnyddio'r iaith yn effeithiol ynddynt
- rhoi arweiniad ar unrhyw ddogfennau neu ffurflenni Cymraeg a ddefnyddir gan y corff at bwrpas y gweithgareddau a nodir yn y safon, er mwyn codi hyder i ddefnyddio'r dogfennau a'r ffurflenni hyn yn effeithiol
- codi ymwybyddiaeth o'r polisïau a chanllawiau mewnol sy'n bodoli ar gyfer defnyddio'r Gymraeg, yn ogystal ag ymwybyddiaeth o'r safonau perthnasol mewn cysylltiad â chyfarfodydd, cyfweliadau a gweithdrefnau cwyno a disgyblu.

Beth yw ystyr '[d]darparu hyfforddiant'?

6.8.25. Mae'r term yn golygu bod y corff yn addysgu ei staff mewn maes penodol er mwyn cynyddu eu gwybodaeth am y maes.

6.8.26. Bydd natur unrhyw hyfforddiant a'r adnoddau fydd eu hangen i ddarparu yn newid yn ôl natur bob corff. Y gofyniad yn safonau 128 a 129 yw bod yr hyfforddiant yn cael ei ddarparu yn Gymraeg yn unol â threfniadau'r corff.

6.8.27. Nid oes rhaid i gorff ddarparu cwrs yn Gymraeg os nad oes unrhyw berson am dderbyn y cwrs hwnnw. At hynny, nid yw safon 128 yn rhwystro corff rhag cynnig cwrs yn Gymraeg ac yn Saesneg ar yr un pryd.

6.8.28. Mae rhai cyrsiau lle na fyddai gwasanaethu cyfieithu yn briodol. Fodd bynnag, gall rhai cyrsiau eraill, megis cwrs sydd ar ffurf dosbarth traddodiadol, fod yn rhai y gellid eu darparu drwy ddulliau megis gwasanaethau.

A yw'r gofyniad yn ymestyn i hyfforddiant a ddarperir gan hyfforddwyr allanol?

6.8.29. Ydy, i'r graddau bod y trydydd parti yn darparu'r hyfforddiant ar ran y corff drwy drefniant.

Safon 130

6.8.30. Rhaid i gorff ddarparu cyfleoedd yn ystod oriau gwaith:

- i'w gyflogeion gael gwersi Cymraeg sylfaenol, ac
- i gyflogeion sy'n rheoli pobl eraill gael hyfforddiant ar ddefnyddio'r Gymraeg yn eu rôl fel rheolwyr.

Beth yw ystyr y term 'gwersi Cymraeg sylfaenol'?

6.8.31. Mae'r term yn golygu gwersi ar gyfer dysgu sgiliau sylfaenol yn Gymraeg, fel sgiliau gwrando, deall, darllen, siarad ac ysgrifennu. Bwriad y gwersi hyn fyddai galluogi cyflogai i gyflawni swyddogaethau sylfaenol trwy gyfrwng y Gymraeg.

6.8.32. Gall hynny gynnwys y gallu i gyflawni'r canlynol:

- ynganu geiriau (megis enwau pobl, teitlau a llefydd perthnasol i'r gweithle) yn gywir
- cyflwyno eu hunain
- defnyddio ymadroddion bob dydd cyfarwydd (megis cyfarchion, diolch a chyfeirio rhywun i ystafell)
- rhoi manylion personol sylfaenol (megis enw, enw'r sefydliad, cyfeiriad)
- canfod dewis iaith person
- dechrau neges ysgrifenedig a'i gorffen yn briodol
- deall cyfarchion
- deall unrhyw ymadroddion a ddefnyddir yn gyson yn y gweithle
- deall manylion personol sylfaenol (e.e. enw a chyfeiriad).

6.8.33. Gall 'gwersi Cymraeg sylfaenol' gynnwys hyfforddiant ar lefel 'cyn-fynediad'. Gall hyn olygu'r hyfforddiant a ddarperir cyn i gyflogai wneud hyfforddiant ar lefel 'Mynediad (A1)'.

Oes nifer penodol o oriau o wersi neu hyfforddiant i'w darparu?

6.8.34. Nid oes cyfyngiad ar yr oriau y mae'n rhaid eu cynnig o dan safonau 130 a 131.

Beth yw ystyr y term 'defnyddio'r Gymraeg yn eu rôl fel rheolwyr'?

6.8.35. Mae'r term yn cyfeirio'n benodol at gynyddu gallu a hyder cyflogeion sy'n rheoli eraill i gynnal swyddogaethau o ddydd i ddydd fel rheolwr trwy gyfrwng y Gymraeg.

6.8.36. Gall enghreifftiau o'r hyn y gellir ei gynnwys yn yr hyfforddiant gynnwys y canlynol:

- codi ymwybyddiaeth o sut y gellir defnyddio'r Gymraeg mewn materion megis trafod amcanion perfformiad gyda chyflogeion, cynnal cyfarfodydd gyda chyflogeion trwy gyfrwng y Gymraeg
- rhoi arweiniad am unrhyw ddogfennau neu ffurflenni Cymraeg y bydd disgwyl i gyflogeion eu cwblhau yn eu rôl fel rheolwyr, er mwyn hwyluso defnyddio'r ffurflenni hyn a sicrhau bod y dogfennau a'r ffurflenni yn cael eu defnyddio yn effeithiol
- codi ymwybyddiaeth o'r polisïau a chanllawiau mewnol sydd yn eu lle ar gyfer defnyddio'r Gymraeg, yn ogystal ag ymwybyddiaeth o'r safonau perthnasol yn eu rôl fel rheolwyr.

Safon 131

6.8.37. Rhaid i gorff ddarparu cyfleoedd i gyflogeion, sydd wedi cwblhau hyfforddiant Cymraeg sylfaenol, gael hyfforddiant pellach am ddim er mwyn datblygu eu sgiliau iaith ymhellach.

6.8.38. Gall hyn gynnwys hyfforddiant ar lefel:

- Mynediad (A1)
- Sylfaen (A2)
- Canolradd (B1)
- Uwch (B2)
- Hyfedredd (C1)
- neu unrhyw lefel arall sy'n datblygu sgiliau iaith Gymraeg y cyflogai ymhellach y tu hwnt i'r lefel a gyrhaeddir yn dilyn y 'gwersi Cymraeg sylfaenol' a ddarperir yn unol â safon 130.

6.8.39. Gall y math o hyfforddiant hefyd gynnwys hyfforddiant i ddatblygu sgiliau iaith cyflogeion sydd eisoes yn rhugl yn y Gymraeg ond sydd am:

- loywi eu sgiliau iaith Gymraeg, neu
- ddatblygu hyder i ddefnyddio'u sgiliau iaith i ddrafftio dogfennau a gohebiaeth yn ddwyieithog.

6.8.40. Gall y corff sicrhau bod yr hyfforddiant yn cael ei gynnal yn ystod oriau gwaith arferol y cyflogai, ond nid oes rhaid gwneud hynny er mwyn cydymffurfio â'r safon.

Fodd bynnag, disgwylir i'r corff sicrhau na fyddai'r oriau y mae'r corff yn eu cynnig i gyflogai yn golygu bod y cyflogai o dan unrhyw anfantais.

Safon 132

6.8.41. Rhaid i gorff ddarparu'r hyfforddiant yn y meysydd canlynol i'w cyflogeion:

- ymwybyddiaeth o'r Gymraeg
- dealltwriaeth o'r ddyletswydd i weithredu yn unol â safonau'r Gymraeg, a
- dealltwriaeth am y modd y gellir defnyddio'r Gymraeg yn y gweithle.

6.8.42. Nid oes rhaid i'r hyfforddiant gael ei gynnal yn Gymraeg yn unol â'r safon hon, ond disgwylir i gorff ystyried gofynion sydd ar y corff yn unol â safon 128 i ddarparu'r hyfforddiant yn Gymraeg os yw'n darparu hynny yn y meysydd hyfforddiant perthnasol.

6.8.43. Gall enghreifftiau o'r hyn y gellir ei gynnwys yn yr hyfforddiant gynnwys:

- **ymwybyddiaeth o'r Gymraeg**—gall hyn gynnwys gwybodaeth am hanes yr iaith, tarddiad yr iaith Gymraeg, ffeithiau am yr iaith Gymraeg (megis gwybodaeth o'r Cyfrifiad), manteision defnyddio'r Gymraeg neu wybodaeth am Gomisiynydd y Gymraeg
- **dealltwriaeth o'r ddyletswydd i weithredu yn unol â safonau'r Gymraeg**—gall hyn gynnwys gwybodaeth am yr union safonau y mae'n rhaid i'r corff gydymffurfio â hwy a hefyd wybodaeth am y Mesur a'i amcanion
- **dealltwriaeth am y modd y gellir defnyddio'r Gymraeg yn y gweithle**—gall hyn gynnwys gwybodaeth am sut mae'r corff yn hybu a hwyluso defnyddio'r Gymraeg yn y gweithle neu wybodaeth am y safonau gweithredu yn y rheoliadau a'r hawliau sy'n deillio o'r rheiny.

Safon 133

6.8.44. Os yw corff yn darparu gwybodaeth i gyflogeion newydd (e.e. fel rhan o'r broses ymsefydlu), rhaid iddo ddarparu gwybodaeth i'r cyflogeion hynny er mwyn codi eu hymwybyddiaeth o'r Gymraeg.

6.8.45. Gellid darparu'r wybodaeth fel rhan o hyfforddiant neu ar ffurf dogfen. Nid oes rhaid darparu'r wybodaeth hon yn Gymraeg yn unol â'r safon hon, ond disgwylir i'r corff ystyried gofynion sydd arno yn unol â safon 128 i ddarparu'r wybodaeth yn Gymraeg os yw'n darparu hynny yn y meysydd hyfforddiant perthnasol.

6.8.46. Gall corff ddarparu gwybodaeth sy'n cynnwys:

- gwybodaeth am hanes yr iaith
- gwybodaeth am darddiad yr iaith Gymraeg
- ffeithiau am yr iaith Gymraeg (megis gwybodaeth o'r Cyfrifiad)
- gwybodaeth am yr iaith Gymraeg yn yr ardal y mae'r corff yn ei gwasanaethu
- manteision a phwysigrwydd defnyddio'r Gymraeg
- gwybodaeth am Gomisiynydd y Gymraeg, y safonau a dyletswyddau iaith.

Safon 134

6.8.47. Rhaid i gorff ddarparu geiriad neu logo ar gyfer llofnodion e-bost ei staff er mwyn dangos a ydynt yn siaradwyr Cymraeg rhugl neu'n ddysgwyr. Nid oes rhaid i gorff

ddarparu geiriad neu logo i'w staff ddefnyddio sy'n cyfleu'r uchod air am air â geiriad y safon. Fodd bynnag, disgwylir i'r geiriad neu'r logo fod yn ddigon clir ac eglur i ddangos bod aelod staff yn rhugl yn y Gymraeg neu'n dysgu'r Gymraeg.

6.8.48. Gellir arddangos logo Iaith Gwaith y Comisiynydd i gyfleu bod gan aelod o staff sgiliau yn y Gymraeg, ond ni fyddai'r logo ynddo'i hyn o reidrwydd yn cyfleu eu lefel rhuglder.

6.8.49. Bydd y ffordd y mae corff yn adnabod y graddau y mae ei staff yn siaradwyr Cymraeg 'rhugl' neu yn 'ddysgwyr' yn dibynnu ar sut mae'n asesu eu sgiliau iaith.

6.8.50. Os yw corff yn asesu sgiliau iaith staff yn unol â fframwaith CEFR, gall siaradwr Cymraeg 'rhugl' gynnwys aelod o staff sydd â sgiliau iaith Gymraeg sy'n cyfateb i lefel C1 neu'n uwch. Fel arfer, lefel C1 neu'n uwch yw'r lefel mwyaf priodol o ran gallu defnyddio'r Gymraeg yn effeithiol yn y gweithle. Gall 'dysgwr' gynnwys aelod o staff sydd â lefel sgiliau iaith Gymraeg sy'n cyfateb i lefel A1-B2 yn unol â Fframwaith CEFR.[48]

Safon 135

6.8.51. Rhaid i gorff ddarparu geiriad ar gyfer eu cyflogeion fydd yn eu galluogi i gynnwys fersiwn Gymraeg o'u manylion cyswllt mewn negeseuon e-byst. Rhaid iddo hefyd ddarparu fersiwn Gymraeg o unrhyw neges sy'n hysbysu pobl eraill nad ydynt ar gael i ateb negeseuon e-bost.

6.8.52. Mae manylion cyswllt mewn negeseuon e-byst yn cynnwys:

- teitl swydd
- cyfeiriad gwaith y cyflogai, ac
- enw'r corff (i'r graddau y mae gan y corff enw Cymraeg).

6.9 Safonau ynghylch recriwtio ac apwyntio [safonau 136-140]

Beth yw'r gofynion?

6.9.1. Mae'r safonau hyn yn ymwneud â chorff yn recriwtio ac apwyntio ac yn cynnwys gofynion ynghylch y broses honno.

Safon 136

6.9.2. Os yw corff yn asesu'r anghenion ar gyfer unrhyw swydd newydd neu swydd wag, rhaid iddo asesu'r angen am sgiliau yn y Gymraeg, a chategoreiddio'r swydd fel swydd sy'n gymwys i unrhyw un neu ragor o'r categorïau canlynol:

- bod sgiliau yn y Gymraeg yn hanfodol
- bod angen dysgu sgiliau yn y Gymraeg pan benodir rhywun i'r swydd
- bod sgiliau yn y Gymraeg yn ddymunol
- nad yw sgiliau yn y Gymraeg yn angenrheidiol.[49]

[48] Cydnabyddir y byddai personau sydd â lefelau sgiliau iaith Gymraeg sy'n cyfateb i lefel B2 yn gallu darparu gwasanaethau yn Gymraeg yn hollol hyderus mewn rhai cyd-destunau.

[49] Dylid ystyried y meini prawf a sefydlwyd yn achos Crizzle fel yr amlinellir yn adran 5.28 yn nogfen gyngor y Comisiynydd 'Recriwtio: Ystyried y Gymraeg'

6.9.3. Er mwyn asesu gofynion ieithyddol swydd, disgwylir i gorff ystyried anghenion ieithyddol fel mater o drefn pan gaiff swydd ei chreu o'r newydd neu pan ddaw swydd yn wag, gan edrych ar allu'r corff i gwrdd a gofynion y safonau law yn llaw â hynny.

6.9.4. Dylid nodi bod rhaid i gorff gadw cofnod o bob asesiad a gynhelir mewn perthynas â safon 136 yn unol â safonau 153 a 154.

6.9.5. Gellir ystyried y canlynol fel rhan o'r meini prawf wrth ystyried sut i bennu'r angen am sgiliau yn y Gymraeg ar gyfer swydd:

- swyddogaeth y swydd—a oes cyswllt allanol lle disgwylir i'r aelod staff allu cyfathrebu yn Gymraeg neu Saesneg fel ei gilydd; a fydd yn gweithio mewn ardal ddaearyddol benodol lle ceir nifer neu ganran uchel o siaradwyr Cymraeg
- ystyriaethau lleol polisi iaith sefydliad e.e. yr angen i weinyddu yn fewnol neu'n fwyfwy drwy'r Gymraeg, neu fod isafswm sgiliau iaith Gymraeg wedi'i osod ar gyfer swyddi penodol mewn polisi
- nifer presennol y staff sydd ar gael i ddarparu gwasanaeth yn Gymraeg—disgwylir i gorff gyfeirio yn y fan hon at asesiad sgiliau y corff a wneir yn unol â safon 127 gan gyfeirio at unrhyw fylchau mewn sgiliau iaith i ddarparu gwasanaethau
- yr angen i ddelio â sefydliadau eraill sy'n gweinyddu'n fewnol trwy gyfrwng y Gymraeg neu'n ddwyieithog.

6.9.6. Fel arfer, mae sgiliau Cymraeg yn 'hanfodol' mewn sefyllfa lle nad oes unrhyw un ar gael i ddarparu gwasanaeth drwy gyfrwng y Gymraeg neu os oes angen mwy o staff sy'n siarad Cymraeg er mwyn darparu gwasanaeth yn Gymraeg.

6.9.7. Os nad yw sgiliau yn y Gymraeg yn hanfodol, mae'n bosibl y bydd corff yn dod i'r casgliad bod sgiliau yn y Gymraeg yn 'ddymunol'. Gall hyn gynnwys sefyllfa lle mae eisoes capasiti o fewn y sefydliad i allu darparu gwasanaeth penodol yn Gymraeg, ond y byddai'n ddymunol i gryfhau'r ddarpariaeth Gymraeg honno drwy recriwtio rhagor o staff sydd â sgiliau yn y Gymraeg i ddarparu'r gwasanaeth. Yn gyffredinol, os yw sgiliau Cymraeg yn 'ddymunol' i swydd, yna gall corff gymryd bod gan ymgeisydd sy'n meddu ar sgiliau Cymraeg fantais dros ymgeisydd arall wrth gael ei ystyried am swydd ond ni fyddai'n angenrheidiol i'r ymgeisydd llwyddiannus feddu ar y sgiliau hynny.

6.9.8. Gall corff bennu swydd gyda'r angen i ddysgu sgiliau yn y Gymraeg pan benodir rhywun i'r swydd. Fel arfer, byddai rhaid i'r sawl sy'n cael eu penodi i'r swydd gyrraedd lefel angenrheidiol o ruglder fel amod penodi. Mae'r amod hwnnw yn cael ei nodi wrth hysbysebu'r swydd fel arfer. Gall enghraifft o sefyllfa lle mae swyddi yn cael eu categoreiddio fel hyn gynnwys:

- os oedd corff wedi'i adnabod fel swydd lle mae sgiliau yn y Gymraeg yn hanfodol, ond bu anhawster recriwtio ymgeisydd sydd â sgiliau Cymraeg i'r swydd dan sylw ac yn penderfynu ail-hysbysebu'r swydd honno, ac

http://www.comisiynyddygymraeg.cymru/hybu/SiteCollectionDocuments/20160308%20%20GC%20C%20Cyngor%20Recriwtio%20-%20CYMRAEG%20%28T%29%20%282%29.pdf

- os yw corff yn gwybod â sicrwydd bod prinder sylweddol o bersonau sydd â sgiliau Cymraeg all gyflawni'r swydd dan sylw, ac y byddai'n debygol y bydd rhaid penodi ymgeisydd di-Gymraeg i swydd (e.e. swydd arbenigol iawn).

Safon 136A

6.9.9. Os yw corff yn categoreiddio swydd (yn unol â safon 136) yn un y mae sgiliau yn y Gymraeg yn hanfodol, yn ddymunol neu fod angen eu dysgu, rhaid iddo:

- bennu hynny wrth hysbysebu'r swydd, a
- hysbysebu'r swydd yn Gymraeg.

6.9.10. Gall hyn gynnwys pennu categori y swydd yn y disgrifiad swydd, y fanyleb person a'r hysbyseb ei hun (yn y wasg, mewn hysbysebion neu ar wefan y corff).

6.9.11. Gall corff benderfynu hysbysebu swyddi lle mae'r Gymraeg yn hanfodol yn uniaith Gymraeg os yw'n dymuno. Er enghraifft, gall corff benderfynu hysbysebu'n uniaith Gymraeg mewn hysbysebion a gyhoeddir mewn cyhoeddiadau Cymraeg neu wneud hynny gyda nodyn esboniadol byr yn Saesneg mewn hysbysebion a gyhoeddir mewn cyhoeddiadau Saesneg.

Beth yw ystyr y term 'swydd'?

6.9.12. At ddibenion safonau 136 a 136A yn unig, dehonglir "swydd" yn Atodlen 3, Rhan 3 , Paragraff 15 y rheoliadau fel a ganlyn:

> "(a) mae "swydd" yn cynnwys penodiad cyhoeddus
>
> (b) ystyr "penodiad cyhoeddus" yw unrhyw benodiad i gorff cyhoeddus neu swydd gyhoeddus."

6.9.13. Mae hyn yn cynnwys unrhyw swydd newydd o fewn y corff neu unrhyw swydd a ddaw yn wag ar ôl y diwrnod gosod, boed hynny yn swydd barhaol neu dros dro, neu'n swydd a gaiff ei hysbysebu'n fewnol yn unig neu'n allanol.

Safon 137

6.9.14. Wrth hysbysebu swydd, rhaid i gorff ddatgan y caniateir i geisiadau gael eu cyflwyno yn Gymraeg, ac na fydd cais a gyflwynir yn y Gymraeg yn cael ei drin yn llai ffafriol na chais a gyflwynir yn Saesneg.

6.9.15. Nid yw'r rheoliadau yn ymhelaethu ar beth ddylai union eiriad y datganiad fod er mwyn cydymffurfio â'r safon. Er hynny, mae'r safon yn nodi bod yn rhaid i'r corff ddatgan:

- ei fod yn croesawu cael ceisiadau yn Gymraeg ac
- na fydd ceisiadau Cymraeg yn cael eu trin yn llai ffafriol na rhai Saesneg.

6.9.16. Nid oes rhaid i gorff gynnwys datganiad sy'n cyfleu'r uchod air am air â geiriad y safon. Fodd bynnag, disgwylir i'r datganiad hwnnw fod yn ddigon clir ac eglur fel y byddai'r personau yn llwyr ymwybodol o ymrwymiad ac ymroddiad y corff i beidio â thrin cais a gyflwynir yn Gymraeg yn llai ffafriol na chais a gyflwynir yn Saesneg.

Safon 137A

6.9.17. Os yw corff yn cyhoeddi'r canlynol, rhaid iddo eu cyhoeddi yn Gymraeg:

- ffurflenni cais am swyddi
- deunydd esboniadol ynghylch ei broses ar gyfer ymgeisio am swyddi
- gwybodaeth am y broses gyfweld, neu am unrhyw ddulliau asesu eraill wrth ymgeisio am swyddi
- swydd-ddisgrifiadau.

6.9.18. Rhaid iddo hefyd sicrhau na chaiff unrhyw fersiynau Cymraeg o'r dogfennau eu trin yn llai ffafriol na fersiynau Saesneg ohonynt.

6.9.19. Mae Atodlen 3, Rhan 3, Paragraff 12 y rheoliadau yn nodi:

> "At ddibenion safonau 137A (recriwtio) a 141 (arwyddion mewnol), mae cyfeiriadau at beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg yn cynnwys, ymysg pethau eraill (ac yn ogystal â materion penodol y cyfeirir atynt mewn unrhyw safon unigol), peidio â thrin y Gymraeg yn llai ffafriol o ran—
>
> (a) golwg y deunydd (er enghraifft mewn perthynas â lliw neu ffont unrhyw destun);
>
> (b) maint y deunydd;
>
> (c) lleoliad ac amlygrwydd y deunydd mewn unrhyw fan cyhoeddus;
>
> (ch) pryd a sut y caiff y deunydd ei gyhoeddi, ei ddarparu neu ei arddangos;
>
> (d) fformat cyhoeddi unrhyw ddeunydd."

6.9.20. Gall 'materion eraill' gynnwys peidio â thrin y Gymraeg yn llai ffafriol o ran:

- trefn iaith y deunydd
- safon ac ansawdd y deunydd
- eglurder a chywirdeb y deunydd (er enghraifft o ran ystyr a mynegiant unrhyw destun)
- cynnwys y deunydd (er enghraifft o ran manylder neu ansawdd y wybodaeth a gynhwysir o fewn y deunydd).

Safon 137B

6.9.21. Rhaid i gorff beidio â thrin cais am swydd a wneir yn Gymraeg yn llai ffafriol na chais a wneir yn Saesneg. Mae'r safon ei hun yn cynnig rhai enghreifftiau penodol o rai cyd-destunau lle na ddylid trin cais am swydd a wneir yn Gymraeg yn llai ffafriol na chais am swydd a wneir yn Saesneg:

> "[...] gan gynnwys, ymysg pethau eraill, o ran y dyddiad cau yr ydych yn ei osod ar gyfer cael ceisiadau, ac o ran amseriad rhoi gwybod i unigolion ynghylch penderfyniadau."

6.9.22. Rhaid felly bod y dyddiad cau yr un fath ar gyfer ceisiadau Cymraeg a Saesneg ac nad oes oedi o ran amseriad rhoi gwybod am benderfyniad cais a wnaed yn Gymraeg o'i gymharu ag amseriad rhoi gwybod am benderfyniad cais a wnaed yn Saesneg.

6.9.23. Mae'r term '[p]eidio â thrin cais am swydd a wneir yn Gymraeg yn llai ffafriol na chais a wneir yn Saesneg' yng nghyswllt y safon hon hefyd yn cynnwys, ymysg materion eraill, peidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg o ran y sylw a'r ystyriaeth y mae'r corff yn ei roi i'r cais hwnnw.

Safon 138

6.9.24. Rhaid i gorff sicrhau bod lle i unigolion nodi ar ffurflen gais am swydd eu bod yn dymuno cael cyfweliad neu ddull arall o asesiad, yn Gymraeg. Os yw'r unigolyn yn dymuno hynny, rhaid i'r corff gynnal y cyfweliad neu'r asesiad yn Gymraeg heb gymorth gwasanaeth cyfieithu.

Safon 139

6.9.25. Rhaid i gorff sicrhau bod ei ffurflenni cais am swyddi:

- yn rhoi lle i unigolion nodi eu bod yn dymuno defnyddio'r Gymraeg mewn cyfweliad neu ddull arall o asesiad, ac yn
- esbonio y bydd y corff yn darparu gwasanaeth cyfieithu ar y pryd o'r Gymraeg i'r Saesneg at y diben hwnnw os oes angen.

6.9.26. Os yw'r unigolyn yn dymuno defnyddio'r Gymraeg yn y cyfweliad neu'r asesiad, rhaid i'r corff ddarparu gwasanaeth cyfieithu ar y pryd yn y cyfweliad neu'r asesiad (os nad yw'r corff yn cynnal y cyfweliad neu'r asesiad yn Gymraeg heb wasanaeth cyfieithu).

Beth yw ystyr y term 'dull arall o asesiad'?

6.9.27. Mae'r term yn cynnwys unrhyw ddull y bydd y corff yn ei ddefnyddio er mwyn asesu addasrwydd neu sgiliau ymgeiswyr ar gyfer swyddi. Gall enghreifftiau o'r fath gynnwys:

- tasgau neu weithgareddau penodol er mwyn profi addasrwydd neu allu yn y swydd e.e. tasg ysgrifenedig yn ymateb i senario benodol; tasg ysgrifennu llythyr safonol
- gweithgaredd chwarae rôl
- arholiad llafar neu ysgrifenedig
- profion seicometreg
- unrhyw gwestiynau aml ddewis y bydd gofyn i ymgeiswyr ymateb iddynt
- unrhyw gyflwyniad y mae gofyn i ymgeiswyr ei wneud fel rhan o'r cyfweliad.

A fyddai'n bosibl i gorff asesu hyfedredd unigolyn yn y Saesneg yn ogystal drwy gyfweliad neu ddull arall o asesiad?

6.9.28. Byddai. Nid yw'r safonau hyn yn rhwystro corff rhag gallu gwneud hynny.

Safon 140

6.9.29. Os yw corff yn rhoi gwybod i unigolyn beth yw ei benderfyniad mewn perthynas â chais am swydd, a bod y cais hwnnw wedi'i gyflwyno yn Gymraeg, rhaid iddo roi gwybod i'r unigolyn yn Gymraeg.

6.9.30. Rhaid i gorff wneud hynny mewn perthynas ag unrhyw benderfyniad a wneir ar unrhyw gam o'r broses mewn perthynas â'r cais am swydd. Nid yw gofynion y safon hon yn gyfyngedig i'r penderfyniad terfynol a wneir ar ddiwedd y broses yn unig. Gall gynnwys penderfyniad a wneir megis:

- canlyniad asesiad a gynhaliwyd fel rhan o'r broses recriwtio
- bod yr ymgeisydd wedi bod yn llwyddiannus neu aflwyddiannus
- bod yr unigolyn wedi llwyddo neu wedi methu â chyrraedd rhestr fer
- unrhyw benderfyniad arall a wneir yn ystod y broses.

6.9.31. Mae gofynion y safon hon yn cynnwys unrhyw ddull y bydd corff yn ei ddefnyddio i roi gwybod i unigolyn beth yw eu penderfyniad. Gall hyn gynnwys rhoi gwybod i unigolyn ar lafar, wyneb-yn-wyneb neu'n ysgrifenedig.

6.10 Arwyddion a arddangosir yng ngweithle'r corff [safonau 141-143]

Beth yw'r gofynion?

6.10.1. Rhaid i gorff sicrhau bod unrhyw destun sy'n cael ei arddangos ar arwyddion newydd a osodir ganddo, neu ar arwyddion a gaiff eu hadnewyddu ganddo, yn eu gweithle yn cael ei arddangos yn Gymraeg. Rhaid iddo hefyd sicrhau na chaiff y testun Cymraeg ei drin yn llai ffafriol na'r testun Saesneg ar yr arwyddion hynny. Mae'r safonau hefyd yn gosod gofynion ynghylch cywirdeb a safle'r Gymraeg ar arwyddion.

6.10.2. Fel arfer, mae'r safonau hyn yn berthnasol i'r arwyddion a gaiff eu harddangos yng ngweithle corff sydd i'w gweld gan staff y corff yn unig.

6.10.3. Byddai corff yn 'gosod arwydd newydd' fel arfer pan fydd yn ei roi mewn safle lle na fu arwydd o'r fath o'r blaen. Byddai corff yn 'adnewyddu arwydd' os yw'n gwneud unrhyw newid i'r arwydd hwnnw neu yn rhoi arwydd newydd yn lle'r hen un ar yr un safle.

6.10.4. Mae'r safon hefyd yn berthnasol pan fo corff yn gosod arwydd mewn safle neu leoliad newydd.

6.10.5. Mewn perthynas ag arwyddion electronig, byddai arwydd newydd yn cael ei osod bob tro y mae testun yn ymddangos o'r newydd ar arwydd electronig.

Safon 141

6.10.6. Wrth osod arwydd newydd neu wrth adnewyddu arwydd yn y gweithle (gan gynnwys arwyddion dros dro), rhaid i gorff sicrhau bod unrhyw destun yn cael ei arddangos yn Gymraeg. Gall corff arddangos y testun Cymraeg ar yr un arwydd â'r

testun cyfatebol Saesneg neu ar arwydd ar wahân. Rhaid i gorff beidio â thrin y testun Cymraeg yn llai ffafriol na'r testun Saesneg ar yr arwydd dan sylw.

6.10.7. Mae Atodlen 3, Rhan 3, Paragraff 12 y rheoliadau yn nodi:

> "At ddibenion safonau 137A (recriwtio) a 141 (arwyddion mewnol), mae cyfeiriadau at beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg yn cynnwys, ymysg pethau eraill (ac yn ogystal â materion penodol y cyfeirir atynt mewn unrhyw safon unigol), peidio â thrin y Gymraeg yn llai ffafriol o ran—
>
> (a) golwg y deunydd (er enghraifft mewn perthynas â lliw neu ffont unrhyw destun);
>
> (b) maint y deunydd;
>
> (c) lleoliad ac amlygrwydd y deunydd mewn unrhyw fan cyhoeddus;
>
> (ch) pryd a sut y caiff y deunydd ei gyhoeddi, ei ddarparu neu ei arddangos;
>
> (d) fformat cyhoeddi unrhyw ddeunydd."

6.10.8. Gall 'materion eraill' gynnwys peidio â thrin y Gymraeg yn llai ffafriol o ran:

- safon ac ansawdd y deunydd
- eglurder a chywirdeb y deunydd (er enghraifft o ran ystyr a mynegiant unrhyw destun), a
- chynnwys y deunydd (er enghraifft o ran manylder neu ansawdd y wybodaeth a gynhwysir yn y deunydd).

Safon 142

6.10.9. Os yw corff yn gosod arwydd newydd neu'n adnewyddu arwydd yn y gweithle (gan gynnwys arwyddion dros dro), rhaid iddo sicrhau bod testun Cymraeg yn cael ei roi mewn safle fel mai hwnnw sy'n debygol o gael ei ddarllen yn gyntaf. Rhaid i gorff sicrhau hyn os yw arwydd yn cyfleu yr un wybodaeth yn y Gymraeg a'r Saesneg.

6.10.10. Os yw corff yn rhoi testun Cymraeg a'r testun Saesneg cyfatebol ar yr un arwydd, byddai'r testun Cymraeg yn debygol o gael ei ddarllen yn gyntaf fel arfer pe caiff ei osod ar y chwith neu uwchben unrhyw destun Saesneg cyfatebol, a hynny ar sail yr arfer safonol o ddarllen o'r chwith i'r dde ac o frig testun i'w waelod.

6.10.11. Os yw corff yn gosod arwydd ar ffordd o fewn ardal y gweithle drwy beintio'r arwydd hwnnw ar y ffordd a bod y testun Cymraeg a Saesneg cyfatebol gyda'i gilydd (ac nid ar wahân), byddai'r testun Cymraeg yn debygol o gael ei ddarllen yn gyntaf fel arfer pe caiff ei osod ar y chwith neu uwchben unrhyw destun Saesneg cyfatebol.

6.10.12. Os yw corff yn rhoi'r testun Cymraeg a'r testun Saesneg cyfatebol ar arwyddion ar wahân, byddai testun Cymraeg yn debygol o gael ei ddarllen yn gyntaf fel arfer pe caiff yr arwydd â'r testun Cymraeg ei osod:

- ar y chwith
- uwchben, neu

- o flaen yr arwydd â'r testun Saesneg cyfatebol.

6.10.13. Er enghraifft, byddai gosod arwydd Cymraeg o flaen arwydd Saesneg ar ochr ffordd yn debygol o arwain at berson yn cyrraedd a darllen arwydd Cymraeg gyntaf fel arfer, a hynny ar sail yr arfer o ddarllen arwyddion unigol yn eu trefn.

Safon 143

6.10.14. Rhaid i gorff sicrhau bod y testun Cymraeg ar arwyddion a gaiff eu harddangos yn ei weithle (boed y rheiny yn arwyddion a gafodd eu gosod neu eu hadnewyddu cyn neu ar ôl y diwrnod gosod) yn gywir o ran ystyr a mynegiant. Gall hynny ymwneud â:

- o chynnwys yr arwydd
- o sillafiad y testun
- o cystrawen y testun
- o geiriau ac ymadroddion a ddefnyddir.

Beth yw ystyr y term 'arwydd dros dro'?

6.10.15. Mae'r safonau hyn hefyd yn berthnasol i unrhyw arwyddion dros dro a gaiff eu gosod neu eu hadnewyddu. Pan fo'n ofynnol i gorff gydymffurfio â safon 141 felly, rhaid i unrhyw arwydd dros dro a gaiff ei osod o'r newydd neu ei adnewyddu gael ei arddangos yn Gymraeg. Pan fo'n ofynnol i gorff gydymffurfio â safon 142, rhaid gosod y Gymraeg yn gyntaf ar yr arwydd hwnnw hefyd.

6.10.16. Mae 'arwydd dros dro' yn cynnwys unrhyw arwydd nad oes bwriad iddo aros yn barhaol yn y man lle caiff ei osod. Gall enghreifftiau o'r fath gynnwys:

- o arwydd yn rhoi gwybod nad yw peiriant neu gyfarpar yn gweithio
- o arwydd sy'n rhoi gwybod nad oes mynediad i ardal mewn adeilad oherwydd bod gwaith atgyweirio yn digwydd, neu
- o arwydd sy'n rhoi gwybod am oriau agor dros dro ffreutur mewnol y corff.

A yw hunaniaeth gorfforaethol corff sy'n ymddangos ar arwyddion yn berthnasol i safonau 141–143?

6.10.17. Ydy. Lle mae hunaniaeth gorfforaethol corff yn ymddangos ar arwydd, rhaid cydymffurfio (yn ddarostyngedig i'r hysbysiad cydymffurfio) â safon 83 yn ogystal â safonau 141–143. Nid yw hynny yn golygu fodd bynnag bod angen i destun Cymraeg ar hunaniaeth gorfforaethol gael ei roi mewn safle fel mai hwnnw sy'n debygol o gael ei ddarllen yn gyntaf.

Beth os yw enwau priod eraill yn cael eu harddangos ar arwydd? Oes rhaid sicrhau bod yr enwau hynny yn cael eu harddangos yn Gymraeg?

6.10.18. Oes. Rhaid i gorff arddangos yr enw priod yn Gymraeg i'r graddau bod:

- o enw Cymraeg yn bodoli ac wedi'i sefydlu ar gyfer yr hyn y bwriedir cyfeirio ato ar yr arwydd

- nad oes deddfiad arall yn atal corff rhag defnyddio enw priod Cymraeg ar arwydd
- nad oes deddfiad yn atal corff rhag defnyddio'r enw priod sydd wedi'i sillafu yn y modd y bwriedir ei arddangos ar yr arwydd.

6.10.19. Gall hyn gynnwys arddangos enwau:

- aneddiadau (pentrefi, trefi a dinasoedd)
- strydoedd ac ystadau
- adeiladau neu nodweddion adeiledig eraill (e.e. pont)
- sefydliadau
- ardaloedd (e.e. ardaloedd môr neu ardaloedd cadwraeth)
- nodweddion tirweddol (e.e. ynysoedd, mynyddoedd, bryniau, pentiroedd, creigiau, traethau, coedwigoedd neu afonydd)
- enwau lleoedd eraill.

6.10.20. Mae'r Comisiynydd yn gyfrifol am ddarparu cyngor ar ffurfiau safonol enwau lleoedd yng Nghymru. Gall y Comisiynydd gynghori cyrff ar ffurfiau safonol enwau aneddiadau (sef pentrefi, trefi a dinasoedd) yng Nghymru. Mae'r Comisiynydd wedi cyhoeddi'r argymhellion hyn mewn cronfa ddata chwiliadwy ar-lein a gellid llwytho'r rhestrau i lawr o dan drwydded agored: Rhestr o Enwau Lleoedd Safonol Cymru[50].

6.10.21. Mae'r Comisiynydd yn dilyn canllawiau safoni penodol wrth lunio'i argymhellion: Canllawiau Safoni Enwau Lleoedd Cymru[51]. Mae'r Canllawiau hyn yn benodol ar gyfer enwau aneddiadau. Nid ydynt o reidrwydd yn berthnasol i enwau tai na nodweddion tirweddol eraill. Fodd bynnag, ceir ynddynt lawer o egwyddorion gwerthfawr y gellid eu cymhwyso wrth drin yr enwau hyn neu wrth fathu enwau.

6.10.22. I'r graddau nad oes deddfiad arall yn mynnu bod rhaid defnyddio ffurf arall ar enw Cymraeg ar arwydd, gall corff ddefnyddio'r gwasanaeth ymgynghorol hwn er mwyn sicrhau ei fod yn defnyddio ffurfiau Cymraeg safonol ar arwyddion.

6.11 Cyhoeddiadau a negeseuon sain yng ngweithle corff [safon 144]

Beth yw'r gofynion?

6.11.1. Rhaid i gorff sicrhau bod unrhyw gyhoeddiad dros offer sain yn y gweithle yn cael ei wneud yn Gymraeg, ac yn Gymraeg yn gyntaf, os yw'r cyhoeddiad yn cael ei wneud yn Saesneg hefyd.

[50] Gweler Rhestr o Enwau Lleoedd Safonol Cymru ar wefan y Comisiynydd http://www.comisiynyddygymraeg.cymru/Cymraeg/Comisiynydd/EnwauLleoedd/Pages/Chwilio.aspx

[51] Gweler Canllawiau Safoni Enwau Lleoedd Cymru ar wefan y Comisiynydd http://www.comisiynyddygymraeg.cymru/Cymraeg/Comisiynydd/EnwauLleoedd/Pages/Cyd_destun.aspx

Beth yw ystyr y term ‘cyhoeddiad dros offer sain’?

6.11.2. Mae’r term yn cynnwys unrhyw gyhoeddiadau a wneir trwy ddefnydd sain gan y corff at sylw’r gweithlu.

6.11.3. Gallai enghreifftiau o gyhoeddiadau fyddai’n berthnasol i’r safon hon gynnwys:

- cyhoeddiadau at sylw’r gweithlu mewn lifftiau o fewn adeiladau’r corff, neu
- negeseuon at sylw’r gweithlu dros uchel seinydd o fewn yr adeiladau, megis cyfarwyddo aelod o staff i fynd i ardal benodol neu neges i bawb adael yr adeilad mewn achos o argyfwng.

7 Safonau cadw cofnodion [147-154]

7.1 Cadw cofnodion gan gorff [safonau 147-154]

Beth yw'r gofynion?

7.1.1. Mae'r safonau canlynol yn ei gwneud yn ofynnol i gorff gadw cofnod o wybodaeth benodol sy'n gysylltiedig neu'n ymwneud â'r ffordd y mae'n cydymffurfio â'r safonau.

Safon 147

7.1.2. Rhaid i gorff gadw cofnod, mewn perthynas â phob blwyddyn ariannol, o nifer y cwynion y mae'n eu cael o ran cydymffurfio â'r safonau.

Safon 148

7.1.3. Rhaid i gorff gadw copi o unrhyw gŵyn ysgrifenedig y mae'n ei chael o ran cydymffurfio â'r safonau y mae o dan ddyletswydd i gydymffurfio â hwy, sef y safonau hynny sydd yn ei hysbysiad cydymffurfio.

Safon 149

7.1.4. Rhaid i gorff gadw copi o unrhyw gŵyn ysgrifenedig y mae'n ei chael sy'n ymwneud â'r Gymraeg. Mae safon 149 felly'n berthnasol i bob cwyn a dderbynnir sy'n ymwneud â'r Gymraeg, ac yn cynnwys:

- cwynion sy'n ymwneud â'r safonau y mae corff o dan ddyletswydd i gydymffurfio â hwy (yn unol â safon 148)
- cwynion sy'n ymwneud â'r safonau y mae corff fel arfer o dan ddyletswydd i gydymffurfio â hwy, ond mae'r ddyletswydd wedi'i gohirio oherwydd her neu apêl
- cwynion eraill sy'n ymwneud â'r Gymraeg yn gyffredinol (e.e. cwynion am ddiffyg argaeledd ysgolion cyfrwng Cymraeg neu wasanaethau eraill nad oes rhaid iddo eu darparu yn Gymraeg).

Safon 150

7.1.5. Rhaid i gorff gadw cofnod o'r camau y mae wedi'u cymryd i sicrhau ei fod yn cydymffurfio â'r safonau llunio polisi y mae o dan ddyletswydd i gydymffurfio â hwy. Yng nghyd-destun y safon hon, gall y cofnodion hynny gynnwys y canlynol:

- copïau o asesiadau a wnaethpwyd gan y corff wrth ystyried effeithiau penderfyniad polisi ar y Gymraeg
- copïau o gofnodion o gyfarfodydd a gynhaliwyd i drafod effeithiau'r penderfyniad polisi ar y Gymraeg
- copïau o gylch gorchwyl gwaith ymchwil sy'n dangos bod angen i'r ymchwil ystyried effeithiau'r penderfyniad polisi ar y Gymraeg.

Safon 151

7.1.6. Rhaid i gorff gadw cofnod, yn dilyn yr asesiadau a wnaed yn unol â safon 127, o nifer y cyflogeion sy'n meddu ar sgiliau yn y Gymraeg ar ddiwedd pob blwyddyn ariannol.

7.1.7. Rhaid i gorff gadw cofnod o lefel sgiliau'r cyflogeion hynny os yw'n gwybod hynny. Fodd bynnag, disgwylir i gorff gadw cofnod o lefel sgiliau cyflogeion fel mater o drefn wrth asesu sgiliau Cymraeg cyflogeion.

7.1.8. Ynghyd â'r nifer, gall corff gadw cofnod o ganran y cyflogeion sy'n meddu ar sgiliau yn y Gymraeg.

7.1.9. Gall corff gadw cofnod sefydliadol o nifer a chanran yr holl gyflogeion sy'n meddu ar sgiliau yn y Gymraeg.

7.1.10. Gall corff gadw cofnod o nifer a chanran y cyflogeion sy'n meddu ar sgiliau yn y Gymraeg:

- yn sefydliadol
- yn ôl canran
- yn ôl sgil
- yn ôl lefel
- yn ôl graddfa swydd
- fesul gweithle
- fesul gwasanaeth
- fesul cyfarwyddiaeth, adran, neu dîm.

7.1.11. Fel y nodir yng nghymal 6.8.4 y cod hwn, gall corff asesu'r sgiliau canlynol fel rhan o'r asesiad sy'n ofynnol yn safon 127:

- siarad
- gwrando
- darllen
- ysgrifennu
- deall.

7.1.12. Felly, os yw corff yn asesu'r uchod, disgwylir i'r cofnodion yng nghyswllt safon 151 gynnwys gwybodaeth am y materion uchod hefyd.

Safon 152

7.1.13. Rhaid i gorff gadw cofnod, ar gyfer pob blwyddyn ariannol, o'r canlynol:

- nifer yr aelodau o staff a fynychodd gyrsiau hyfforddi a gynigiwyd yn Gymraeg iddynt yn unol â safon 128
- os cynigiwyd fersiwn Gymraeg o gwrs yn unol â safon 128 y ganran o gyfanswm nifer y staff a fynychodd y cwrs trwy gyfrwng y Gymraeg.

Safon 153

7.1.14. Rhaid i gorff gadw cofnod o bob asesiad a gynhaliwyd ganddo (yn unol â safon 136) mewn cysylltiad â'r sgiliau Cymraeg y gallai fod eu hangen mewn perthynas â swydd newydd neu swydd wag.

Safon 154

7.1.15. Rhaid i gorff gadw cofnod, mewn perthynas â phob blwyddyn ariannol, o nifer y swyddi newydd a'r swyddi gwag a gafodd eu categoreiddio yn unol â safon 136 fel swyddi sy'n gofyn:

- bod sgiliau yn y Gymraeg yn hanfodol
- bod angen dysgu sgiliau yn y Gymraeg unwaith y penodir rhywun i'r swydd
- bod sgiliau yn y Gymraeg yn ddymunol
- nad oedd sgiliau yn y Gymraeg yn angenrheidiol.

Beth yw ystyr y term 'cadw cofnod'?

7.1.16. Caiff 'safon cadw cofnodion' ei dehongli yn adran 32(1) o'r Mesur, fel:

> "Safon sy'n ymwneud â chadw—
>
> (a) cofnodion sy'n ymwneud â safonau penodedig eraill, a
>
> (b) cofnodion sy'n ymwneud—
>
> (i) â chwynion am gydymffurfedd person â safonau penodedig eraill, neu
>
> (ii) â chwynion eraill sy'n ymwneud â'r Gymraeg."

7.1.17. Yn ogystal, mae'r Safon Brydeinig yn dehongli "cofnodion" yn wybodaeth sydd wedi'i chreu, ei derbyn, a'i chynnal fel tystiolaeth a gwybodaeth gan berson, yn unol â rhwymedigaethau cyfreithiol neu o fewn trafodion busnes. Mae'n nodi:

> "information created, received and maintained as evidence and as an asset by an organization or person, in pursuit of legal obligations or in the transaction of business[52]."

7.1.18. Mae'r term felly yn golygu y dylai corff gadw cofnodion **ysgrifenedig** mewn perthynas â safonau a chwynion perthnasol. Gall y cofnodion hynny fod yn rhai y mae'r corff wedi'u creu ei hun, wedi'u derbyn neu eu cadw fel tystiolaeth.

Beth yw ystyr 'cadw copi o unrhyw gŵyn ysgrifenedig'?

7.1.19. Mae'r gofyniad i 'gadw copi o unrhyw gŵyn ysgrifenedig' y mae corff yn ei derbyn yn safonau 148 a 149 yn golygu bod rhaid i'r corff gadw copi o'r union gŵyn ysgrifenedig a dderbyniwyd. Gall hynny fod ar ffurf copi caled neu gopi electronig.

7.1.20. Mae gofynion deddfwriaeth diogelu data yn golygu na ddylid cadw gwybodaeth a data am yn hirach nag sy'n angenrheidiol. Argymhellir i gorff gadw copïau o'r cwynion a nodir yn safonau a safonau 148 a 149 am o leiaf 3 blynedd o'r dyddiad

[52] BS ISO 15489-1:2016 Information and documentation—Records management—Part 1: Concepts and Principles.

y derbyniwyd y gŵyn. Mae'r amser hwn yn sicrhau bod gan gorff wybodaeth ddigonol i adrodd yn ei adroddiad blynyddol ar y cwynion a dderbyniwyd yn ystod y flwyddyn honno yn ogystal â sicrhau bod gwybodaeth gan y corff am gwynion pe bai achos Tribiwnlys neu Lys yn cael ei ddwyn yn erbyn y corff.

Beth yw ystyr y term 'blwyddyn ariannol'?

7.1.21. Mae Atodlen 5, Rhan 2, Paragraff 3 y rheoliadau yn nodi:

> "At ddibenion safonau 147, 151, 152 a 154—
>
> (a) pan fydd corff o dan ddyletswydd i gydymffurfio â safon am y tro cyntaf, ystyr "blwyddyn ariannol" yw'r cyfnod sy'n dechrau â'r diwrnod y daw corff o dan ddyletswydd i gydymffurfio â'r safon, ac sy'n dod i ben â'r 31 Mawrth dilynol;
>
> (b) yn ddarostyngedig i hynny, ystyr "blwyddyn ariannol" yw'r cyfnod o 12 mis sy'n dod i ben â 31 Mawrth."

8 Safonau sy'n ymdrin â materion atodol [155-176]

8.1 Safonau sy'n ymdrin â materion atodol i'r safonau cyflenwi gwasanaethau, llunio polisi, hybu a chadw cofnodion [safonau 155-176]

Beth yw'r gofynion?

8.1.1. Mae'r safonau sy'n ymdrin â materion atodol yn sefydlu trefn o adrodd ar gydymffurfiaeth. Maent yn ei gwneud hi'n ofynnol i gorff sicrhau bod ganddo ddogfennau penodol sy'n ymwneud â'r ffordd y mae'n cydymffurfio â'r safonau eraill y mae o dan ddyletswydd i gydymffurfio â hwy. Mae'r safonau hyn hefyd yn golygu darparu gwybodaeth i'r Comisiynydd, pan fo'r Comisiynydd yn gofyn amdani.

Safonau 155, 161, 167, 173 a 175

8.1.2. Rhaid i gorff sicrhau bod dogfen sy'n cynnwys yr holl safonau cyflenwi gwasanaethau, llunio polisi, gweithredu, hybu a chadw cofnodion y mae o dan ddyletswydd i gydymffurfio â hwy, a'r graddau y mae o dan ddyletswydd i gydymffurfio â'r safonau hynny, ar gael:

- ar ei wefan
- ym mhob un o'i swyddfeydd sy'n agored i'r cyhoedd.

8.1.3. Gall hynny olygu bod copi ar gael yn electronig neu ar bapur ac felly nid oes rheidrwydd bod copi papur wedi'i argraffu ym mhob swyddfa sy'n agored i'r cyhoedd. Mae hysbysiad cydymffurfio cyfredol y corff gyfystyr â dogfen o'r fath.

Safonau 156, 162 a 168

8.1.4. Rhaid i gorff sicrhau bod ganddo weithdrefn gwyno sy'n delio â'r materion canlynol:

- sut y mae'n bwriadu delio â chwynion ynglŷn â cydymffurfio gyda'r safonau cyflenwi gwasanaethau, llunio polisi a gweithredu y mae o dan ddyletswydd i gydymffurfio â hwy
- sut y bydd yn darparu hyfforddiant i'w staff ynglŷn â delio â'r cwynion hynny.

8.1.5. O ran y weithdrefn (neu'r gweithdrefnau) sy'n ymdrin â'r safonau cyflenwi gwasanaethau a'r safonau llunio polisi (safonau 156 a 162), rhaid i'r corff:

- gyhoeddi dogfen (neu ddogfennau) sy'n cofnodi'r weithdrefn (neu'r gweithdrefnau) ar ei wefan, a
- sicrhau bod copi o'r ddogfen (neu'r dogfennau hynny) ar gael ym mhob un o'i swyddfeydd sy'n agored i'r cyhoedd.

8.1.6. Gall corff sicrhau bod copi ar gael ym mhob un o'i swyddfeydd drwy gynnig copi electronig neu ar bapur. Felly, os oes copi electronig ar gael, nid oes rhaid sicrhau bod copi papur wedi'i argraffu hefyd.

8.1.7. O ran y weithdrefn sy'n ymdrin â'r safonau gweithredu (safon 168), rhaid i gorff sicrhau bod y ddogfen sy'n cofnodi'r weithdrefn berthnasol yn cael ei chyhoeddi ar ei fewnrwyd (safon 168).

8.1.8. Pan fo'n ofynnol i gorff gydymffurfio â mwy nag un o'r safonau hyn, gall corff gydymffurfio â'r gofynion mewn un weithdrefn gwyno. Nid oes rhaid i gorff sicrhau bod ganddo weithdrefn gwyno ar wahân fesul dosbarth o safonau. Mae'r rheoliadau yn caniatáu iddo wneud hynny drwy gynnwys y wybodaeth mewn un ddogfen.

8.1.9. Gall corff hefyd ddiwygio gweithdrefn gwyno sy'n bodoli eisoes i gynnwys gwybodaeth sy'n delio â'r materion angenrheidiol sydd wedi'u nodi yn y safonau. Er enghraifft, gall corff ddiwygio'i weithdrefn gwyno gorfforaethol i sicrhau bod hynny'n cydymffurfio â'r gofynion yn hytrach na chael gweithdrefn gwyno hollol ar wahân.

8.1.10. Mae gofynion rhan (a)(i) y safonau hyn yn golygu bod corff yn gallu cynnwys gwybodaeth mewn gweithdrefn gwyno ynghylch y canlynol:

- y sawl sy'n gyfrifol am ddelio â'r cwynion
- y ffordd y bydd corff yn delio â chwynion
- yr amserlen ar gyfer delio â chwynion
- y ffordd y mae'r corff yn delio â chwynion yn ymwneud â chydymffurfio â'r safonau yn wahanol i'r weithdrefn sy'n delio â chwynion eraill
- y ffyrdd y gall personau wneud cwyn i'r corff
- y cyfeiriadau y dylai personau eu defnyddio ar gyfer gwneud cwyn, a'r
- wybodaeth y dylai personau ei darparu er mwyn i'r corff allu delio â'r gŵyn yn effeithiol.

8.1.11. Mae gofynion rhan (a)(ii) yn golygu bod rhaid i gorff sicrhau bod y weithdrefn gwyno yn nodi sut y bydd yn darparu hyfforddiant i'w staff i ddelio â chwynion am gydymffurfio â'r safonau. Gall hyn gynnwys:

- nodi yr union hyfforddiant y bydd corff yn ei ddarparu i staff sy'n delio â chwynion sy'n ymwneud â'r safonau
- egluro pa mor aml y cynhelir yr hyfforddiant hwnnw
- nodi ym mha ffordd y bydd y corff yn darparu'r hyfforddiant hwnnw i staff e.e. fel rhan o'r sesiwn ymsefydlu i staff newydd
- nodi pa gamau y bydd y corff yn eu cymryd i sicrhau bod staff yn ymwybodol o'u dyletswyddau wrth iddynt dderbyn cwyn neu wrth ddelio â chwynion sy'n ymwneud â'r safonau (e.e. cynnal ymgyrchoedd i godi ymwybyddiaeth staff o'r weithdrefn a'r safonau y mae'r corff o dan ddyletswydd i gydymffurfio â hwy)
- nodi pa gymorth sydd ar gael i staff wrth dderbyn cwyn neu wrth ddelio â chwynion sy'n ymwneud â'r safonau
- nodi sut i ddod o hyd i ddeunydd angenrheidiol er mwyn delio â'r gŵyn yn ogystal â sut i'w defnyddio (e.e. hysbysiad cydymffurfio, cod ymarfer, y rheoliadau neu'r Mesur)

- nodi sut mae adnabod os yw dyletswydd i gydymffurfio â safon wedi'i gohirio drwy her neu apêl.

Safonau 157, 163 a 169

8.1.12. Rhaid i gorff gyhoeddi dogfen sy'n dangos ei drefniadau goruchwylio i gydymffurfio gyda'r safonau cyflenwi gwasanaethau, llunio polisi a'r safonau gweithredu.

8.1.13. Mae safonau 157 a 169 hefyd yn ei gwneud yn ofynnol i gorff nodi yn y ddogfen honno sut y bydd yn hybu a hwyluso'r gwasanaethau mae'n eu cynnig o dan y safonau cyflenwi gwasanaethau a/neu'r safonau gweithredu, yn unol â gofynion safonau 81 ac 82.

8.1.14. Gall corff gofnodi ei drefniadau drwy ddarparu gwybodaeth ynghylch:

- cofnodi pa staff, timoedd ac/neu adrannau sy'n gyfrifol am oruchwylio cydymffurfiaeth â'r safonau ac amlinelliad o sut mae'n gwneud hynny
- cofnodi'r trefniadau mewnol o ran goruchwylio'r ffordd y mae trydydd partïon yn cydymffurfio â gofynion y safonau
- cofnodi pa staff, timoedd ac/neu adrannau sy'n gyfrifol am hybu'r gwasanaethu Cymraeg a ddarperir ac amlinelliad o sut mae'n gwneud hynny
- cofnodi pa staff, timoedd ac/neu adrannau sy'n gyfrifol am hwyluso defnydd o'r gwasanaethau hynny ac amlinelliad o sut mae'n gwneud hynny
- cofnodi pa staff, timoedd ac/neu adrannau sy'n gyfrifol am wneud asesiad effaith ar y Gymraeg wrth wneud penderfyniadau polisi ac amlinelliad o sut mae'n gwneud hynny
- cofnodi'r prosesau a'r strwythurau mewnol a ddefnyddir ar gyfer asesu a gwerthuso cydymffurfiaeth â'r safonau.

8.1.15. Rhaid i gorff hefyd sicrhau bod copi o'r ddogfen ar gael ar eu gwefan (safonau 157 a 163) neu ar eu mewnrwyd (safon 169) ac ym mhob un o'u swyddfeydd sy'n agored i'r cyhoedd.

8.1.16. Gall corff wneud hynny drwy sicrhau bod copi electronig neu bapur ar gael ym mhob un o'u swyddfeydd. Felly, os yw copi electronig ar gael, nid oes rhaid sicrhau bod copi papur wedi'i argraffu hefyd.

8.1.17. Pan fo'n ofynnol i gorff gydymffurfio â mwy nag un o'r safonau hyn, gall corff gydymffurfio â'r gofynion mewn un set o drefniadau goruchwylio. Nid oes rhaid i gorff sicrhau bod ganddo drefniadau goruchwylio ar wahân fesul dosbarth o safonau. Mae'r rheoliadau yn caniatáu iddo wneud hynny drwy gynnwys y wybodaeth mewn un ddogfen.

Safonau 158, 164 a 170

8.1.18. Rhaid i gorff lunio adroddiad blynyddol ar gyfer pob blwyddyn ariannol sy'n adrodd ar y modd y bu iddo gydymffurfio â phob un o'r safonau cyflenwi gwasanaethau, llunio polisi a gweithredu y mae o dan ddyletswydd i gydymffurfio â hwy.

8.1.19. Mae'r safonau hefyd yn gosod gofynion ynghylch adrodd ar nifer y cwynion a gafwyd yn ystod y flwyddyn honno oedd yn ymwneud â cydymffurfio â'r safonau cyflenwi gwasanaethau, llunio polisi a safonau gweithredu.

8.1.20. Mae safon 170 yn ei gwneud yn ofynnol i gorff gynnwys y wybodaeth y mae'n rhaid iddo ei chadw yn unol â safonau 151, 152 a 154 yn yr adroddiad. Gellir ystyried cyhoeddi'r wybodaeth mewn ffordd sydd yn dilyn egwyddorion data agored.

8.1.21. Rhaid i'r adroddiad blynyddol fod ar gael yn Gymraeg, a'i gyhoeddi heb fod yn hwyrach na 30 Mehefin yn dilyn y flwyddyn ariannol y mae'r adroddiad yn adrodd arni.

8.1.22. Rhaid i gorff roi cyhoeddusrwydd i'r ffaith ei fod wedi cyhoeddi'r adroddiad a sicrhau bod copi o'r adroddiad ar gael ar ei wefan ac ym mhob un o'i swyddfeydd sy'n agored i'r cyhoedd. Gall rhoi cyhoeddusrwydd i'r ffaith bod y corff wedi cyhoeddi adroddiad blynyddol gynnwys:

- gwneud datganiad sy'n rhoi gwybod bod yr adroddiad wedi'i gyhoeddi i'r wasg
- cyhoeddi gwybodaeth am yr adroddiad ar y cyfryngau cymdeithasol, ar ei wefan
- rhannu'r adroddiad gyda rhanddeiliad perthnasol (e.e. mewn cylchlythyr).

8.1.23. Mae'r rheoliadau yn caniatáu i gorff adrodd drwy gynnwys yr holl wybodaeth mewn un adroddiad blynyddol o'r enw "Adroddiad Blynyddol Safonau'r Gymraeg".

8.1.24. Nid oes rhaid i gorff gyflwyno'r adroddiad blynyddol at sylw'r Comisiynydd fel y drefn adrodd a fu gyda chynlluniau iaith Gymraeg. Er hynny, gall y Comisiynydd gael mynediad at yr adroddiad drwy wefan y corff neu drwy ddarpariaeth a wneir yn safonau 160, 166, 172, 174 a 176.

Safon 159, Safon 165 a Safon 171

8.1.25. Rhaid i gorff gyhoeddi dogfen ar ei wefan sy'n egluro sut y mae am gydymffurfio â'r safonau cyflenwi gwasanaethau, llunio polisi a'r safonau gweithredu y mae o dan ddyletswydd i gydymffurfio â hwy. Pan fo'n ofynnol i gorff gydymffurfio â mwy nag un o'r safonau hyn, mae'r rheoliadau yn caniatáu iddo wneud hynny mewn un ddogfen.

8.1.26. Mae'r safonau hyn yn galluogi cyrff i adnabod a chynllunio'r camau penodol sydd angen eu cymryd i gydymffurfio â gofynion y safonau. Gall camau o'r fath gynnwys materion megis trefniadau cyfieithu, safonau ansawdd, dangosyddion perfformiad a thechnoleg gwybodaeth. Gallai'r ddogfen hefyd nodi pwy sy'n gyfrifol am weithredu unrhyw gamau angenrheidiol a gall nodi pryd y bydd angen i'r camau hynny gael eu cymryd er mwyn cydymffurfio.

Safonau 160, 166, 172, 174 a 176

8.1.27. Rhaid i gorff ddarparu unrhyw wybodaeth i'r Comisiynydd y bydd yn gofyn amdani sy'n ymwneud â chydymffurfio gyda'r safonau cyflenwi gwasanaethau, llunio polisi, gweithredu, hybu a/neu'r safonau cadw cofnodion.

8.1.28. Gall gwybodaeth o'r fath gynnwys gwybodaeth am faterion megis y canlynol (i'r graddau y caiff y safonau perthnasol eu cynnwys yn hysbysiad cydymffurfio'r corff):

- ansawdd gwasanaethau Cymraeg
- sgiliau Cymraeg cyflogeion

- nifer y siaradwyr Cymraeg yn ardal y corff
- meithrin sgiliau Cymraeg cyflogeion
- penderfyniadau polisi
- y Gymraeg yng ngweinyddiaeth fewnol y corff
- ymwybyddiaeth o anghenion ieithyddol
- cwynion
- trefniadau goruchwylio cydymffurfedd
- hybu a hwyluso defnyddio gwasanaethau
- hybu'r Gymraeg (pan fo'n berthnasol).

8.1.29. Bydd y Comisiynydd yn gofyn am y wybodaeth o fewn cyfnod o amser rhesymol a gaiff ei bennu gan y Comisiynydd. Disgwylir i'r wybodaeth a gaiff ei chyflwyno fod yn berthnasol, yn gyfredol ac ar ffurf electronig, pan fydd y cais yn gofyn hynny. Yn y cyswllt hwn, nid yw ceisiadau'r Comisiynydd am wybodaeth yn cael eu gwneud o dan y Ddeddf Rhyddid Gwybodaeth. Ni all sefydliad felly ddefnyddio eithriadau'r Ddeddf Rhyddid Gwybodaeth er mwyn gwrthod darparu'r wybodaeth, oni bai bod cyfyngiadau cyfreithiol yn caniatáu hynny.

Atodiad 1
Rhestr o'r cyrff y mae'r cod yn berthnasol iddynt[53]

- Awdurdod Parc Cenedlaethol Arfordir Penfro
- Awdurdod Parc Cenedlaethol Bannau Brycheiniog
- Awdurdod Parc Cenedlaethol Eryri
- Cyngor Bro Morgannwg
- Cyngor Bwrdeistref Sirol Blaenau Gwent
- Cyngor Bwrdeistref Sirol Caerffili
- Cyngor Bwrdeistref Sirol Castell-nedd Port Talbot
- Cyngor Bwrdeistref Sirol Conwy
- Cyngor Bwrdeistref Sirol Merthyr Tudful
- Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr
- Cyngor Bwrdeistref Sirol Rhondda Cynon Taf
- Cyngor Bwrdeistref Sirol Torfaen
- Cyngor Bwrdeistref Sirol Wrecsam
- Cyngor Dinas a Sir Abertawe
- Cyngor Caerdydd
- Cyngor Dinas Casnewydd
- Cyngor Gwynedd
- Cyngor Sir Ceredigion
- Cyngor Sir Ddinbych
- Cyngor Sir Fynwy
- Cyngor Sir Gâr
- Cyngor Sir Penfro
- Cyngor Sir Powys
- Cyngor Sir y Fflint
- Cyngor Sir Ynys Môn
- Gweinidogion Cymru

[53] Mae'r cod hefyd yn berthnasol i unrhyw gorff sy'n gweithredu yn enw, neu ar ran, unrhyw un neu ragor o'r cyrff hyn.

Atodiad 2
Newidiadau i'r rheoliadau

Mae Rheoliadau Safonau'r Gymraeg (Rhif 5) 2016[54] yn diwygio Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015.

Mae'r rheoliadau yn nodi:

> "4.—
>
> (1) Mae Rheoliadau Safonau'r Gymraeg (Rhif 1) 2015 wedi eu diwygio yn unol â pharagraff (2).
>
> (2) In Part 3 of Schedule 1 after paragraph 24 insert—
>
> "24A Nid yw'n ofynnol i gorff gydymffurfio ag unrhyw un neu ragor o'r safonau mewn cysylltiad â gweithgaredd neu wasanaeth pan fo'r gweithgaredd hwnnw'n cael ei gyflawni neu'r gwasanaeth hwnnw'n cael ei ddarparu o ganlyniad i orchymyn o dan adran 98 o Ddeddf y Môr a Mynediad i'r Arfordir.""

Mae Adran 98 o Ddeddf y Môr a Mynediad i'r Arfordir 2009 ("Deddf 2009") caniatáu i Weinidogion Cymru ddirprwyo eu swyddogaethau trwyddedu morol neu eu swyddogaethau gorfodi drwy Orchymyn. Mae Gweinidogion Cymru wedi dirprwyo swyddogaethau i Gyfoeth Naturiol Cymru (CNC) yn unol â Gorchymyn Trwyddedu Morol (Dirprwyo Swyddogaethau) (Cymru) 2013[55].

Mae'r diwygiad yn golygu na fydd rhaid i Weinidogion Cymru gydymffurfio ag unrhyw safon yn ymwneud ag unrhyw weithgaredd neu wasanaeth sydd wedi ei ddirprwyo o dan Adran 98 o Ddeddf 2009.

[54] Adran 4, Rheoliadau Safonau'r Gymraeg (Rhif 5) 2016
http://www.legislation.gov.uk/wsi/2016/406/regulation/4/made/welsh

[55] O.S. 2013/414 (W.50)

Atodiad 3
Templedi i hwyluso cydymffurfedd

Isod, ceir cyfres o dempledi i hwyluso cydymffurfiaeth gyda'r safonau. Dylid nodi mai canllaw ydynt ac nad yw'n ofynnol i gorff eu defnyddio er mwyn cydymffurfio â'r safonau perthnasol. Maent yn cynnwys y canlynol:

Templed	Disgrifiad	Safonau perthnasol	
Templed 1	Canllaw y gellir ei defnyddio wrth i gorff lunio polisi newydd, neu adolygu neu addasu polisi sydd eisoes yn bodoli	88-90 a 150	Llunio polisi a chadw cofnodion
Templed 2	Canllaw y gellir ei defnyddio wrth i gorff gyhoeddi dogfen ymgynghori sy'n ymwneud â phenderfyniad polisi dan ystyriaeth	91-93 a 150	Llunio polisi a chadw cofnodion
Templed 3	Canllaw y gellir ei defnyddio wrth i gorff lunio a chyhoeddi polisi dyfarnu grantiau, neu wrth ddiwygio polisi sydd eisoes yn bodoli	94-90 a 150	Llunio polisi a chadw cofnodion
Templed 4	Canllaw y gellir ei defnyddio wrth i gorff gomisiynu neu wneud gwaith ymchwil er mwyn cynorthwyo'r corff i wneud penderfyniadau polisi	95-97 a 150	Llunio polisi a chadw cofnodion
Templed 5	Canllaw ar gyfer llunio 'Adroddiad Blynyddol Safonau'r Gymraeg'	158, 164 a 170	Materion atodol

Templed 1: Safonau 88-90 a 150

1	Enw'r polisi	
2	Polisi (i) newydd, (ii) i'w adolygu neu, (iii) i'w addasu	
3	Y penderfyniad(au) sydd o dan ystyriaeth yn ystod y cyfnod ffurfiannol	
4	Cofnod o effeithiau posibl y penderfyniad(au) ar gyfleoedd i ddefnyddio'r Gymraeg: Positif / Andwyol / Dim effeithiau	
5	Cofnod o effeithiau posibl y penderfyniad(au) ar beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg: Positif / Andwyol / Dim effeithiau	
6	Cofnod o fesurau a gymerwyd i leddfu effeithiau'r penderfyniad polisi er mwyn cael effeithiau positif neu effeithiau mwy positif (yn seiliedig ar ganlyniadau rhesi 4 a 5 uchod)	
7	Cofnod o fesurau a gymerwyd i leddfu effeithiau'r penderfyniad polisi er mwyn osgoi effeithiau andwyol neu er mwyn cael effeithiau llai andwyol (yn seiliedig ar ganlyniadau rhesi 4 a 5 uchod)	
8	Cofnod o'r argymhellion mewn cysylltiad â'r Gymraeg at sylw'r person sy'n gwneud y penderfyniad polisi	
9	Cofnod o'r penderfyniad mewn cysylltiad â'r Gymraeg	
10	Cofnod o'r holl wybodaeth a thystiolaeth y seiliwyd y penderfyniad arno	

Templed 2: Safonau 91-93 a 150

1	Enw'r ymgynghoriad	
2	Y penderfyniad(au) sydd o dan ystyriaeth yn ystod yr ymgynghoriad	
3	Cofnod o'r modd yr oedd y ddogfen ymgynghori yn gofyn barn am effeithiau posibl y polisi arfaethedig ar gyfleoedd i bersonau ddefnyddio'r Gymraeg yn unol â gofynion safonau 91–93	
4	Cofnod o'r modd yr oedd y ddogfen ymgynghori yn gofyn barn am effeithiau posibl y polisi arfaethedig ar beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg yn unol â gofynion safonau 91–93	
5	Cofnod o nifer yr ymatebion a gafwyd oedd yn gwneud sylw am effeithiau ar y Gymraeg	
6	Cofnod o fesurau lleddfu a gyflwynwyd yn sgil rhoi sylw i ymatebion a gafwyd yn ystod yr ymgynghoriad mewn perthynas â'r Gymraeg	
7	Cofnod o'r rhesymau dros beidio â chyflwyno mesurau lleddfu pan gafwyd ymatebion mewn perthynas â'r Gymraeg	
8	Yn dilyn yr ymgynghoriad, cofnod o'r argymhellion mewn cysylltiad â'r Gymraeg a gyflwynwyd at sylw'r person sy'n gwneud y penderfyniad polisi	
9	Cofnod o'r penderfyniad a wnaed mewn cysylltiad â'r Gymraeg	
10	Cofnod o'r holl wybodaeth a thystiolaeth y seiliwyd y penderfyniad arno	

Templed 3: Safonau 94 a 150

1	Enw'r grant	
2	Enw'r sawl sy'n gwneud asesiad o effeithiau ar y Gymraeg cyn dyfarnu grant	
3	Cofnod o effeithiau posibl dyfarnu'r grant ar gyfleoedd i bersonau ddefnyddio'r Gymraeg: Positif / Andwyol / Dim effeithiau	
4	Cofnod o effeithiau posibl y dyfarniad grant ar beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg: Positif / Andwyol / Dim effeithiau	
5	Cofnod o amodau grant yr argymhellir eu cynnwys cyn ei ddyfarnu er mwyn cael effeithiau positif neu effeithiau mwy positif (yn seiliedig ar ganlyniadau rhesi 3 a 4)	
6	Cofnod o amodau grant yr argymhellir eu cynnwys cyn dyfarnu er mwyn osgoi effeithiau andwyol neu er mwyn cael effeithiau llai andwyol (yn seiliedig ar ganlyniadau rhesi 3 a 4)	
7	Cofnod o'r amodau iaith a gynhwyswyd yn y dyfarniad grant mewn cysylltiad â'r Gymraeg	
8	Cofnod o'r sawl wnaeth y penderfyniad i ddyfarnu'r grant	
9	Cofnod o'r holl wybodaeth a thystiolaeth y seiliwyd y penderfyniad arno	

Templed 4: Safonau 95-97 a 150

1	Enw'r gwaith ymchwil sydd i'w gynnal	
2	Cofnod o effeithiau posibl y polisi ar gyfleoedd i bersonau ddefnyddio'r Gymraeg: Positif / Andwyol / Dim effeithiau	
3	Cofnod o effeithiau posibl polisi ar beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg: Positif / Andwyol / Dim effeithiau	
4	Cofnod o agweddau yr argymhellir y dylid ymchwilio iddynt a'u cynnwys yn y fanyleb ar gyfer darn o waith ymchwil cyn ei ddechrau er mwyn cael effeithiau positif neu effeithiau mwy positif (yn seiliedig ar ganlyniadau rhesi 3 a 4)	
5	Cofnod o agweddau yr argymhellir y dylid ymchwilio iddynt a'u cynnwys yn y fanyleb ar gyfer darn o waith ymchwil cyn ei ddechrau er mwyn osgoi effeithiau andwyol neu er mwyn cael effeithiau llai andwyol (yn seiliedig ar ganlyniadau rhesi 3 a 4)	
6	Cofnod o'r hyn gynhwyswyd yn y fanyleb ymchwil mewn cysylltiad â'r Gymraeg	
7	Cofnod o'r sawl wnaeth y penderfyniad mewn cysylltiad â'r fanyleb ymchwil	
8	Cofnod o'r holl wybodaeth a thystiolaeth y seiliwyd yr asesiad hwn arno	

Templed 5: Adroddiad Blynyddol Safonau'r Gymraeg

1.	Rhagair	
1.1	Pwrpas yr adroddiad	
1.2	Datganiad hunan asesiad	
1.3	Dyddiad cyhoeddi	
1.4	Manylion cyswllt ar gyfer cyflwyno ymholiadau	
2.	Trefniadau Goruchwylio Cydymffurfio	
2.1	Manylion yr uwch-swyddog cyfrifol	
2.2	Trefniadau dirprwyo cyfrifoldebau gweithredol	

2.3	Cymeradwyo'r adroddiad	
2.4	Mabwysiadu a chyhoeddi trefniadau goruchwylio cydymffurfio	
2.5	Trefniadau goruchwylio cydymffurfio	
3.	**Asesiad o Gydymffurfio**	
3.1	Ansawdd gwasanaethau Cymraeg	
3.2	Penderfyniadau Polisi	
3.3	Defnyddio'r Gymraeg yng ngweinyddiaeth fewnol y corff	

3.4	Sgiliau Cymraeg Cyflogeion	
3.5	Hyfforddiant Cymraeg i Gyflogeion	
3.6	Ymwybyddiaeth o anghenion ieithyddol	
3.7	Recriwtio i swyddi gwag a newydd	
3.8	Hybu'r Gymraeg	
3.9	Cwynion	

3.10	Trefniadau goruchwylio cydymffurfio	
4.	**Sicrhau Cydymffurfio**	
4.1	Hunan asesiad o lefelau risg a thebygolrwydd o fethu a chydymffurfio â'r safonau (lle nad yw'r dyddiad gosod wedi mynd heibio).	
4.2	Mesurau arbennig y mae'r corff yn eu gweithredu o ganlyniad i gamau gorfodi [56].	
4.3	Cynnydd wnaed i gyflawni cynllun gweithredu a/neu gymryd camau er mwyn sicrhau cydymffurfedd o ganlyniad i gytundeb setlo [57].	
5.	**Dyletswyddau Cymwys**	
5.1	Newid yn y gofynion cydymffurfio.	

[56] yn unol ag adran 79 Mesur y Gymraeg (Cymru) 2011 ac fel y cânt eu dehongli yn adrannau 110 (a) – (e) ohono

[57] yn unol ag adrannau 91 Mesur y Gymraeg (Cymru) 2011

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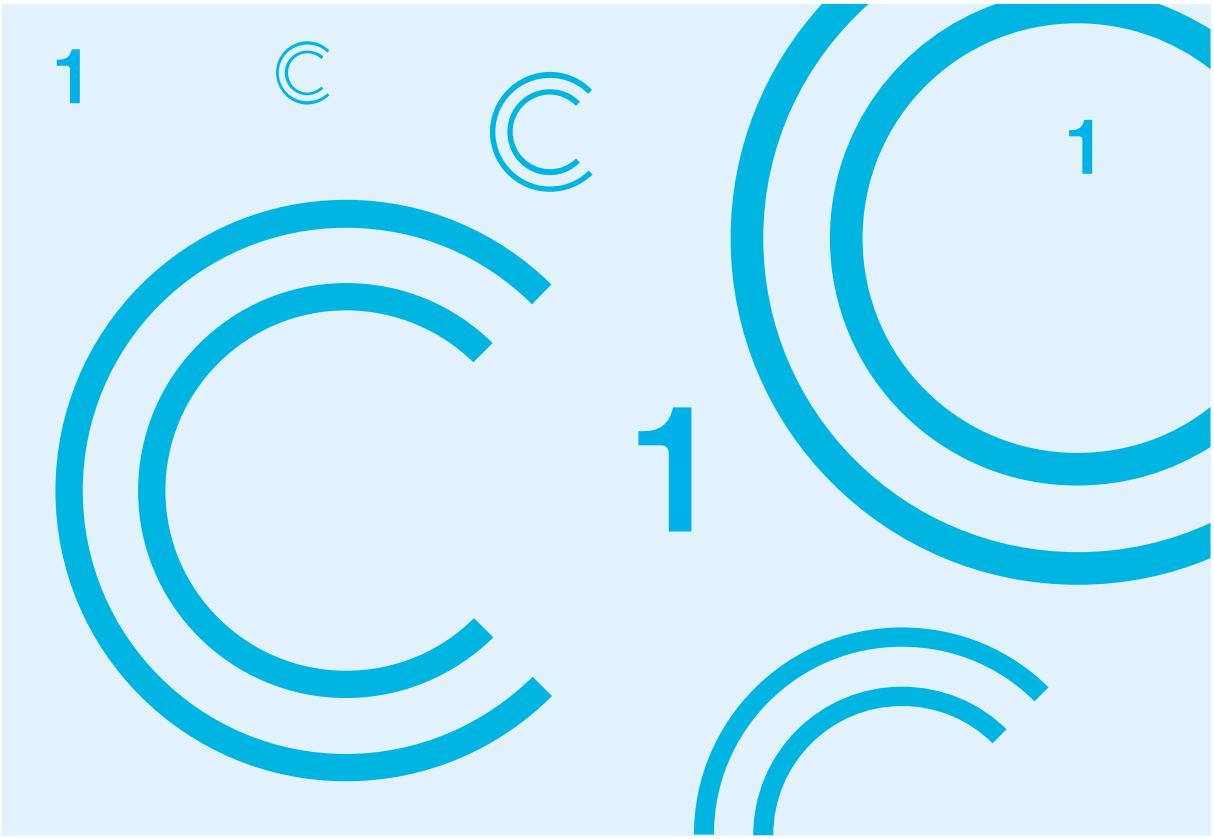
Comisiynydd y Gymraeg
Welsh Language Commissioner

Code of Practice for the Welsh Language Standards (No. 1) Regulations 2015



Practical guidance on the requirements of the Welsh language standards for Welsh Ministers, county councils, county borough councils and national park authorities

This code of practice should be read alongside the following:

- The body's compliance notice
- The Welsh Language Standards (No. 1) Regulations 2015, and
- The Welsh Language (Wales) Measure 2011

Foreword

I present my first code of practice as Welsh Language Commissioner in relation to the standards that are in place for local authorities, Welsh Ministers and the national parks.

The purpose of the code is to assist organisations with the implementation of the standards with which they have to comply. The code explains the requirements of the standards and shares examples of ways in which to comply.

I intend that the code of practice should make clear to organisations what is expected of them through drawing on their initial experiances in implementing the standards.

Aled Roberts

Welsh Language Commissioner

19 February 2020

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1 An introduction to the law

The Welsh Language (Wales) Measure 2011

1.1 The Welsh Language (Wales) Measure 2011 gives the Welsh language official status in Wales. It also says that the Welsh Language Commissioner's principal aim in exercising his or her functions is to promote and facilitate the use of the Welsh language. When exercising functions in accordance with this principal aim, the Commissioner must have regard to:

- the official status which the Welsh language has in Wales
- the duties to use Welsh which are imposed by law, and the rights which arise from the enforceability of those duties,
- the principle that, in Wales, the Welsh language should be treated no less favourably than the English language in Wales, and
- the principle that persons in Wales should be able to live their lives through the medium of the Welsh language if they choose to do so.

Welsh Language Standards

1.2 The Measure gives legal effect to the official status of the Welsh language by enabling the imposition of Welsh language standards ('standards') on bodies[1].

1.3 There are five classes of standards:

- service delivery standards
- policy making standards
- operational standards
- promotion standards, and
- record keeping standards[2].

1.4 Standards explain how bodies should treat and use the Welsh language in different scenarios, for example, when sending correspondence, dealing with telephone calls, providing services on-line or face-to-face, formulating policies or when providing services internally to staff.

The Welsh Language Commissioner

1.5 The office of the Welsh Language Commissioner ('the Commissioner') was established by the Measure. The Commissioner's principal aim is to promote and facilitate the use of the Welsh language.

[1] In the context of the standards a 'body' is an organisation which has a duty to comply with one or more standards.

[2] Welsh Ministers, by means of regulations, may make other provision about such standards (i.e. supplementary standards).

1.6 The Commissioner is responsible for imposing standards on bodies, as well as enforcing those duties arising from those standards. The Commissioner is also responsible for producing codes of practice that relate to those standards.

The Welsh Language Standards Regulations

1.7 Welsh Ministers specified standards[3] for Welsh Ministers, county councils, county borough councils and National Park authorities through the Welsh Language Standards (No. 1) Regulations 2015[4] ('the regulations')[5]. The regulations are subordinate legislation that includes a list of standards which the Commissioner can impose on each relevant body. This code of practice ('the code') applies to these regulations.

1.8 Following their approval by the National Assembly for Wales, the Commissioner was able to impose specific standards on the relevant bodies, by issuing them with a compliance notice.

Compliance notice

1.9 A compliance notice is a document that notes the following:

- which standards from the regulations a body must comply with, and
- the 'imposition day' for each standard—the day from which a body is required to comply with a standard (or comply with a standard in a particular respect)[6].

1.10 The Commissioner gave a compliance notice to each relevant body on 30 September 2015. The requirements of the first set of standards then became operational on 30 March 2016[7]. Their Welsh language schemes also came to an end on that date.

Legal changes which can affect the code

1.11 The guidance included in this code may be affected if:

- Welsh Ministers amend the regulations in the future[8]
- relevant enactments, referred to in the code, are amended or replaced, or

[3] Section 26 of the Welsh Language (Wales) Measure 2011
http://www.legislation.gov.uk/mwa/2011/1/section/26/enacted/english

[4] The Welsh Language Standards (No. 1) Regulations 2015;
http://www.legislation.gov.uk/wsi/2015/996/pdfs/wsi_20150996_mi.pdf
No. 996 (Cl. 68). They came into force on 31 March 2015.

[5] A more detailed list of the relevant bodies can be found in Appendix 1.

[6] Section 44 of the Welsh Language (Wales) Measure 2011
https://www.legislation.gov.uk/mwa/2011/1/part/4/chapter/6/crossheading/compliance-notices/enacted

[7] Requirements of standards with a 6 month imposition day only. The requirements of standards with a later imposition day became operational after that.

[8] The Welsh Language Standards (No. 5) Regulations 2016
http://www.legislation.gov.uk/cy/wsi/2016/406/contents/made
have already amended the Welsh Language Standards (No. 1) Regulations 2015. See Appendix 2 of this code for further information.

- a determination by the Welsh Language Tribunal or court provides an authoritative interpretation of the requirements or meaning of a standard[9].

1.12 Therefore, readers of the code will need to be aware of any developments which affect the provisions included in it. The Commissioner's office is able to provide the latest information.

The status of the code

1.13 The Measure states:

> "(1) The Commissioner may issue codes of practice for the purpose of providing practical guidance with respect to the requirements of any standards specified by the Welsh Ministers under section 26(1) ("standards codes of practice")[10]."

1.14 This code is a statutory document. Welsh Ministers gave their consent to this code on 8 October 2019 following consultation on a draft code from 12 January 2018 to 6 April 2018. This code comes into force on 19 February 2020.

1.15 The Commissioner may review or withdraw this code (and introduce a new or revised code in its place) if deemed appropriate in the future.[11]

1.16 A body's failure to comply with a provision within this code does not render that body liable to any enforcement action[12]. This code should not be considered a complete nor authoritative declaration of the law. Only the Welsh Language Tribunal and courts are able to provide an authoritative declaration of legislation and subsequent judicial decisions may affect the content of this code.

1.17 However, should the Commissioner wish so, it may rely upon a failure by a body to comply with guidelines within this code as something which tends to establish that the body has failed to comply with a standard.

1.18 Likewise, a body may rely upon the fact that they complied with guidelines within this code as something which tends to establish that they have complied with a standard[12].

[9] Determinations made by the Welsh Language Tribunal are available at http://www.welshlanguagetribunal.gov.wales

[10] Section 68 of the Welsh Language (Wales) Measure 2011 http://www.legislation.gov.uk/cy/mwa/2011/1/section/68/enacted

[11] See Section 68 of the Welsh Language (Wales) Measure 2011 http://www.legislation.gov.uk/mwa/2011/1/section/68/enacted for details on the steps which must be taken before a revised code of practice comes into force.

[12] Section 69 of the Welsh Language (Wales) Measure 2011 http://www.legislation.gov.uk/mwa/2011/1/section/69/enacted

2 An introduction to the code of practice

The purpose of the code

2.1 The purpose of this code is to provide Welsh Ministers, county councils, county borough councils and National Park authorities with practical guidance on the requirements of the standards specified in the Welsh Language Standards (No. 1) Regulations 2015[13].

2.2 The code provides further clarification on the requirements of each of the standards within the regulations, apart from the promotion standards (145 and 146). A separate advice document is available for these standards.

2.3 Amongst other things, the code provides practical guidance by:

- responding to frequently asked questions posed by bodies in the past
- interpreting terms and phrases not already interpreted in the regulations or in the Measure
- referring to any relevant terms or phrases already interpreted in other regulations or legislation
- providing examples of the meaning of terms, specific phrases or how a body can implement certain requirements
- highlighting issues for a body to consider when seeking compliance, and
- explaining any relevant clauses found in the regulations or Measure which make the duties to comply in specific situations exempt.

How to use this code

2.4 **Section 3** provides general guidance on the content of the regulations. It further clarifies issues affecting the regulations as a whole or affecting a number of standards across more than one activity or class of standards.

2.5 **Sections 4-8** provide practical guidance on the requirements of the standards based on each class of standards:

- **Section 4:** Service delivery standards [1-87]
- **Section 5:** Policy making standards [88-97]
- **Section 6:** Operational standards [98-144]
- **Section 7:** Record keeping standards [147-154]
- **Section 8:** Standards which deal with supplementary matters [155-176].

2.6 **Appendix 1** lists the bodies to which these regulations apply. **Appendix 2** contains information on the changes made to the regulations since they came into force. **Appendix 3** contains templates which can be used by a body as they comply with specific standards.

[13] Section 68 of the Welsh Language (Wales) Measure 2011
http://www.legislation.gov.uk/mwa/2011/1/section/68/enacted

2.7 The guidance found within the code has been produced with the assumption that the standards referred to have been imposed on the body. Reference should be made to a body's compliance notice in order to ascertain which specific standards have been imposed on them.

2.8 If a relevant interpretation has been provided within the regulations, the Measure or other enactment, the code usually refers to these interpretations and specifically states that they come from that enactment. Otherwise, the code includes the Commissioner's own interpretations of the requirements of the standards or specific terms.

2.9 Unless otherwise stated, any reference to a 'body' in this code usually includes the staff of that body as well as any third party operating on behalf of, or in the name of, that body (please see paragraphs 3.37—3.49 of this code).

Variations in compliance notices

2.10 The code deals with the requirements of the standards as specified in the regulations only. The code does not provide any advice regarding the specific circumstances where the Commissioner has provided in a compliance notice in which circumstances (or areas) that a body must comply.

2.11 Therefore, this code should be read alongside the body's compliance notice as well as the regulations in order to examine the body's duties in full.

Duties, guidance, lists and examples

2.12 The term 'must/have to' (or similar terms) in the code denote statutory duties which come directly from the law[14].

2.13 The term 'does not have to' (or similar terms) denotes that there is no statutory duty in accordance with the standard in question[15].

2.14 The terms 'may/can', 'expected' and 'not expected' (or similar terms) denote the Commissioner's practical guidance relating to the requirements of the standards or examples of how they could be implemented. Although this guidance does not necessarily represent statutory requirements, paragraphs 1.16—1.18 of this code should be considered.

2.15 References to the term 'includes' (or any other similar terms) should not be construed to suggest that there is any limitation in terms of the requirements or interpretation (unless that is noted specifically).

2.16 This code includes examples of how to implement the requirements of the standards. The purpose of these examples is to show how the requirements of the standards may impact the body's operation. These examples should not be construed to mean:

- that the requirements must only be implemented in that particular way

[14] Whether this is from the compliance notice, regulations, Measure or any other enactment.

[15] A reference to this term in relation to a specific standard does not mean that there is no statutory duty on a body in relation to another standard.

- that compliance may not be achieved by another way, nor
- that the requirements must only be met in accordance with the examples provided.

3 General guidance on the content of the regulations

What is meant by the term 'public'?

3.1 The term 'public' means any persons who are not undertaking the functions of a public authority at the time.

3.2 The term includes the public in its entirety, or a proportion of the public, as well as individual members of the public.

3.3 It includes individuals, legal persons and corporate bodies. It also includes voluntary organisations and charities, as well as directors and those representing limited companies.

3.4 The term 'public' does not include the Crown[16], Government nor State.

3.5 It does not include persons undertaking official functions of a public nature whilst undertaking such functions. For example, the term does not include persons acting as public authority representatives[17].

What is meant by the term 'individual'?

3.6 The regulations state:

> "an "individual" ("unigolyn") means a member of the public[18]."

3.7 The context of each standard specifies who exactly comes within the term in specific circumstances.

What is meant by the term 'person'?

3.8 The Interpretation Act 1978 states that:

> ""person" includes a body of persons corporate or unincorporate[19]."

[16] This may include the armed forces, civil servants, Crown servants, or Crown agencies.

[17] A 'public authority' includes any person with functions of a public nature. It includes any person who comes within the meaning of "public authority" in section 6(3) of the Human Rights Act 1998 https://www.legislation.gov.uk/ukpga/1998/42/section/6 (e.g. Local Authority or Local Health Board).

[18] Section 1(4), Welsh Language Standards (No. 1) Regulations 2015 http://www.legislation.gov.uk/wsi/2015/996/pdfs/wsi_20150996_mi.pdf

[19] Schedule 1 of the Interpretation Act 1978 http://www.legislation.gov.uk/ukpga/1978/30/pdfs/ukpga_19780030_en.pdf

3.9 Therefore, the term includes persons corporate and unincorporate. It includes any entity that may have legal rights or duties.

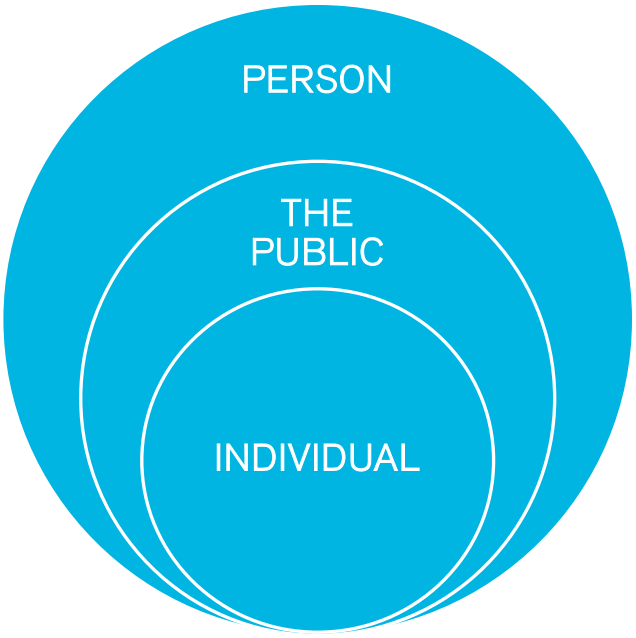
3.10 The term 'person' may include entities such as corporate bodies, associations, companies, partnerships, trusts, individuals and any combination of one or more of these.

3.11 The term 'person' does not include the body itself.

3.12 The term 'person' has a broader meaning than the terms 'individual' and 'public'. As well as including those who come within the meaning of the terms 'individual' and 'public', the term 'person' also includes persons representing the Crown, Government, or State.

3.13 This means that the term 'person' also includes a person (excluding the body itself) undertaking public authority functions. For example, the term may include a member of staff from a National Park authority, county council, health board or Welsh Government.

3.14 The following diagram shows how the above terms relate to each other in its simplest form:



What is meant by the terms 'member of staff', 'individual working for a body' and 'employee of a body'?

3.15 The regulations state:

> "a "member of staff" ("aelod o staff") means an employee of a body or an individual working for a body (and "staff" ("staff") must be interpreted accordingly)[20]."

3.16 The term 'employee of a body' is not interpreted further in the regulations. However, the interpretation of "employee" found in the Employment Rights Act 1996 may be viewed for assistance, which notes:

> "(1) In this Act 'employee' means an individual who has entered into or works under (or, where the employment has ceased, worked under) a contract of employment.
>
> (2) In this Act 'contract of employment' means a contract of service or apprenticeship, whether express or implied, and (if it is express) whether oral or in writing[21]."

3.17 Also, the term 'individual working for a body' is not interpreted further in the regulations. However, the interpretation of "worker" found in the Employment Rights Act 1996 may be viewed for assistance, which notes:

> "(3) In this Act 'worker' [...] means an individual who has entered into or works under (or, where the employment has ceased, worked under) –
>
> (a) a contract of employment, or
>
> (b) any other contract, whether express or implied and (if it is express) whether oral or in writing, whereby the individual undertakes to do or perform personally any work or services for another party to the contract whose status is not by virtue of the contract that of a client or customer of any profession or business undertaking carried on by the individual;
> and any reference to a worker's contract shall be construed accordingly[22]."

3.18 The term 'individual working for a body' has a broader meaning than the term 'employee of a body'.

3.19 The term 'member of staff' includes persons who come within the interpretation of the terms 'employee' and 'individual working for a body'. The term does not include the genuinely self-employed.

[20] Section 1(4), Welsh Language Standards (No. 1) Regulations 2015
http://www.legislation.gov.uk/wsi/2015/996/pdfs/wsi_20150996_mi.pdf

[21] Section 230, Employment Rights Act 1996
https://www.legislation.gov.uk/ukpga/1996/18/section/230

[22] Section 230, Employment Rights Act 1996
https://www.legislation.gov.uk/ukpga/1996/18/section/230

3.20 A person appointed to a body by a county council or county borough council, Welsh Ministers, a Crown Minister or a Minister of Her Majesty may be included within the meaning of the term 'member of staff'.

3.21 Reference to a 'member of staff', 'employee of a body' or 'individual working for a body' includes, in the case of Welsh Ministers, a Welsh Government employee or individual working for the Welsh Government.

How do the standards affect elected and co-opted members of county borough councils or county councils?

3.22 The way in which the standards affect elected and co-opted members of county borough councils or county councils (a 'councillor') varies. The degree to which they are affected depends on the capacity in which the councillor is working at the time. That may affect the degree to which the councillor must operate in accordance with the standards.

3.23 If a councillor provides[23] a service by virtue of a function delegated to them under the constitution of their council, the councillor must act in accordance with the standards imposed on the council when providing that service.

3.24 Otherwise, the councillor will not usually be required to act in accordance with the standards imposed on the council. The only exception to this is when a councillor uses the council's resources (beyond that of its usual resources and remuneration) to provide a service.

3.25 However, the councillor may come within the meaning of the term 'public' as their representative. They may also be a 'person' for the purposes of the standards as they may be operating separately from the council itself. In such a situation, the councillor may have the right to receive services from the council in Welsh under the service delivery standards.

3.26 The operational standards do not give a right to a councillor to receive services in Welsh from a body, as they are not a 'member of staff' for the purpose of the standards.

How do the standards affect members of National Park authorities?

3.27 If a member appointed or nominated to a National Park authority provides a service by virtue of a function delegated to them under the constitution of that authority, the member must act in accordance with the standards imposed on that authority when doing so.

3.28 Otherwise, the member will not usually be required to act in accordance with the standards imposed on the authority. The only exception to this is when a member

[23] For ease of understanding in the code, references to a body or third party carrying out an activity or providing a service are reflected by stating that a body or third party 'provides a service'. Similarly, references to the term 'service' refer to an activity or service.

uses the authority's resources (beyond that of its usual remuneration) to provide a service.

3.29 However, the member may come within the meaning of the term 'public' unless they are operating on behalf of another public authority. They may also be a 'person' for the purposes of the standards if they are operating separately from the authority itself. In such a situation, the member may have the right to receive services from the authority in Welsh under the service delivery standards.

3.30 The operational standards do not give a right to a member to receive service in Welsh from a body, as they are not a 'member of staff' for the purpose of the standards.

Who are the 'Welsh Ministers'?

3.31 The term 'Welsh Ministers' should be interpreted in accordance with section 45(2) of the Government of Wales Act 2006:

> "In this Act and in any other enactment or instrument the First Minister and the Welsh Ministers appointed under section 48 are referred to collectively as the Welsh Ministers[24]."

3.32 Therefore, the standards imposed on the Welsh Ministers (the 'body' in this case) apply to the functions of the First Minister and the Welsh Ministers.

3.33 The standards imposed on the Welsh Ministers also apply to the functions of the Deputy Welsh Ministers and Welsh Government staff when they are operating on behalf of the Welsh Ministers.

3.34 The term does not include the Counsel General.

3.35 Welsh Ministers do not have to act in accordance with the standards when acting in their capacity as an Assembly Member only.

3.36 Welsh Ministers, as individual persons, are not members of staff for the purposes of the standards.

Do the standards apply to third party providers?

3.37 Yes. Section 1(5) of the regulations states:

[24] Section 45, Government of Wales Act 2006
http://www.legislation.gov.uk/ukpga/2006/32/part/2

"In these Regulations—

(a) references to any activity being carried out by a body, or to any service being provided by a body, are to be read as including a reference to that activity being carried out on the body's behalf or to that service being provided on the body's behalf by a third party under arrangements made between the third party and the body;

(b) accordingly, unless a compliance notice provides to the contrary, a body will have failed to comply with a standard in respect of an activity or service it has arranged to be carried out or provided by a third party if that activity or service has not been carried out or provided in accordance with the standard."

3.38 Therefore, if a third party carries out an activity or provides a service, which is:

- on behalf of the body which is under a duty to comply with the standards, and
- under arrangements made between the body and the third party

the body must ensure that the third party complies with the standards applicable to that service.

3.39 However, if the third party does not comply with the relevant standards when providing the service on behalf of the body, the body would be liable for failing to comply with those standards. That may lead to action against the body under the Commissioner's enforcement powers.

Does a body have to ensure that the third party complies with all of the standards in its compliance notice?

3.40 No. A body does not have to ensure that third party providers comply with all of the standards imposed on the body. Instead, the body must only ensure that the third party provider complies with the standards applicable to the service provided by it on behalf of the body.

Some services are no longer provided directly by the body. What provision models may apply to the standards?

3.41 There are a number of possible different models for a body providing a service indirectly. Such models may include the following:

- outsourcing services, where the provider receives payment from the body
- providing services via a concession, where the provider has the right to charge for services
- providing services via a separate entity, wholly owned by the body
- providing services via a separate entity, jointly owned by the body and other persons, or
- providing services via a separate entity, jointly owned by the body and a commercial partner or third sector partner.

3.42 The third party must provide a service **on behalf** of the body for the standards to apply. If the body is no longer responsible for the service at all, the standards do not usually apply to that service.

3.43 It is the body's responsibility to consider to what extent the third party provides a service on behalf of the body. A body may do so by assessing any arrangements it has with third parties.

3.44 Arrangements may include any arrangements made between a body and third party. Arrangements do not have to be in writing nor have a specific title. What is important is the effect of the arrangement and that it means that there is an intention for the third party to provide the service on behalf of the body.

What if arrangements to provide the service on behalf of the body were made before the imposition day?

3.45 The standards also apply to a service provided by a third party if the arrangements made between them were made before the imposition day of any relevant standard. Therefore, a body must take any steps necessary to ensure that any arrangements made before the imposition day mean that the body complies with the requirements of the standards from the imposition day onwards.

3.46 It may be necessary to consider the body's current arrangements for ensuring compliance with the standards. That may include considering the following:

- modifying an existing arrangement between the body and third party or body
- making a new arrangement between the body and third party
- making a new arrangement with a new third party, or
- ensuring that the body's staff take responsibility for providing the service.

3.47 If the body has made the arrangement via a contract, the contract in question may allow a body to make changes to it as a result of being subject to new legal requirements. A body's duty to comply with the standards is a legal requirement and may therefore allow for any necessary changes to be made.

Do the standards imposed on county councils and county borough councils also apply to the operation of schools within the county?

3.48 A county council and county borough council's compliance notice only applies to the council's functions. It does not therefore apply to the functions of a school's governing body.

3.49 A council's compliance notice would only apply to a school's activities within the council's area, to the extent that it is the council, and not the governing body, that is responsible for the service in question.

Do the standards only apply to services that persons receive in Wales?

3.50 The Measure provides that the Standards apply in relation to Wales. That is not necessarily limited to services provided geographically in Wales as “in relation to

Wales" has a wider meaning which may include services provided outside Wales, as long as they have a connection to Wales. If the service being provided has the necessary connection to Wales, then the standards could apply to this service. As a result, whether a Standard applies only to services provided in Wales will depend on the context of the services being provided, the activity undertaken as well as the wording of the standard. The compliance notice could also limit the application.

If a standard states that a service must be provided or that material must be produced 'in Welsh', does that mean it must be provided in Welsh only and that material must be produced in Welsh first?

3.51 No, but the standards do not prevent that either. The requirements of the standards only impose duties in relation to providing services in Welsh. They do not impose duties in relation to providing services in other languages and this is therefore a matter for the body.

3.52 The regulations' explanatory notes state:

> "Where a standard specified in these Regulations requires written material to be displayed or provided in Welsh, or for a service to be provided in Welsh, this does not mean that the material must be displayed or provided in Welsh only, or that the service must only be provided in Welsh (unless that is specifically stated)."

3.53 Schedule 1, Part 3, Paragraph 26 of the regulations states explicitly, in relation to the service delivery standards:

> "For the purposes of the standards—
>
> (a) a requirement to produce, to send, to publish, to display, to make available or to issue any written material in Welsh does not mean that the material should be produced, sent, published, displayed, made available or issued in Welsh only, nor does it mean that the material should be produced in Welsh first (unless that is specifically stated in the standard);
>
> (b) a requirement to provide a service in Welsh does not mean that that service should only be provided in Welsh (unless that is specifically stated in the standard)."

3.54 Schedule 3, Part 3, Paragraph 13 of the regulations states explicitly, in relation to the operational standards:

> "For the purposes of the standards a requirement to publish, provide or display any written material in Welsh does not mean that material should be published, provided or, displayed in Welsh only, nor does it mean that the material should be produced in Welsh first (unless that is specifically stated in the standard)."

3.55 Schedule 6, Part 6, Paragraph 25 of the regulations states explicitly, in relation to the standards which deal with supplementary matters:

> "For the purposes of the standards a requirement to publish, provide or display any written material in Welsh does not mean that material should be published, provided or, displayed in Welsh only, nor does it mean that the material should be produced in Welsh first (unless that is specifically stated in the standard)."

If a standard states that a service must be provided 'in Welsh', does that mean that a body can provide the service bilingually?

3.56 The standards do not prevent a body from providing a service 'in Welsh' by doing so bilingually. A body may provide a bilingual service by providing the service:

- in Welsh and in English separately (if the specific standard allows that), or
- do so so that the Welsh language and the English language are used together within the same service.

4 Service delivery standards [1-87]

4.1 Correspondence sent by a body [standards 1-7]

What are the requirements?

4.1.1. Standards 1-7 relate to the way in which a body sends correspondence. The standards deal with:

- a body replying to correspondence from another person (standard 1)
- a body corresponding with an individual (standard 2), with more than one member of the same household (standard 3), or with several persons (standards 4 and 5), and
- general matters relating to correspondence (standards 6 and 7).

Standard 1

4.1.2. If a body receives correspondence from a person in Welsh, it must reply in Welsh (if an answer is required). A body does not have to reply in Welsh if a person has indicated that there is no need to reply in Welsh.

4.1.3. Similarly, the body does not have to reply in Welsh if no answer is required at all (in any language). For example, a reply (in Welsh) may not be needed if the correspondence only makes representations or if the person has confirmed to the body that no reply is needed.

4.1.4. A body must deal with the correspondence by responding to it entirely in Welsh (if that is the person's wish and that a reply is needed). The standard applies to all responses that the body sends which deal with the correspondence in question. A body would not be compliant should it reply acknowledging receipt of the correspondence in Welsh, only to not send follow-up correspondence which deals with the matter in hand in Welsh.

4.1.5. In order to deal with the correspondence in Welsh, a body may also have to consider supplementary material sent by a person in Welsh (e.g. a form, document or other material to be used in order to deal with the correspondence). That may include the consideration of material in Welsh only.

Standard 2

4.1.6. If a body is corresponding with an individual for the first time, it must ask the individual whether they wish to receive correspondence in Welsh. If the individual responds to say that they do wish to receive correspondence in Welsh from the body, the body must keep a record of that wish, and correspond with that individual, and send them any forms, in Welsh from then onwards.

4.1.7. This standard relates to correspondence addressed specifically to an individual. This standard would usually apply to correspondence which includes personalised or specifically tailored information for the individual (beyond general details such as their name or address). A body must refer to standard 3 if correspondence is

addressed to two individuals from the same household or standard 4 if the correspondence is being sent to several persons.

4.1.8. Schedule 1, Part 3, Paragraph 31 of the regulations states that a body does not have to send a Welsh language version of some forms in accordance with this standard:

> "For the purposes of standard 2, a body is not required to send a Welsh language version of the forms listed in sub-paragraph (3).
>
> (3) The forms are—
>
> (a) forms used by a body to recruit employees (see standards 137A,138 and 139 in relation to recruitment);
>
> (b) forms used when applying for grant assistance from a body (see standards 71 to 75 in relation to applications for grants);
>
> (c) forms used when submitting a tender to enter into a contract with a body (see standards 76 to 80 in relation to tendering for a contract)."

4.1.9. However, if an individual wishes to receive correspondence in Welsh, a body would continue to comply should it choose to send Welsh language versions of these forms to them.

4.1.10. If an individual responds to say that they do not wish to receive correspondence in Welsh from the body, that body will not have to correspond with that individual, nor send them any forms, in Welsh from then onwards. If the individual does not respond to the body's offer, the body must not interpret that to mean that the individual does not wish to receive correspondence in Welsh. Standard 5 will apply if the body does not know whether the individual wants to receive correspondence in Welsh.

Standard 3

4.1.11. If a body sends correspondence addressed to two individuals who are members of the same household for the first time, it must ask both individuals whether they wish to receive correspondence from the body in Welsh. For example, such correspondence may include correspondence addressed to the parents of a child, or two individuals living in the same address.

4.1.12. If both individuals respond to say that they wish to receive correspondence (addressed to both of them) in Welsh from the body, the body must keep a record of that wish and correspond with them in Welsh from then onwards (when sending correspondence addressed to both of those individuals).

4.1.13. If one (but not both) of the individuals responds to say that he or she wishes to receive correspondence in Welsh from the body, the body must keep a record of that wish. If a body sends correspondence addressed to both individuals from then onwards, it must also provide a Welsh language version of the correspondence.

4.1.14. If both individuals respond to say that they do not wish to receive correspondence (addressed to both) in Welsh from the body, the body does not have to correspond with them in Welsh from then onwards (when sending correspondence addressed to both individuals). If the individuals do not respond, a body must not interpret that to mean that they do not wish to receive correspondence (addressed to both) in Welsh. Standard 5 will apply if the body does not know whether the individuals want to receive correspondence in Welsh.

Standard 4

4.1.15. If a body sends the same correspondence to several persons, it must send a Welsh language version of that correspondence. The body must also ensure that a Welsh language version of the correspondence is sent at the same time as any English language version.

4.1.16. This standard applies to situations where the same correspondence is sent to several persons. This may include a body sending the same circular, e-circular, newsletter, email, text message or letter to several homes or persons.

4.1.17. Unlike standards 2 and 3, which deal with correspondence addressed to one or two specific individuals only, standard 4 deals with standard correspondence which applies to several persons. This standard does not apply to correspondence which includes individually personalised or tailored information (beyond generic details such as name or address). A body must treat this kind of correspondence separately to the kind of correspondence sent in accordance with standards 2 and 3.

4.1.18. Therefore, if a body sends the same correspondence to several persons, an individual's reply regarding their wish to receive correspondence in Welsh in accordance with standards 2 and 3 does not affect a body's duty to send correspondence to that individual in Welsh in accordance with standard 4.

Standard 5

4.1.19. If a body does not know whether a person wishes to receive correspondence in Welsh, it must provide a Welsh language version of the correspondence when corresponding with that person.

4.1.20. That means that a body must send a Welsh language version of correspondence to a person at all times, until such time that it knows that the person does not wish to receive correspondence in Welsh.

4.1.21. A body may be able to 'know' whether a person wishes to receive correspondence in Welsh or not based on:

- information given to the body in accordance with standards 2 and 3
- information regarding language choice already gathered by the body
- interaction from an individual that they wish to receive correspondence in Welsh, or

- a body's previous engagement with an individual where they have expressed their wishes[25].

4.1.22. Although a body does not have to ask whether a person wishes to receive correspondence in Welsh nor keep a record of that wish (as in the case of standards 2 and 3), a body may do so in order to facilitate compliance with the standard and ensure that correspondence is sent in Welsh to persons who wish to receive it.

4.1.23. If a body chooses to ask whether a person wishes to receive correspondence from them in Welsh, but that they do not respond, a body must not interpret that to mean that the person does not wish to receive correspondence in Welsh.

4.1.24. It should be emphasised that this standard applies to correspondence sent by a body to a 'person(s)'. That includes correspondence sent to limited companies, charities and other public authorities. The standards are not therefore limited to correspondence sent to members of the public only.

Standard 6

4.1.25. If a body produces corresponding Welsh and English language versions of correspondence (whether separate versions or not), it must not treat the Welsh language version of the correspondence less favourably than the English language version.

4.1.26. For example, if the English version of correspondence is signed, or if contact details are provided on the English version, then the Welsh version must be treated at least in the same way.

4.1.27. The following interpretation of the term 'treating a Welsh language version no less favourably than an English language version' is provided in Schedule 1, Part 3, Paragraph 29 of the regulations:

> "Where a standard refers to material that is to be produced in Welsh (with the exception of standards 52 to 57 (websites and apps), 58 and 59 (social media) and 76 (invitations to tender)), references to treating the Welsh language no less favourably than the English language, or to treating a Welsh language version no less favourably than an English language version, include, amongst other matters (and in addition to specific matters referred to in any individual standard), treating the Welsh language no less favourably as regards—
>
> (a) the visual presentation of material (for example in relation to the colour or font of any text)
>
> (b) the size of the material
>
> (c) the position and prominence of the material in any public place
>
> (ch) when and how the material is published, provided or exhibited
>
> (d) the publication format of material."

[25] A body should be aware of data protection legislation if it chooses to apply one or more of these approaches.

4.1.28. 'Other matters' may include treating the Welsh language no less favourably as regards:

- the material's language order
- the standard and quality of the material
- the clarity and accuracy of the material (for example in terms of the meaning and expression of any text)
- the content of the material (for example in terms of the detail and quality of the information it contains), and
- when the material is sent by the body and received by the person.

Standard 7

4.1.29. A body must state how they will treat Welsh language correspondence. A body must include this statement in:

- correspondence
- publications that invite persons to respond to or correspond with the body, and
- official notices that invite persons to respond to or correspond with the body.

4.1.30. The statement must note:

- that it welcomes receiving correspondence in Welsh
- that it will respond to correspondence in Welsh, and
- that corresponding in Welsh will not lead to delay.

4.1.31. The statement does not have to follow the wording of the standard word for word. However, that statement should be clear and explicit enough for persons to be fully aware of the body's commitment and dedication to ensuring that the Welsh language is treated no less favourably than the English language in terms of receiving and responding to correspondence in Welsh.

4.1.32. The Commissioner's Iaith Gwaith logo may be displayed by the body as part of any written statement to further show that the body welcomes receiving correspondence in Welsh and that it will respond to correspondence in Welsh.

4.1.33. Displaying the Iaith Gwaith logo would not constitute conveying that corresponding in Welsh will not lead to a delay. A body is therefore expected to convey this by stating it specifically in writing.

4.1.34. The Iaith Gwaith logo is available as a free download from the Commissioner's website. The logo looks like this:

4.1.35. Here is an example of a statement that may be used by a body for the purposes of the standard:

Croeso i chi gysylltu â ni yn Gymraeg. Byddwn yn ymateb yn Gymraeg, heb oedi.

You are welcome to contact us in Welsh. We will respond in Welsh, without delay.

4.1.36. Corresponding in Welsh is not expected to have led to a delay if a body responds in Welsh to the person:

- within its organisational target time(s) for responding to correspondence (e.g. the organisation's target for acknowledging and responding to correspondence with an interim/full response within a specific period(s)), and
- within the same period as it would take to respond to a person in English.

What is meant by the term 'correspondence'?

4.1.37. The term includes any written communication or contact exchanged between two or more parties. Correspondence may include letters, emails, text messages, faxes, live online chat facilities[26], forms[27] or circulars.

4.1.38. The term includes written correspondence presented electronically as well as on paper, e.g. via e-mail, PDF or a document produced using a word processor such as Microsoft Word.

4.1.39. The term also includes any correspondence generated automatically by a system or machine, such as bills, reminders or automated email responses.

4.1.40. The term does not only include correspondence to which a person needs to respond. It may also include correspondence sent to a person to share information only.

4.1.41. Standards 1 to 7 do not apply to correspondence sent via social media[28].

What must be in Welsh when sending correspondence via email?

4.1.42. If a body must ensure that correspondence via e-mail is sent in Welsh in accordance with the standards, that may include ensuring that:

- the body of the email is in Welsh
- automated emails are in Welsh
- email disclaimers and signatures are in Welsh
- email subject lines are in Welsh, and
- the changes made by a body to another person's subject line are in Welsh (e.g. using the Welsh abbreviations 'Atb:' when replying to an email or 'Yml:' when forwarding an email).

[26] An application designed specifically to provide immediate online assistance to users of a website.

[27] Reference should be made to standards 50–51 when a body produces and publishes forms

[28] See standards 58 and 59 for requirements in relation to social media.

Do these standards apply to correspondence sent internally between a body's staff members only?

4.1.43. No. If correspondence is sent internally between a body's staff members only, these standards would not be relevant to that correspondence.

4.1.44. These standards only apply if the body sends correspondence to another person who is separate to the body. If a member of staff sends correspondence to another member of staff within the body only, that correspondence does not have to be sent in Welsh in accordance with these standards.

4.1.45. However, if that correspondence is also sent to another person outside the body, it must ensure that the correspondence is sent in Welsh to that person in accordance with the standards.

4.1.46. In addition, staff must send internal correspondence in Welsh if that is required by the operational standards. Reference should be made to the operational standards for the specific types of internal correspondence that come within the scope of the standards (e.g. standards which relate to the use of Welsh within a body's internal administration).

What is meant by the term 'corresponding for the first time'?

4.1.47. Schedule 1, Part 3, Paragraph 27 of the regulations states:

> "For the purposes of standards 2, 3 [...] a body corresponds with an individual [...] for the first time when it corresponds [...] for the first time after the date on which a compliance notice has required the body to comply with the standard."

4.1.48. The term 'corresponding for the first time' therefore means the first time a body corresponds with an individual from the imposition day onwards.

How can a body know whether it is corresponding for the first time or not, and therefore, when to ask about their wish to receive correspondence in Welsh?

4.1.49. A body must keep a record of individuals' wishes to receive correspondence in Welsh, in accordance with standards 2 and 3. A body may check that record in order to identify whether or not it has corresponded with the individual in question since the imposition day or if the body is corresponding with the individual for the first time.

4.1.50. If there is a record, and that record has been updated since the imposition day of the standard, it is likely that the body is not corresponding with that individual for the first time and that the body has already corresponded with that individual since the imposition day.

4.1.51. If there is no record or a record has not been updated since the imposition day of the standard, it is likely that the body has not been in contact with that individual since the imposition day, and therefore, that they need to be asked about their wish to receive correspondence in Welsh.

What if a body is aware of an individual's wish to receive correspondence in Welsh before the imposition day?

4.1.52. Establishing an individual's wish to receive correspondence in Welsh, by using information gathered before the imposition day, would not comply with the requirements of standards 2 and 3. However, such information may be used by a body to comply with the requirements of standard 5.

4.1.53. In order to comply with standards 2 and 3, an individual must be asked about their wishes from the imposition day onwards.

4.1.54. If a body has historical information on an individual's wishes, it must find out or confirm whether they wish to receive correspondence in Welsh again from the imposition day onwards.

How should a body ask individuals whether or not they wish to receive correspondence in Welsh, in accordance with standards 2 and 3?

4.1.55. The way in which a body asks individuals whether or not they wish to receive correspondence may vary depending on the type of correspondence in question. For example, where a body sends correspondence to which the individual is expected to reply, it may be appropriate for the body to include a specific question within the body of the correspondence.

4.1.56. In another situation where a body sends correspondence which does not necessarily ask for a reply, it may be appropriate for the body to ask the individual specifically to get in touch in order to express their wishes.

How should a body keep a record of individuals' wishes in relation to whether or not they wish to receive correspondence from a body in Welsh, in accordance with standards 2 and 3?

4.1.57. The body is expected to have sufficient arrangements in place to allow it to know if this is the first time it is corresponding with the individual (or individuals) and, if not, to know if that individual (or those individuals) wish to receive correspondence in Welsh.

4.1.58. That record is expected to be available to all of the body's staff members (or a third party acting on behalf of the body) who are corresponding with individuals.

4.1.59. A body can keep a record of an individual's wishes in the following ways:

- a customer contact management system implemented, and available, across the body
- another kind of database implemented, and available, across the body

- a note on the individual's file or personal record which may be transferred, or
- departmental databases which ensure that information regarding individuals' wishes is updated and available on every database across the body, by exchanging relevant information.

4.1.60. Subject to data protection legislation[29], any information received from an individual (or individuals) regarding their wish to receive correspondence in Welsh may be shared and recorded on an organisational level, so that the body can send all correspondence to the individual (or individuals) in Welsh from then onwards.

4.1.61. For example, if an individual confirms with a specific department within the body that they wish to receive correspondence in Welsh from then onwards, the body can ensure, as long as they comply with data protection legislation, that all of their other departments are aware of the individual's wishes, so that those departments send correspondence to the individual in Welsh from them onwards.

Does data protection legislation allow bodies to collect, store and use personal data on an individual's wish to receive correspondence in Welsh?

4.1.62. Yes. Data protection legislation does not prevent a body from complying with the requirements of standards 2 or 3.

4.1.63. However, information on an individual's wish to receive correspondence from a body in Welsh is considered to be 'personal data'. In terms of data protection, collecting, storing and using data on an individual's wishes would constitute 'processing' data. Therefore, all bodies must comply with the requirements of data protection legislation, whenever they process that data.

4.1.64. Under the GDPR, bodies will need to ensure that their processing activities meet at least one of six conditions for processing, set out in Article 6(1) of the GDPR.

4.1.65. For any body subject to the Welsh language standards, compliance with the standards is a legal requirement. Therefore it will be necessary for the body to collect and store data on an individual's wish to receive correspondence in Welsh in order to meet the legal requirement. Under the GDPR, each body should be able to rely on condition 'c' in Article 6(1)[30] in order to collect and store this data.

4.1.66. As well as having a valid condition for processing, each body will also need to consider whether its processing of data in relation to an individual's wish is fair. Individuals must be told why the body is collecting data in relation to their wish and how it will be used. Information confirming whether the data will be shared internally or externally should be included, and that should occur when the data is collected. There are additional rules under the GDPR which relate to what information needs to be provided to individuals, as well as how their data will be used.

[29] Any reference to 'Data Protection Legislation' in this code means the General Data Protection Regulation ("GDPR") (EU) 2016/679 and the Data Protection Act 2018 and any applicable law or regulation which involves the processing of personal data and privacy as revised, reviewed or amended.

[30] 'Processing is necessary for compliance with a legal obligation to which the controller is subject.'

4.1.67. If a body provides adequate information at the time it collects data on an individual's wish, and only uses that data in accordance with the individual's expectations, collection and storage of such data should comply with data protection legislation.

Is it possible to share data on an individual's wish to receive correspondence in Welsh internally between different departments?

4.1.68. Yes. As long as data in relation to an individual's wish has been collected appropriately, then it is possible to use the data to ensure that the individual receives correspondence in Welsh in accordance with their wishes.

4.1.69. An individual's wish will have been collected appropriately as long as the body has made it clear to the individual, when asking about their wish, that the data will be shared with different departments.

4.1.70. Assuming that the data in relation to an individual's wish has been collected appropriately, it will be possible to use it to ensure the individual receives communication in Welsh in accordance with their wishes. Each body will need to decide whether to develop one record for the entire organisation or separate departmental records.

4.1.71. Sharing personal data between different departments is itself a form of processing, so it needs to comply with data protection legislation. The standards apply to the organisation as a whole, so some bodies will choose to use one wish across the organisation. If the body chooses to take this approach, it will need to make this very clear to individuals when the original data is collected.

4.1.72. Each body will need to decide its own approach to the sharing of data in relation to an individual's wish between departments. It is considered that bodies should make it as easy as possible for individuals to express their wishes and to have that choice respected. Providing clear processing information to individuals explaining how their data will be used is likely to be a key element of ensuring compliance with both the standards and data protection legislation. All data in relation to an individual's wishes is ultimately based on a choice made by the individual. If a body shares a record of the individual's wish between different departments, those individual departments must ensure that they use that data for the purpose originally intended, rather than any new purpose which the individual would not expect.

What if an individual's wish to receive correspondence in Welsh varies in different situations?

4.1.73. It is possible that an individual's wish to receive correspondence in Welsh will vary in different situations. An individual's wish may depend on which service or department within the body is sending the correspondence or the correspondence's subject matter.

4.1.74. For example, an individual may wish to receive general responses from a local authority in Welsh but not receive correspondence in relation to a planning

application in Welsh. An individual could wish to receive emails in Welsh but not standard letters. It is possible that an individual's wish to receive correspondence in Welsh may vary in different situations.

4.1.75. The requirement in accordance with standards 2 and 3 is for a body to ask an individual whether they wish to receive correspondence in Welsh. However, the standards do not prevent a body from asking questions regarding in which context they would wish to receive correspondence in Welsh. A body would comply with the requirements of the standards if it corresponded with an individual (or individuals) in Welsh in some contexts only, should that wish have been identified.

Must a body ensure that Welsh language versions of postal addresses are used when sending Welsh language versions of correspondence?

4.1.76. A body is expected to use Welsh language versions of postal addresses when sending Welsh language correspondence (if there is a Welsh language postal address which is different to the English language version e.g. Caerdydd/Cardiff). This may include using the Welsh language postal address on an envelope or at the top of a letter written in Welsh.

4.1.77. The Commissioner is responsible for providing advice on standard forms of place names in Wales. The Commissioner can advise bodies on the standard form of names of settlements (namely villages, towns and cities) in Wales. The Commissioner has published these recommendations in an online database and the lists are available to download under open licence: List of Standardised Welsh Place-names[31].

4.1.78. The Commissioner follows specific standardisation guidelines when producing her recommendations: Guidelines for Standardising Place-names in Wales[32]. These guidelines deal specifically with the names of settlements. They do not necessarily apply to house names nor other landscape features. However, they contain several valuable principles which could be applied when dealing with these names.

4.1.79. As long as there is no other enactment which requires the use of another form of Welsh place-name, a body may use this consultation service to ensure that it uses the standardised forms of Welsh place-names when using those names on Welsh language versions of correspondence.

4.2 Telephone calls made and received by a body [standards 8-22]

What are the requirements?

4.2.1. These standards relate to:

[31] See the List of Standardised Welsh Place-names on the Commissioner's website. http://www.comisiynyddygymraeg.cymru/english/commissioner/placenames/pages/search.aspx

[32] See Guidelines for Standardising Place-names in Wales on the Commissioner's website. http://www.comisiynyddygymraeg.cymru/English/Commissioner/PlaceNames/Pages/Context.aspx

- telephone calls made to a body's main contact number and to any helplines or call centres (standards 8–17)
- telephone calls made to departments and to members of a body's staff (standards 18–20)
- telephone calls made by a body (standard 21), and
- a body dealing with telephone calls using an automated system (standard 22).

Standard 8

4.2.2. A body must greet a person in Welsh when that person contacts the body on one of its relevant telephone numbers[33].

4.2.3. The term 'greet' may include phrases which acknowledge and welcome the caller before the body starts to deal with the call. For example, a body may greet a person by saying 'Bore Da/Prynhawn Da/Noswaith Dda', followed by the body's name in Welsh (if it exists). The term 'greet' does not include dealing with the call itself.

4.2.4. Bodies may greet persons in Welsh via a pre-recorded automated message or through a member of staff greeting that person in Welsh when answering the call.

4.2.5. The requirements of this standard apply to the initial greeting only. The language of the remainder of the call will depend on the person's language choice in accordance with standards 10 or 11 (depending on which standard had been imposed on the body).

4.2.6. The requirements of standard 20 apply to greetings given to a person who makes contact via a direct line telephone number belonging to a body's department or a member of staff.

Standard 9

4.2.7. If a person contacts the body on one of its relevant telephone numbers, the body must inform that person that a Welsh language telephone service is available.

4.2.8. A body is expected to be proactive when informing persons about the Welsh language telephone service. This is expected to happen at the first available opportunity.

4.2.9. Greeting a person in Welsh alone does not constitute informing a person that a Welsh language telephone service is available. A body is expected to go further than that in order to make it explicit that a Welsh language service is available.

4.2.10. Examples of a body 'informing' a person that a Welsh language telephone service is available may include:

- give persons the option to choose a Welsh language telephone service (or service in English) by pressing a specific button on the keypad
- ensuring that staff members answering the call inform the person in a proactive manner when conversing with that person, and

[33] Unless noted otherwise, reference to 'relevant telephone numbers', in the context of standards 8–17, means the body's main telephone number (or one of its main telephone numbers), or any one of its helpline numbers or call centre numbers.

- ensuring that the body informs the person that a Welsh language service is available (or will continue to be available) when a member of staff transfers the call to another member of staff who is able to deal with the call in Welsh.

4.2.11. Depending on the nature of the body and use of the language by the body, it may comply with standard 9 by starting a conversation in Welsh in order to highlight, in a natural way, that a Welsh language service is available over the phone, without having to make that explicit to the person. For example, a body would not be expected to inform a caller that a Welsh language service is available if the call is already taking place in Welsh and the call is transferred naturally to someone who can deal with the call (and starts dealing with the call) in Welsh as a matter of course.

4.2.12. The standard does not state that a body must inform the person *in Welsh*. However, a body is expected to consider doing so in Welsh if they can and that the person is likely to want to be told in Welsh.

Standard 10

4.2.13. When a person contacts a body on one of its relevant telephone numbers, the body must deal with the call in Welsh in its entirety if that is the person's wish. If the call needs to be transferred to another member of staff in order to deal with the call, that member of staff must deal with the call in Welsh.

4.2.14. The body must deal with the call in Welsh in its entirety once it is aware that the person wishes to receive a Welsh language service over the telephone[34].

4.2.15. A person would be likely to wish to receive a service in Welsh over the telephone should they start a conversation with the body in Welsh first. Should a person start a conversation in English first, a body should not interpret that to mean that the person does not wish to receive a telephone service in Welsh.

4.2.16. If the person's wish to receive a Welsh language service is not already clear (e.g. if they do not start the conversation in Welsh or if they do not ask for a Welsh language service before the body does so), a body is expected to establish that wish more proactively, by specifically asking about the person's wish. A body is expected to establish a person's wish to receive a Welsh language telephone service at the earliest possible opportunity.

Standard 11

4.2.17. If a person contacts the body on one of its relevant telephone numbers, the body must deal with the call in Welsh once it is aware that the person wishes to receive a Welsh language service over the telephone, transferring the call to a member of staff who is able to deal with the specific subject matter in Welsh if required[34].

4.2.18. A person would be likely to wish to receive a service in Welsh over the telephone should they start a conversation with the body in Welsh first. Should a person start

[34] However, it should be noted that a body must greet persons in Welsh over the telephone in accordance with standard 8 before establishing whether the person wishes to have the call dealt with in Welsh.

a conversation in English first, a body must not interpret that to mean that the person does not wish to receive a telephone service in Welsh.

4.2.19. If the person's wish to receive a Welsh language service is not already clear (e.g. if they do not start the conversation in Welsh or if they do not ask for a Welsh language service before the body does so), a body is expected to establish that wish more proactively, by asking about the person's wish specifically. A body is expected to establish a person's wish to receive a Welsh language telephone service at the earliest possible opportunity.

4.2.20. Unlike standard 10, if there is no member of staff available who can deal with the call in Welsh on the specific subject matter in question, a body may transfer the call to a member of staff who cannot deal with the call in Welsh, but who can provide a service on the specific subject matter.

4.2.21. It should be emphasised that a body must ensure that there is no member of staff available who can deal with the call in Welsh on the specific subject matter in question, before transferring the call to a member of staff who cannot deal with the call in Welsh. In order to facilitate this, a body may choose to keep a record of those members of staff who are able to deal with calls in Welsh (e.g. a staff directory based on department, service or subject matter).

4.2.22. It should be noted that the phrase ‘specific subject matter’ does not include general contact or a general enquiry. A body is expected to provide a Welsh language service when dealing with general enquiries, up to a point where a body needs to transfer a call to a non-Welsh speaking member of staff who can deal with a subject which needs a level of expertise or specific knowledge in order to deal with the enquiry. Such examples may include a specific planning application or a specific social services case where only that non-Welsh speaking member of staff has the relevant knowledge needed to deal with the call.

Standard 12

4.2.23. A body must not treat the Welsh language less favourably than the English language when advertising its telephone numbers, helpline numbers or call centre services.

4.2.24. The term 'treating the Welsh language no less favourably than the English language', in relation to this standard, includes, amongst other matters, treating the Welsh language no less favourably than the English in terms of:

- the visual presentation of the advertisement (for example in relation to the colour or font of any text)
- the size of the advertisement
- the position and prominence of the advertisement in any public place
- when and how the advertisement is published, provided or displayed
- the publication format of any advertisement
- the language of the advertisement
- the advertisement's language order
- the standard and quality of the advertisement
- the clarity and accuracy of the advertisement (for example in terms of the meaning and expression of any text), and

- the content of the advertisement (for example in terms of the detail and quality of the information it contains).

4.2.25. This may include a body ensuring, amongst other matters, that any advertisement containing those numbers is published in Welsh.

4.2.26. If the telephone number for the Welsh language service is different to the telephone number for the corresponding English language service (for example, if standard 13 has not been imposed), the term may mean, when advertising those numbers, treating the telephone number for the Welsh language service no less favourably than the telephone number for the corresponding English language service. For example, this may include ensuring that the telephone number for the Welsh language service is at least as prominent as the telephone number for the corresponding English language service. This may include ensuring that the telephone number for the Welsh language service is advertised on English language versions of material, as well as the corresponding Welsh language versions (e.g. advertising the telephone number on Welsh and English language versions of a web page).

Standard 13

4.2.27. If a body provides a Welsh language service on one of its relevant telephone numbers, it must ensure that the telephone number for that Welsh language service is the same as for the corresponding English language service. This means that having a separate telephone number for a Welsh language service (which corresponds to the English language service) is not permitted.

Standard 14

4.2.28. If a body publishes its relevant telephone numbers, it must state (in Welsh) that it welcomes calls in Welsh.

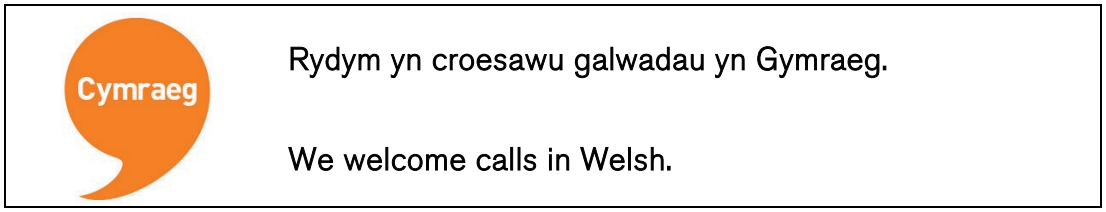
4.2.29. The text must appear on any material which publishes the said telephone numbers. Such material could include:

- websites
- publications
- forms
- exhibition material
- publicity material
- advertising material, and
- signs.

4.2.30. A body does not have to include a statement which follows the wording of the standard word for word in order to highlight the fact that the body welcomes calls in Welsh. However, that statement is expected to be clear and explicit enough for persons to be fully aware of the body's commitment and dedication to welcoming calls in Welsh.

4.2.31. The Commissioner's Iaith Gwaith logo may be displayed by a body as part of a statement to show that the body welcomes calls in Welsh.

4.2.32. The following statement is an example of what a body may use for the purposes of the standard:



Standard 15

4.2.33. A body must ensure that performance indicators for dealing with telephone calls do not set measures which would treat telephone calls made in Welsh less favourably than calls made in English.

4.2.34. A body may ensure that it does not do this by setting measures for telephone calls in Welsh so that they are to reach at least the same standard as the corresponding English language service.

4.2.35. 'Performance indicators' may include indicators which involve the following:

- **Initial call solution**—% of calls solved without having to transfer the call
- **Percentage of engaged calls**—% of callers who have dialled and heard the engaged tone
- **Average time in a queue**—Average time that a caller must wait in a queue before being answered
- **Service level**—% of calls answered within a specific period
- **Abandoned calls**—% of callers abandoning the call before someone answers, and
- **Length of call**—Average time that a caller is on the telephone, including the time spent on hold.

4.2.36. For example, a body should not set performance measures which would allow a person to have to wait longer on the telephone for a Welsh language service than a person having to wait to receive a corresponding service in English.

Standard 16

4.2.37. The main telephone call answering service (or services) must inform callers and that message must be in Welsh. The body must inform persons in Welsh. A 'main telephone call answering service' may include answering machines.

4.2.38. In order to highlight the fact that it is possible to leave a message in Welsh, any statement is expected to be clear and explicit enough for persons to be fully aware that they can leave a message in Welsh on the body's main telephone call answering service (or services). For example, it could be noted “Mae croeso i chi adael neges yn Gymraeg ar ôl y tôn.”[35]

Standard 17

4.2.39. When there is no Welsh language service available on one of the body's main telephone numbers, it must inform the caller when a Welsh language service will

[35] Welsh for “You are welcome to leave a message in Welsh after the tone”.

be available. Situations where a Welsh language service is not available may include:

- when the office is closed and therefore there is no telephone service available at all, or
- when there is no Welsh speaking member of staff available to deal with the call (in accordance with the requirements of standard 11).

4.2.40. In such situations, a body must state when a Welsh language service will be available. For example, a body may do so by explaining the office's core opening hours or explaining during which times or on which days the Welsh language service will be available next.

4.2.41. A caller may be 'informed' via:

- an automated message, or
- a member of staff telling the caller over the phone.

4.2.42. The relevance of this standard varies from one case to the next, depending on the availability of a Welsh language telephone service (e.g. in accordance with standards 10 or 11) and the nature of the telephone services offered by a body.

4.2.43. In a situation where a body is not required to provide a telephone service in Welsh in accordance with the requirements of standard 11 (i.e. where there is no Welsh speaking member of staff available to provide a service on a specific subject matter in Welsh), a body must inform when a Welsh language service will be available.

4.2.44. If there is a Welsh speaking member of staff available to provide a service on a specific subject matter in Welsh, but they do not happen to be available at the time of the call (e.g. they do not work on that day or the member of staff is on another call), the body must inform the caller when that member of staff (or another member of staff who can deal with the call in Welsh) will next be available. The body is expected to do so before transferring the call to a member of staff who does not speak Welsh. By doing so, a body can offer the caller the choice of being transferred to a member of staff who does not speak Welsh or wait for the next available Welsh speaking member of staff.

Standard 18

4.2.45. The requirements of standard 18 correspond to the requirements of standard 10, but they relate to the direct line telephone numbers of departments and members of staff, rather than main telephone numbers, helpline numbers and call centre numbers.

Standard 19

4.2.46. The requirements of standard 19 correspond to the requirements of standard 11, but they relate to the direct line telephone numbers of departments and members of staff, rather than main telephone numbers, helpline numbers and call centre numbers.

Standard 20

4.2.47. If a person contacts a body on a direct line number (whether on a direct line number of a department or member of staff), the body must ensure that the Welsh language is treated no less favourably than the English language when greeting that person.

4.2.48. The term 'treating the Welsh language no less favourably than the English language' includes, amongst other matters, treating the Welsh language no less favourably than the English in terms of:

- when and how the greeting is made
- the language of the greeting
- the greeting's language order
- the standard and quality of the greeting
- the clarity and accuracy of the greeting (for example in terms of the meaning and expression of any greeting), and
- the content of the greeting (for example in terms of the detail and quality of the information it contains).

4.2.49. This can mean that a body, amongst other matters, greets persons on the relevant telephone numbers in Welsh if also greeting a person in English.

4.2.50. If a body is required to comply with both standards 8 and 20, all staff members within a body must greet persons in Welsh on any of the body's telephone numbers and on every occasion.

Standard 21

4.2.51. When a body telephones an individual for the first time, it must ask the individual whether they wish to receive telephone calls in Welsh. If that is the individual's wish, the body must conduct telephone calls with that individual in Welsh from then onwards.

4.2.52. Schedule 1, Part 3, Paragraph 27 of the regulations states:

> "For the purposes of standards [...] 21, a body [...] makes a telephone call to an individual for the first time when it [...] makes a telephone call for the first time after the date on which a compliance notice has required the body to comply with the standard."

4.2.53. The term 'makes a telephone call to an individual for the first time' therefore means the first time a body telephones an individual from the imposition day onwards. This means that the individual's wish to receive telephone calls from the body in Welsh must be established after the imposition day.

Standard 22

4.2.54. A body must ensure that any automated telephone systems that it has provides the complete automated service in Welsh.

4.2.55. Schedule 1, Part 3, Paragraph 28 of the regulations states:

"In standard 22, an "automated" telephone system means a system that answers telephone calls and guides callers through a set procedure with a recorded message which, for example, asks a person to press different numbers on a keypad in order to choose different options."

4.2.56. Other examples may include systems that asks a person to choose options by speaking.

What if a body is aware of an individual's wishes before the imposition day?

4.2.57. Information gathered before the imposition day cannot be used for the purposes of this standard.

4.2.58. Standard 21 requires a body to ask an individual whether he or she wishes to receive telephone calls in Welsh, from the imposition day onwards. In situations where a body has historical information on individual's wishes, a body must find out whether they wish to receive telephone calls in Welsh again.

Does the first call made to an individual have to be conducted in Welsh in accordance with the requirements of standard 21?

4.2.59. No. A body does not have to conduct the first call made to an individual in Welsh. What is required is to conduct telephone calls to the individual in Welsh in all instances **after** the individual has noted that they wish to receive telephone calls from the body in Welsh.

How should a body keep a record of an individual's wishes to receive telephone calls from the body in Welsh or not, in accordance with standard 21?

4.2.60. A body is expected to have sufficient arrangements in place to allow it to know whether this is the first time it is telephoning the individual and, if not, whether or not that individual wishes to receive telephone calls in Welsh.

4.2.61. The body is expected to be able to use that information to meet the standard. For example, by asking them about their wishes (if this is the first time the body is telephoning the individual) or by conducting the telephone call in accordance with that wish (if there has been prior contact and their wishes have already been established).

4.2.62. That record is expected to be available to all of the body's staff members (or a third party acting on behalf of the body) who are telephoning individuals so that they can use it to ensure compliance.

4.2.63. A body can keep a record of an individual's wishes in the following ways:

- a customer contact management system implemented, and available, across the body

- another kind of database implemented, and available, across the body
- a note on the individual's file or personal record which may be transferred, or
- departmental databases which ensure that information regarding individuals' wishes is updated and available on every database across the body, by exchanging relevant information.

4.2.64. Subject to data protection legislation, any information received from an individual regarding their wish to receive telephone calls in Welsh may be shared and recorded on an organisational level, so that the body can conduct all calls in Welsh from then onwards at all times.

4.2.65. For example, if an individual confirms with a specific department within the body that they wish to receive telephone calls in Welsh from then onwards, the body can ensure, as long as it complies with data protection legislation, that all of its other departments are aware of the individual's wishes, so that those departments can contact the individual over the telephone in Welsh from then onwards.

Does data protection legislation allow bodies to collect, store and use personal data on an individual's wish to receive telephone calls in Welsh?

4.2.66. Yes. Data protection law does not prevent a body from complying with the requirements of standard 21.

4.2.67. However, information on an individual's wish to receive telephone calls from a body in Welsh is considered to be 'personal data'. In terms of data protection, collecting, storing and using data on an individual's wishes would constitute 'processing' data. Therefore, all bodies must comply with the requirements of data protection legislation, whenever they process that data.

4.2.68. Under the GDPR, bodies will need to ensure that their processing activities meet at least one of six conditions for processing, set out in Article 6(1) of the GDPR.

4.2.69. For any body subject to the Welsh language standards, compliance with the standards is a legal requirement. Therefore, the body will be required to collect and store on an individual's wish to receive telephone calls in Welsh in order to meet the legal requirement. Under the GDPR, each body should be able to rely on condition c in Article 6(1) in order to collect and store this data[36].

4.2.70. As well as having a valid condition for processing, each body will also need to consider whether its processing of data in relation to an individual's wish is fair. Individuals must be told why the body is collecting data in relation to their wish and how it will be used. Information confirming whether the data will be shared internally or externally should be included, and that should occur when the data is collected. There are additional rules under the GDPR which relate to what information needs to be provided to individuals, as well as how their data will be used.

4.2.71. If a body provides adequate information at the time it collects data on an individual's wish, and only use that data in accordance with the individual's

[36] Processing is necessary for compliance with a legal obligation to which the controller is subject.

expectations, collection and storage of such data should comply with data protection legislation.

4.3 Standards relating to a body holding meetings that are not open to the general public [standards 23-29B]

What are the requirements?

4.3.1. These standards relate to meetings held by a body which are not open to the general public, namely:

- meetings between a body and one other invited person (23-26B); and
- meetings between a body and more than one invited person (27-29B).

Standards 23-24B and 27-27D

4.3.2. These standards require a body to actively ask a person(s) whether they wish to use the Welsh language in the meeting and, if so, it must inform the person(s) that it will make the relevant provision in line with that. A body is expected to allow sufficient time after asking about a person's wish in order to be able to make the necessary arrangements for the meeting itself.

4.3.3. Should the person(s) wish to use the Welsh language at the meeting, a body must then:

- conduct the meeting in Welsh without the assistance of a translation service (standards 23 and 27CH), or
- allow a person(s) to use the Welsh language via a translation service at the meeting, if it is not possible to conduct the meeting in Welsh without a translation service (standards 24A, 24B, 27A, 27B, 27C, and 27D).

4.3.4. For the purposes of standards 23–24B, in a situation where the body conducts a meeting with more than one representative from the same organisation, they should be considered as individual persons rather than as one person. Standards 27–29B should therefore be referred to in such a situation.

4.3.5. In relation to standards 27A–27C, a body must consider and calculate the percentage of invitees who have informed the body that they wish to use the Welsh language in the meeting. If the percentage meets the threshold in the standard, the body must provide a Welsh language service in the meeting.

4.3.6. A body should not consider nor include the wishes of staff members of the body itself when calculating those percentages. The requirement is to calculate and respond to the percentage of external invitees' wishes only.

4.3.7. In relation to standards 27CH–27D, if all those invited have informed the body that they wish to use the Welsh language in the meeting, it must provide a Welsh language service in that meeting.

Standards 25-26B and 28-29B

4.3.8. Standards 25–26B and standards 28–29B require a body to conduct a meeting in Welsh (or provide a translation service) if the meeting relates to the 'well-being' of one or more individuals.

4.3.9. With standards 25–26B and standards 28–29B, a body is also required to provide a translation service from English to Welsh as well as a translation service from Welsh to English in a meeting, if needed. This may mean that more than one translator is required to provide this service.

What meetings do these standards apply to?

4.3.10. These standards apply to meetings that are:

- not open to the general public, and
- conducted by the body.

4.3.11. These standards do not apply if the meeting:

- is open to the general public, or
- the body is not responsible for conducting the meeting.

4.3.12. These standards relate to meetings with an 'invited' person(s) only. This means that these standards apply to the extent that the meeting is one where the body has invited a specific person or specific persons and is only open to that person or those persons. Reference should be made to standards 30–34 in terms of provision for meetings open to the general public.

4.3.13. These standards are not limited to meetings held on the body's premises only. For example, if a body has invited a person to a meeting and that the meeting is being held in that person's home, the standard would still apply.

Do these standards apply to internal meetings between a body's staff members only?

4.3.14. No. If a meeting is being held between a body's staff members only, these standards would not apply to that meeting.

4.3.15. However, if a body has also invited another 'person' to the meeting (e.g. staff from another organisation), these standards would usually apply to that meeting.

4.3.16. The operational standards refer to specific types of internal meetings which need to be held in Welsh.

What is meant by meetings which 'relate to the well-being of an individual'?

4.3.17. A legal interpretation of 'well-being' is provided in the Social Services Act 2014[37].

[37] The Social Services and Well-being Act (Wales) 2014
http://www.legislation.gov.uk/anaw/2014/4/pdfs/anaw_20140004_mi.pdf

4.3.18. Section 2 of that Act interprets the term 'well-being' in relation to a list of outcomes for individuals. The interpretation notes:

> "(2) "Well-being", in relation to a person, means well-being in relation to any of the following—
>
> (a) physical and mental health and emotional well-being
>
> (b) protection from abuse and neglect
>
> (c) education, training and recreation
>
> (d) domestic, family and personal relationships
>
> (e) contribution made to society
>
> (f) securing rights and entitlements
>
> (g) social and economic well-being
>
> (h) suitability of living accommodation.
>
> (3) In relation to a child, "well-being" also includes—
>
> (a) physical, intellectual, emotional, social and behavioural development
>
> (b) "welfare" as that word is interpreted for the purposes of the Children Act 1989.
>
> (4) In relation to an adult, "well-being" also includes—
>
> (a) control over day to day life
>
> (b) participation in work."

4.3.19. As a result, a meeting which relates to the well-being of an individual (or individuals) includes a meeting which covers one or more of the above areas. In general, for a meeting to be considered one which relates to the well-being of an individual, the subject matter of the meeting, namely what is discussed at the meeting, must be linked to the well-being of the individual (or individuals) concerned invited to the meeting.

4.3.20. Such an example may include an individual invited to a meeting with a body to assess the extent to which care needs to be provided at home.

4.4 Meetings arranged by a body that are open to the public [standards 30-34]

What are the requirements?

4.4.1. These standards relate to meetings arranged by a body that are open to the general public.

Standard 30

4.4.2. If a body arranges a meeting that is open to the public, it must state that anyone attending is welcome to use the Welsh language at the meeting. A body must

state this on any invitation to the meeting and any material advertising the meeting. That may include advertisements, forms, documents, correspondence or any other material advertising the meeting.

4.4.3. As well as noting that they are welcome to use the Welsh language at the meeting, the body may also provide details on provision available at the meeting to use the Welsh language (e.g. a translation service or that the meeting will be held in Welsh without a translation service).

4.4.4. The requirement applies to all meetings arranged by a body which are open to the public. A body is expected to actively inform persons that they are welcome to use the Welsh language in meetings in order to give them the confidence to use the language.

Standard 31

4.4.5. If a body sends invitations to a meeting which is open to the public, it must send the invitations in Welsh.

4.4.6. The term 'invitations' in relation to this standard includes any invitations which are sent:

- inviting the public to the meeting, or
- inviting a person or persons to speak at a meeting.

4.4.7. 'Invitations' may be written (whether they are on paper, electronic or in any other format).

Standard 32

4.4.8. Where persons have been invited to speak at a meeting, the body must ask those persons whether they wish to use the Welsh language at the meeting.

4.4.9. If one or more persons inform the body that they wish to do so, the body must provide a simultaneous translation service from Welsh to English at the meeting (unless the meeting is held in Welsh without a translation service).

4.4.10. If a meeting is held in Welsh without a translation service, such as a meeting where the body knows that all attendees understand Welsh, the body is not required to provide a simultaneous translation service from Welsh to English.

4.4.11. The requirement to provide a simultaneous translation service in accordance with this standard is separate to the requirement to do so in accordance with standard 33.

4.4.12. This therefore means that this standard does not relate to the wishes of a person who has been generally invited to the meeting. Rather, it relates to the wishes of those invited to speak at the meeting only. Those kinds of persons may include:

- guest speakers from external organisations
- representatives from external organisations
- persons giving a presentation to the audience at the meeting, or
- members of the public permitted to make contributions from the floor during the meeting.

Standard 33

4.4.13. A body is required to provide a simultaneous translation service from Welsh to English at every meeting open to the public. A body must also inform those present at the meeting orally, in Welsh:

- that they are welcome to use the Welsh language, and
- that a simultaneous translation service (from Welsh to English) is available.

4.4.14. The chair of the meeting or those leading or facilitating the meeting would usually do this.

4.4.15. A body is expected to make this announcement at the beginning of the meeting, so that those persons in attendance are aware of the provision available as soon as possible.

4.4.16. A body may also repeat this announcement during the meeting in order to remind those in attendance that they are able to contribute in Welsh at the meeting.

4.4.17. A body may do so by informing persons:

- that they can contribute to the meeting in Welsh
- that the body encourages contributions in Welsh, and
- that comments and questions made in English may be answered in Welsh, as well as those made in Welsh.

Standard 34

4.4.18. A body must ensure that any written material displayed at a meeting which is open to the public is displayed in Welsh. A body must also not treat any Welsh language text less favourably than the English language text.

4.4.19. The term 'must not treat any Welsh language text less favourably than the English language text' in relation to this standard, includes, amongst other matters, not treating the Welsh language text less favourably than the English language text in terms of:

- the visual presentation of the text (for example in relation to the colour or font of any text)
- the size of the text
- the position and prominence of the text in any public place
- when and how the text is published, provided or exhibited
- the publication format of any text
- the text's language order
- the standard and quality of the text
- the clarity and accuracy of the text (for example in terms of the meaning and expression of any text)
- the content of the text (for example in terms of the detail and quality of the information it contains).

4.4.20. This standard may apply to material such as presentation slides, notice boards, banners and posters displayed at meetings. 'Display' in this context may include material displayed in **any format** including on paper, on a wall, on screen or other electronic equipment.

What kind of meetings relate to these standards compared with the standards for other meetings?

4.4.21. These standards apply to meetings arranged by a body that are open to the general public. This may include meetings open to the public to observe only or those where they cannot contribute.

4.4.22. The term may include meetings where a general invite is extended to the public, or a portion of the public. An example of such a meeting may include a public meeting on a proposed housing development or the opening of a new school. It may also include a plenary meeting of a county council.

4.4.23. The term does not cover meetings which are only open to certain invitees. Reference should be made to standards 23–29B for meetings where persons have been invited and they are only open to those persons.

4.5 Public events organised or funded by a body [standards 35-36]

What are the requirements?

4.5.1. If a body organises a public event, or funds at least 50% of a public event, it must ensure that the Welsh language is treated no less favourably than the English language at that event and when promoting that event.

Standard 35

4.5.2. A body must ensure that the Welsh language is treated no less favourably than the English language when promoting the public event.

4.5.3. 'Promoting the event' includes advertising and publicising the event, as well as promoting and raising awareness of the event in question.

4.5.4. The term '[ensure that] the Welsh language is treated no less favourably than the English language' when promoting the event includes, amongst other matters, treating the Welsh language no less favourably than the English language in terms of:

- the way in which the event is advertised or promoted
- the way in which a body raises awareness of the event
- the visual presentation of relevant material (for example in relation to the colour or font of any material)
- the size of any relevant material
- the position and prominence of any relevant material in any public place
- when and how the relevant material is published, provided or exhibited
- the publication format of any relevant material
- the language of any relevant material
- any relevant material's language order
- the standard and quality of any relevant material
- the clarity and accuracy of any relevant material (for example in terms of the meaning and expression of any text), and

- the content of any relevant material (for example in terms of the detail and quality of the information it contains).

4.5.5. This may include a body ensuring, amongst other matters, that any material promoting the event is produced and published in Welsh.

4.5.6. The requirements of this standard go further than ensuring that the Welsh language is treated no less favourably than the English language in relation to material to be produced to promote an event. A body must ensure this in relation to any aspect of its promotional activity when complying with this standard.

4.5.7. For example, if a body undertakes a marketing campaign to promote a specific public event, it is expected to ensure that the Welsh language is treated no less favourably than the English language in all aspects of that campaign.

Standard 36

4.5.8. A body must ensure that the Welsh language is treated no less favourably than the English language at the event.

4.5.9. This standard provides specific examples of contexts where the Welsh language should be treated no less favourably than the English language at the event:

> "[...] for example, in relation to services offered to persons attending the event, in relation to signs displayed at the event and in relation to audio announcements made at the event."

4.5.10. In relation to these specific examples, a body may ensure that the Welsh language is treated no less favourably than the English language, when displaying signs and making audio announcements at the event, by complying with the requirements of the standards below:

- standards relating to signs displayed by a body (standards 61–63), and
- the standard relating to public address systems used by a body (standard 87).

4.5.11. The term 'ensure that the Welsh language is treated no less favourably than the English language' at the event includes, amongst other matters, treating the Welsh language no less favourably than the English language in terms of:

- the visual presentation of material (for example in relation to the colour or font of any text)
- the size of any material
- the position and prominence of any material in any public place
- when and how the material is published, provided or displayed
- the publication format of material
- the language of any material
- any material's language order
- the standard and quality of any material
- the clarity and accuracy of any material (for example in terms of the meaning and expression of any text), and
- the content of any material (for example in terms of the detail and quality of the information it contains).

4.5.12. This may include a body ensuring, amongst other matters, that any material to be produced for the event is produced and published in Welsh.

4.5.13. However, the requirements of this standard go further than ensuring that the Welsh language is treated no less favourably than the English language in relation to material to be produced for an event. A body must consider all aspects of its involvement with an event when complying with this standard.

4.5.14. A body is expected to ensure that no Welsh language services nor activities offered at the event are treated less favourably than the corresponding English language services or activities. In order to do so, a body is expected to consider all of the services it is offering at the event.

4.5.15. This may include a body ensuring access to a face-to-face Welsh language service by a member of staff at the event, providing written material in Welsh during the event as well as ensuring that those services and materials are just as accessible as the corresponding English ones.

What is meant by the term 'public event'?

4.5.16. The term 'public event' means any event that is open to the public arranged by a body or funded by it, by at least 50%.

4.5.17. A public event may include:

- ticketed events as well as those open to the public who are attending without a ticket
- public events open to a proportion of the public only e.g. an event organised for voluntary organisations and charities
- an open day open to the public
- a conference open to the public
- a cultural or social festival open to the public
- an entertainment or musical event open to the public
- a recreational or sports event open to the public
- an exhibition open to the public, or
- a careers fair open to the public.

Can a body use translation services in order to ensure that the Welsh language is treated no less favourably than the English language at the event?

4.5.18. Yes, in certain circumstances. However, the body is expected to try and ensure that Welsh language services can be offered directly in the first instance (without a translation service).

4.5.19. When it is not possible to offer services in Welsh directly (for example because there are no Welsh speaking staff available), a body may use translation services for that purpose in some contexts.

4.5.20. The extent to which a body can use translation services will also depend on the nature and structure of the event and services offered at that event. For example,

translation services could be used in situations where those in attendance will be called upon to participate or in terms of offering a Q&A session.

4.5.21. However, it is possible that it would not be appropriate to offer a translation service in certain situations e.g. for practical reasons or health and safety reasons. In such situations, a body is expected to provide Welsh language services directly (without a translation service).

4.6 A body's publicity and advertising [standard 37]

What are the requirements?

4.6.1. A body must produce any publicity or advertising material in Welsh. If the body produces the advertising material in Welsh and in English, it must not treat the Welsh language version less favourably than the English language version.

4.6.2. It should be noted that the requirements of this standard also apply to the following material:

- the advertising material and video and audio clips on a website (and not standards 52 to 56)
- any advertising material found on an app (and not standard 57), and
- video and audio clips provided on social media (and not standards 58 and 59).

What is meant by the term 'must not treat the Welsh language version less favourably than ... the English language version' in the context of this standard?

4.6.3. Schedule 1, Part 3, Paragraph 29 states:

> "Where a standard refers to material that is to be produced in Welsh [...] reference to treating the Welsh language no less favourably than the English language, or to treating a Welsh language version no less favourably than an English language version, include, amongst other matters (and in addition to specific matters referred to in any individual standard), treating the Welsh language no less favourably as regards—
>
> (a) the visual presentation of material (for example in relation to the colour or font of any text);
>
> (b) the size of the material;
>
> (c) the position and prominence of the material in any public place;
>
> (ch) when and how the material is published, provided or exhibited;
>
> (d) the publication format of material."

4.6.4. 'Other matters' may include treating the Welsh language no less favourably as regards:

- the material's language order

- the standard and quality of the material
- the clarity and accuracy of the material (for example in terms of the meaning and expression of any text), and
- the content of the material (for example in terms of the detail or quality of the information it contains).

Is a video clip that contains Welsh subtitles or a voice over treating the Welsh language less favourably than the English language?

4.6.5. This depends on the nature and content of the clip in question. Two possible examples have been noted below.

Video clips which contains a voice over, where words are narrated over pictures

4.6.6. In such a clip, the words are spoken by a person whilst pictures of something else can be seen (i.e. the person cannot be seen).

4.6.7. If the clip on the Welsh side of the website is:

- using Welsh subtitles when another person could make an equivalent contribution in Welsh
- using Welsh subtitles where it would be possible to include a Welsh voiceover
- using Welsh subtitles on an English contribution on the clip—if there is no Welsh contribution on the equivalent English clip subtitled,

it may be treating the Welsh language less favourably than the English language.

Video clips which show a person who can be seen speaking

4.6.8. In such a clip, a person can be seen speaking and expressing their thoughts/opinion on their personal experiences.

4.6.9. If the clip on the Welsh side of the website:

- uses Welsh subtitles rather than a Welsh voice over
- uses an English voiceover rather than a Welsh voice over,

it may be treating the Welsh language less favourably than the English language.

What is meant by the term 'produce' in relation to this standard?

4.6.10. This standard applies to any advertising or publicity material produced by a body.

4.6.11. It does not include material produced by another person, even if it is included as part of advertising or publicity material produced by a body, unless they have sub-contracted the task of producing the material to another body, and in that instance the standard would still apply.

What is meant by the terms 'publicity material' and 'advertising material'?

4.6.12. 'Publicity material' and 'advertising material' may include:

- pamphlets, brochures, leaflets, posters, magazines, billboards, films, slogans, videos, and audio clips (live or pre-recorded) which promote, publicise or explain an element of the body's work
- materials produced for exhibitions, conferences or seminars in relation to the body's work
- advertisements via electronic messages, public address systems, posters or noticeboards and the press, and
- material related to promotional campaigns and information services.

4.7 A body displaying material in public [standards 38-39]

What are the requirements?

4.7.1. These standards relate to a body displaying material in public.

4.7.2. The term 'displaying material in public' means that material is displayed to the public to see and/or read. Therefore if material is displayed to the body's staff members only, then these standards will not apply, as they are not considered to be within the term 'public'[38].

4.7.3. The term 'display' in relation to this standard means that the material in question is being placed in a position so that it can be viewed. The term 'display' does not usually mean sharing a document in a meeting (e.g. sharing discussion papers in a meeting).

4.7.4. Relevant material may include presentation slides, noticeboards, banners and posters. 'Display' in this context includes material displayed in any format such as on paper, on a wall, on screen or other electronic equipment. It covers any material displayed by the body, including material produced by other persons but displayed by the body.

Standard 38

4.7.5. A body must ensure that any material displayed in public is displayed in Welsh. If an English language version of that material is displayed, the body must not treat any Welsh language version of the material less favourably than the English language version.

Standard 39

4.7.6. A body must ensure that any material it displays in a public exhibition arranged by it is displayed in Welsh. If an English language version of that material is displayed, the body must not treat any Welsh language version of the material less favourably than the English language version.

4.7.7. If a body displays material in a public exhibition arranged by another body, the body is not usually required to display material in Welsh in that exhibition. However, a body will be required to do so if standard 38 has also been imposed on it.

[38] Reference should be made to the interpretation of the term 'public' in section 3 of this code.

What is meant by the term "must not treat the Welsh language version less favourably than the English language version" in the context of these standards?

4.7.8. The term 'must not treat the Welsh language version less favourably than the English language version' in the context of these standards includes, amongst other matters:

- the visual presentation of material (for example in relation to the colour or font of any text)
- the size of the material
- the position and prominence of the material in any public place
- when and how the material is published, provided or exhibited
- the publication format of material
- the material's language order
- the standard and quality of the material
- the clarity and accuracy of the material (for example in terms of the meaning and expression of any text), and
- the content of the material (for example in terms of the detail or quality of the information it contains).

4.8 A body producing and publishing documents [standards 40-49]

What are the requirements?

4.8.1. These standards state that a body must ensure that certain documents are available in Welsh. The standards also state that any Welsh language version of a document must be treated no less favourably than an English language version, as well as clearly stating on an English language version that a Welsh language version is also available.

Standard 40

4.8.2. If a body produces a document for public use, it must ensure that the document is produced in Welsh.

4.8.3. Relevant documents may include cards, receipts, invoices, codes of practice, statistical bulletins, consultation documents, guidance notes, maps and posters.

Standard 41

4.8.4. If a body produces the following documents, it must ensure that they are produced in Welsh:

- agendas, minutes and other papers that are available to the public, which relate to management board or cabinet meetings, and
- agendas, minutes and other papers for meetings, conferences or seminars that are open to the public.

4.8.5. For example, that may include relevant documents available to the public relating to a Council's operational board, committee meeting or any other kind of meeting that is open to the public.

4.8.6. In relation to Welsh Ministers, this may include relevant material available to the public relating to a Welsh Government management board or cabinet meeting.

4.8.7. 'Agendas' may include:

- information on the location and time of the meeting
- titles of items or matters to be discussed
- details on board or cabinet members or those in attendance at the meeting
- relevant point of contact, and
- the meeting's forward work programme.

4.8.8. 'Minutes' may include:

- written minutes in full or draft minutes of relevant meetings
- a decision summary (such as decision sheets), and
- action points from the meeting.

4.8.9. 'Other papers' may include:

- item reports
- appendices
- supplementary papers or documents to be discussed or to be noted
- meeting notices, or
- information papers relating to declarations of interest.

Standard 42

4.8.10. A body must ensure that any licence or certificate it produces is produced in Welsh.

4.8.11. A 'licence' will usually be an official document authorising something. The term may also include a permit.

4.8.12. For example, a licence may include parking permits, alcohol and late night refreshment licences, or housing licences for landlords or agents. A certificate may include certificates awarded following a course or training, a council tax exemption certificate or award or ceremony certificate.

Standard 43

4.8.13. A body must ensure that any brochure, leaflet, pamphlet or card produced in order to provide information to the public is produced in Welsh. For example, this may include:

- a library or leisure centre membership card
- a business card
- an information booklet on the body's work, or
- a leaflet or pamphlet with information on a service provided by one of the body's departments.

Standard 44

4.8.14. If a body produces any of the following documents, and they are available to the public, it must produce them in Welsh:

- policies, strategies, annual reports and corporate plans
- guidance and codes of practice; and
- consultation papers.

Standard 45

4.8.15. A body must ensure that any rules published that 'apply to the public' must be published in Welsh.

4.8.16. Rules are considered to 'apply to the public' if they are rules which the public must comply with. Such rules may include car parking rules or the terms and conditions of a service provided to the public.

4.8.17. However, Schedule 1, Part 3, Paragraph 33 of the regulations states:

> "Standard 45 does not apply to rules specified in an enactment or in a draft enactment prepared by a body."

4.8.18. Therefore, a body does not have to translate rules that it has included in an enactment or in a draft enactment.

Standard 46

4.8.19. If a body issues a statement to the press, it must issue a Welsh language version of that statement, and it must do so at the same time as an English language version of the statement is issued.

4.8.20. A body would issue a statement to the press when publishing a press statement. For example, this may include posting a statement on its website (e.g. in the news section) or sending a statement directly to the press.

4.8.21. In terms of specific requests from the press for a statement, a body is expected to act in accordance with the relevant standards imposed on it in relation to correspondence (see standards 1–7).

4.8.22. If the response to a specific request for a statement is subsequently published more widely to the public (e.g. by publishing it on its website), the body must ensure that the statement complies with the requirements of this standard.

Standard 47

4.8.23. If a body produces a document for public use, and no other standard has required it to produce the document in Welsh (e.g. if a body does not have to produce the document in Welsh in accordance with standards 40–46), it must assess:

- if the subject matter of the document suggests that it should be produced in Welsh, or
- if the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.

4.8.24. Following this, the body must produce the document in Welsh (or otherwise) in accordance with the outcome of that assessment.

4.8.25. That assessment may include consideration of the following:

- Does the subject matter of the document relate to an issue relevant to a large number of persons?
- Does the subject matter of the document relate to an issue which impacts on, or is of importance to, a large number of persons?
- Does the subject matter of the document deal with issues relating to the Welsh language (e.g. Welsh medium education)?
- Does the subject matter of the document relate to an area of special interest in terms of the Welsh language (e.g. education / housing / health care / arts / economy)?
- Will the document be displayed publicly?
- Is the subject matter of the document likely to be of general interest to Welsh speakers?
- Do you know if a large percentage or number of the anticipated audience speaks Welsh?
- Has more than one person asked for the document to be available in Welsh?
- Is the document likely to draw public interest and a public response (e.g. on social media)?
- Does the document require a response from persons?
- Does the target audience include persons (such as groups and organisations) for whom the Welsh language is an important consideration or who operate in Welsh?
- Is the target audience located in an area with a large percentage or number of Welsh speakers?

Standard 48

4.8.26. If a body produces a document in Welsh and in English (whether separate versions or not), it must not treat any Welsh language version of the document less favourably than an English language version of that document.

4.8.27. Schedule 1, Part 3, Paragraph 29 of the regulations states:

"Where a standard refers to material that is to be produced in Welsh (with the exception of standards 52 to 57 (websites and apps), 58 and 59 (social media) and 76 (invitations to tender)), references to treating the Welsh language no less favourably than the English language, or to treating a Welsh language version no less favourably than an English language version, include, amongst other matters (and in addition to specific matters referred to in any individual standard), treating the Welsh language no less favourably as regards—

(a) the visual presentation of material (for example in relation to the colour or font of any text)

(b) the size of the material

(c) the position and prominence of the material in any public place

(ch) when and how the material is published, provided or exhibited

(d) the publication format of material."

4.8.28. 'Other matters' may include treating the Welsh language no less favourably as regards:

- the material's language order
- the standard and quality of the material
- the clarity and accuracy of the material (for example in terms of the meaning and expression of any text), and
- the content of the material (for example in terms of the detail or quality of the information it contains).

Standard 49

4.8.29. If a body produces a Welsh language version and a separate English language version of a document, it must ensure that the English language version clearly states that the document is also available in Welsh.

4.8.30. A body may include a statement such as the following in order to comply with the standard:

Mae'r ddogfen hon hefyd ar gael yn Gymraeg.

This document is also available in Welsh.

4.8.31. The term 'clearly' states may include ensuring that the statement is easy to see on the document. That may include ensuring that the statement is included on the front of the document.

4.8.32. A body may decide to facilitate access to the Welsh language document concerned, by including a direct link to the Welsh language document, or by providing information on how to source the Welsh language document as part of the statement.

What is meant by the term 'for public use'?

4.8.33. Schedule 1, Part 3, Paragraph 30 of the regulations states:

> "For the purposes of standards 40, 41, 44, 47 and 50, references to documents or other materials being available to the public or being produced for public use do not include documents or materials that are only available to the public by virtue of the Freedom of Information Act 2000 (p.36)."

4.8.34. A document would be 'for public use' if it is available to the public to use without requesting it under the Freedom of Information Act 2000 only.

Are there any other exceptions to these standards?

4.8.35. Yes. Schedule 1, Part 3, Paragraph 32 of the regulations states:

> "Standards 40, 47, 48 and 49 do not apply to an enactment or a draft enactment prepared by a body."

4.8.36. Paragraphs 25 and 45 of the regulations further state:

> "A body is not required to produce, to display or to send material in Welsh to the extent that another enactment has specified the wording of a document, a sign or a form which would run contrary to that requirement.
>
> For the purposes of the standards "enactment" means an enactment (whenever enacted or made) comprised in, or in an instrument made under—
>
> (a) an Act of Parliament, or
>
> (b) a Measure or an Act of the National Assembly for Wales."

4.8.37. This exemption acknowledges the principle that if an enactment specifies the wording, that wording has to be used whether that wording is in Welsh only, English only or in Welsh and English. The regulations do not effect that principle.

4.9 A body producing and publishing forms [standards 50-51]

What are the requirements?

4.9.1. A body must ensure that forms produced by it for public use are available in Welsh. It must also not treat any Welsh language version of a form less favourably than an English language version, as well as clearly state on an English language version that a Welsh language version is also available.

Standard 50

4.9.2. A body must ensure that all forms produced for public use are produced in Welsh. That includes any written forms, whether they are electronic or in paper form.

Standard 50A

4.9.3. If a body produces a Welsh language version and a separate English language version of a form, it must ensure that the English language version clearly states that the form is also available in Welsh.

4.9.4. A body may include a statement such as the following on a form in order to comply with the standard:

Mae'r ffurflen hon hefyd ar gael yn Gymraeg.

This form is also available in Welsh.

4.9.5. The term 'clearly' states may include ensuring that the statement is easy to see on the form. That may include ensuring that the statement is included on the front of the form.

4.9.6. A body may decide to facilitate access to the Welsh language form concerned, by including a direct link to the Welsh language form, or by providing information on how to source the Welsh language form as part of the statement.

Standard 50B

4.9.7. If a body produces Welsh and English language versions of forms (whether separate versions or not), it must ensure that it treats the Welsh language version no less favourably than the English language version. It must not differentiate between them in relation to any requirements that are relevant to the form.

4.9.8. The standard itself contains specific examples:

> "[...] for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the form."

4.9.9. Furthermore, Schedule 1, Part 3, Paragraph 29 of the regulations states:

"Where a standard refers to material that is to be produced in Welsh (with the exception of standards 52 to 57 (websites and apps), 58 and 59 (social media) and 76 (invitations to tender)), references to treating the Welsh language no less favourably than the English language, or to treating a Welsh language version no less favourably than an English language version, include, amongst other matters (and in addition to specific matters referred to in any individual standard), treating the Welsh language no less favourably as regards—

(a) the visual presentation of material (for example in relation to the colour or font of any text)

(b) the size of the material

(c) the position and prominence of the material in any public place

(ch) when and how the material is published, provided or exhibited

(d) the publication format of material."

4.9.10. 'Other matters' may include treating the Welsh language no less favourably as regards:

- the material's language order
- the standard and quality of the material
- the clarity and accuracy of the material (for example in terms of the meaning and expression of any text), and
- the content of the material (for example in terms of the detail or quality of the information it contains).

Standard 51

4.9.11. A body must ensure that any information pre-entered on the Welsh language version of a form is in Welsh.

4.9.12. The term 'pre-enter' includes a body completing the form (or part of the form) instead of the person themselves.

4.9.13. The standard itself contains specific examples of some contexts where a body may pre-enter information on a form:

"[...] for example, before sending it to a member of the public in order for him or her to check the content or to fill in the remainder of the form."

4.9.14. The type of information being pre-entered by a body on a form may include personal details such as name, address, title, marital status, job title etc.

4.9.15. On an electronic form, that may include the information which is automatically pre-entered on a form after a person has completed another part of the form. For example, that may include a Welsh language version of a postal address being pre-entered after a person has entered their postcode on the Welsh language

version of the form. It may also include ensuring that any drop-down options are available in Welsh.

What is meant by the term 'for public use'?

4.9.16. Schedule 1, Part 3, Paragraph 30 of the regulations states:

> "For the purposes of standards 40, 41, 44, 47 and 50, references to documents or other materials being available to the public or being produced for public use do not include documents or materials that are only available to the public by virtue of the Freedom of Information Act 2000 (p.36)."

4.9.17. A form would be 'for public use' if it is available to the public to use without requesting it under the Freedom of Information Act 2000 only.

Are there any other exceptions to these standards?

4.9.18. Yes. Schedule 1, Part 3, Paragraphs 25 and 45 of the regulations state:

> "A body is not required to produce, to display or to send material in Welsh to the extent that another enactment has specified the wording of a document, a sign or a form which would run contrary to that requirement.
>
> For the purposes of the standards "enactment" means an enactment (whenever enacted or made) comprised in, or in an instrument made under—
>
> (a) an Act of Parliament; or
>
> (b) a Measure or an Act of the National Assembly for Wales."

4.9.19. This exemption acknowledges the principle that if an enactment specifies the wording, that wording has to be used whether that wording is in Welsh only, English only or in Welsh and English. The regulations do not effect that principle. Schedule 1, Part 3, Paragraph 31 of the regulations states:

"(1) Standards 50, 50A and 50B do not apply to the forms listed in sub-paragraph (3)...

(3) The forms are—

(a) forms used by a body to recruit employees (see standards 137A, 138 and 139 in relation to recruitment);

(b) forms used when applying for grant assistance from a body (see standards 71 to 75 in relation to applications for grants);

(c) forms used when submitting a tender to enter into a contract with a body (see standards 76 to 80 in relation to tendering for a contract)."

4.10 A body's websites and on-line services [standards 52-57]

What are the requirements?

4.10.1. A body must ensure that the pages of its websites and on-line services are available and are fully functional in Welsh and that the Welsh language is treated no less favourably than the English language on those pages and services.

Standard 52

4.10.2. A body must ensure that:

- the text of each page of its website is available in Welsh
- every Welsh language page on its website is fully functional, and
- the Welsh language is not treated less favourably than the English language on those pages.

4.10.3. A body must ensure that with every page on its website. This includes the pages noted in standards 53 and 54, namely the homepage, any new pages and any amended pages on the website.

Standard 53

4.10.4. A body must ensure that:

- the text of the homepage of its website is available in Welsh
- any Welsh language text on its homepage (or, where relevant, its Welsh language homepage) is fully functional, and
- the Welsh language is treated no less favourably than the English language in relation to the homepage.

4.10.5. 'Homepage' refers to the page on the website which usually acts as the main page (and appears after the splash page). The homepage usually operates as a navigation page and contains links to other sections of the website.

Standard 54

4.10.6. If a body publishes a new page on its website, or amends a page on its website, it must ensure that:

- the text of that page is available in Welsh
- any Welsh language version of that page is fully functional, and
- the Welsh language is treated no less favourably than the English language in relation to those pages.

4.10.7. A web page would be considered a 'new' page if the body first publishes that page after the imposition day of the standard.

4.10.8. A page would be 'amended' if a body makes revisions to that page. That may include situations where a body updates, removes, adds or corrects the content of that page.

Standard 55

4.10.9. If a body has a Welsh language web page that corresponds to an English language web page, it must state clearly on the English language web page that the page is also available in Welsh. It must also provide a direct link to the Welsh page on the corresponding English page.

4.10.10. A body does not have to provide a statement which follows the above word for word on all relevant pages in English. A body may make it clear that an English language page is also available in Welsh by including a button on the English page which navigates the user to the corresponding page in Welsh.

4.10.11. For example, a body may include a "Cymraeg" button in a prominent position (such as the top of the page) on the English language page, which would include a link to the corresponding page in Welsh. Displaying a flag (e.g. the Welsh flag) would not be sufficient to show that an English language page is also available in Welsh.

Standard 56

4.10.12. A body must ensure that the interface and menus on every page of its website are in Welsh.

4.10.13. A body does not have to ensure this for English language pages if it does so for its corresponding Welsh language pages. However, if a page operates as a Welsh and English page together (e.g. a bilingual homepage), a body must ensure that the interface and menus are in Welsh on that page.

4.10.14. The nature of interfaces and menus will change depending on the website but these will be those parts of the website that allow the user to communicate and engage with it.

4.10.15. Menus can include a list of options, items, or commands for the user to choose from (e.g. a drop down menu which shows a list of possible options).

Standard 57

4.10.16. A body must ensure that any app published by it functions fully in Welsh and that the Welsh language is treated no less favourably than the English language in relation to that app.

4.10.17. Schedule 1, Part 3, Paragraph 35 of the regulations states:

> "(1) For the purpose of standard 57 an 'app' is a software application designed to undertake a specific task on an electronic device.
>
> (2) Standard 57 does not apply to any advertising material on an app (see Standard 37 in relation to advertising material produced by a body)."

4.10.18. Such an app may include those which allows users to pay rent or make a complaint electronically.

What is meant by the term 'treating the Welsh language no less favourably than the English language'?

4.10.19. Schedule 1, Part 3, Paragraph 36 of the regulations states:

> "For the purpose of standards 52 to 57 (websites and apps) and standards 58 and 59 (social media), references to treating the Welsh language no less favourably than the English language include, amongst other matters (and in addition to specific matters referred to in any individual standard), treating the Welsh language no less favourably as regards—
>
> (a) the visual presentation of the material (for example in relation to the colour, size, font and format of any text), or
>
> (b) when material is published on the website, app or social media
>
> but it does not mean that Welsh language material must appear on the same page as English language material, or on a page that a person is likely to find before the English language page when searching.)."

4.10.20. 'Other matters' may include treating the Welsh language no less favourably as regards:

- the material's language order
- the standard and quality of the material
- the position and prominence of the material
- when and how the material is published
- the publication format of the material
- the clarity and accuracy of the material (for example in terms of the meaning and expression of any text); and

- the content of the material (for example in terms of the detail or quality of the information it contains).

4.10.21. The term does not mean that a body must ensure that Welsh language material appears on the same page or app as the English language material. This means that a body may include Welsh language material on a Welsh version of a web page or app and include English language material on an English version of a web page or app, to the extent that this does not mean that the body treats the Welsh language version less favourably than the English language version. Also, a body is not prevented from being able to include Welsh and English language material on the same web page or app either such as on a bilingual page or app alongside each other.

4.10.22. However, making English the default language of an app or a website may mean the body is treating the Welsh language less favourably than the English. To avoid this, a body may offer a language choice to the user from the outset to allow for material after this point to appear in Welsh or English only.

4.10.23. Welsh language material does not have to appear on a page which someone is likely to come across before the English language page when searching. This means that if a person is searching for material, for example through 'Google', and that person comes across an English language page before finding the corresponding Welsh page, that would not necessarily mean that the body treated the Welsh language version less favourably than the English language version.

4.10.24. However, a body is expected to take steps to ensure that it is just as easy to find Welsh language material as it is English material on its website.

Do the requirements of standards 52–56 mean that all the content on a website needs to be in Welsh?

4.10.25. No, not necessarily. Schedule 1, Part 3, Paragraph 34 of the regulations states:

> "Standards 52 to 56 (websites) do not apply to—
>
> (a) documents to which a link is provided on a website, advertising material on a website, or to video and audio clips on a website (see standards 40 to 49 for specific provision in relation to documents, and standard 37 in relation to advertising material produced by a body)
>
> (b) information presented by persons (other than the body) on an interactive page published on a body's website (for example on a section for comments or on a discussion forum)."

4.10.26. If a body provides links to other resources from a web page on its website, they are expected to be consistent with the language of that web page in order to ensure that the Welsh language is not treated less favourably than the English language. For example, a link provided on a Welsh language version of a webpage is expected to lead to a Welsh language version of the resource, if a Welsh

language version is available. However, a body does not have to translate the resource into Welsh unless another standard makes it a requirement to do so.

4.10.27. Therefore, if a body provides a link to a document on its website, it will be standards 40 to 49 that will be relevant to those documents and not these standards. However, a body may ensure that the Welsh language is treated no less favourably than the English language by ensuring that a link leads to a Welsh language version of a document, if a Welsh language version exists in accordance with the requirements of standards 40 to 49.

4.10.28. Similarly, if a body provides advertising material such as video and audio clips on its website, it will be standard 37 that will be relevant to those material and not these standards. However, a body may ensure that the Welsh language is treated no less favourably than the English language by ensuring that Welsh language versions of those materials are provided, if Welsh language versions exist in accordance with standard 37.

4.10.29. If a person (outside the body) presents information on an interactive page published on a body's website, the body does not have to translate that information into Welsh. That may include information presented:

- in chat rooms
- in a section for comments, or
- a discussion forum.

What is meant by the term 'fully functional'?

4.10.30. The term means that a body ensures that the Welsh language version of text, a page or an app functions in at least the same way as the English version and without any restrictions or errors.

4.10.31. This may include ensuring:

- that the content of Welsh language versions is updated and is not subject to delay compared with the English language version of the content
- that search functions operate fully in Welsh
- that any technological functions operate fully in Welsh (e.g. text-to-speech)
- that the Welsh language versions include the same information as the English language versions of any web page or app
- that links are not broken, and
- that there are no faults on Welsh language pages.

4.11 A body's use of social media [standards 58-59]

What are the requirements?

4.11.1. The following standards relates to a body's use of social media. This may include the way in which a body appears, publishes material, sends and responds to messages and communicates with persons on social media.

Standard 58

4.11.2. A body must not treat the Welsh language less favourably than the English language when using social media.

Standard 59

4.11.3. A body must reply to a person in Welsh (if an answer is required) if the person has contacted it via social media in Welsh. That may include replying to contact made with a body through a private message or to contact made in public (e.g. when a person contacts the body by replying to a message posted by the body on its account).

How are the standards apply to 'social media'?

4.11.4. The term 'social media' includes websites and applications which allow users to create and share content or to participate in social networking on the internet. Examples may include Facebook, Twitter, LinkedIn, Instagram and YouTube.

4.11.5. The standards apply to a body's entire use of social media. This includes the use made of it via a corporate account or via staff and individual department accounts (if they operate on behalf of the body or in its name).

4.11.6. However, to the extent that doing so does not treat the Welsh language less favourably than the English language, a body may operate separate Welsh and English accounts should it wish rather than operate a bilingual account.

4.11.7. If a body decides to operate separate Welsh and English accounts, it must raise awareness of the Welsh language account on its corresponding English language account in accordance with standards 81 and 82. This may include a body providing a direct link to the Welsh language account from its corresponding English language account.

What is meant by the term 'treating the Welsh language no less favourably than the English language'?

4.11.8. Schedule 1, Part 3, Paragraph 36 of the regulations states:

> "For the purpose of standards 52 to 57 (websites and apps) and standards 58 and 59 (social media), references to treating the Welsh language no less favourably than the English language include, amongst other matters (and in addition to specific matters referred to in any individual standard), treating the Welsh language no less favourably as regards—
>
> (a) the visual presentation of the material (for example in relation to the colour, size, font and format of any text), or
>
> (b) when material is published on the website, app or social media
>
> but it does not mean that Welsh language material must appear on the same page as English language material, or on a page that a person is likely to find before the English language page when searching."

4.11.9. Other matters' may include treating the Welsh language no less favourably as regards:

- the language of material
- the material's language order
- the standard and quality of the material
- the position and prominence of the material
- when and how the material is published
- the publication format of the material
- the clarity and accuracy of the material (for example in terms of the meaning and expression of any text), and
- the content of the material (for example in terms of the detail or quality of the information it contains).

4.11.10. Furthermore, Schedule 1, Part 3, Paragraph 38 of the regulations states:

> "Standards 58 and 59 (social media) do not apply to—
>
> (a) documents to which a link is provided through social media, or to video and audio clips provided through social media (see standards 40 to 49 for specific provision in relation to documents, and standard 37 in relation to advertising material produced by a body)
>
> (b) information presented by persons (other than the body) on a body's social media account (for example on a section for comments)."

4.11.11. If a body provides links to other resources through social media, they are expected to be consistent with the language of that message or account in order to ensure that the Welsh language is treated no less favourably than the English language. For example, a link provided in a Welsh language post is expected to direct persons to a Welsh language version of the resource, if a Welsh language version is available. However, a body does not have to translate the resource into Welsh unless another standard makes it a requirement to do so.

4.11.12. Therefore, if a body provides a link to a document through social media, it will be standards 40 to 49 that will be relevant to those documents and not these standards. However, a body may ensure that the Welsh language is treated no less favourably than the English language by ensuring that a link leads to a Welsh language version of a document, if a Welsh language version exists in accordance with the requirements of standards 40 to 49.

4.11.13. Similarly, if a body provides video and audio clips through social media, it will be standard 37 that will be relevant to those material and not these standards. However, a body may ensure that the Welsh language is treated no less favourably than the English language by ensuring that Welsh language versions of the video and audio clips are provided, if Welsh language versions exist in accordance with standard 37.

Do the standards apply to messages from other persons which appears on the body's accounts?

4.11.14. No. The body does not have to translate any messages from other persons which appear on its accounts into Welsh. Such messages may include information presented:

- in chat rooms
- in a section for comments; or
- a discussion forum.

4.11.15. Also, the body does not have to translate into Welsh any information provided by other persons which is shared by the body on its own accounts. For example, a body does not have to translate English language messages which it retweets or shares on Facebook.

4.11.16. However, if a body shares information from other persons on its accounts (such as by retweeting messages), sharing an English language version of that information, where a Welsh language version exists, may mean that they are treating the Welsh language less favourably than the English language.

Do the standards apply to static content and temporary content published on a body's accounts?

4.11.17. Yes. The standards apply to any content published by a body on its accounts.

4.11.18. This may also include ensuring that permanent content which appears on accounts is available in Welsh. For example, this may include ensuring that bio text on a Twitter or Instagram account or text regarding the account in the 'Information' section of Facebook is available in Welsh.

4.11.19. This may also include ensuring that temporary content which appears on its accounts is available in Welsh. For example, this may include posts published through Instagram Story or Facebook Story where those posts disappear after a limited period of time.

4.11.20. Any video and audio clips provided would apply to the requirements of standard 37 (see paragraph 4.11.13 above).

The Welsh language part of bilingual messages can sometimes be hidden. How can it be ensured that this does not mean that the body treats the Welsh language less favourably than the English language?

4.11.21. In some cases, text within posts on social media platforms appears in windows which are restricted in size. This may mean that it is not possible for a person to see the last part of the post until they have clicked on an additional link.

4.11.22. A body may ensure that it treats the Welsh language no less favourably than the English language by ensuring that it is no more difficult to see a Welsh language version of a post compared with an English version of that same post. For

example, a body may ensure that a reader is not required to take any additional steps, such as scrolling down for longer, or clicking on an additional link, in order to find the Welsh language text. A body may choose to place Welsh language posts above or to the left of English language posts to avoid this.

Do these standards apply to 'tags' and 'hashtags'?

4.11.23. Yes, they can be a consideration to ensure that a body does not treat the Welsh language less favourably than the English language when using social media.

4.11.24. If a body tags or mentions another person in a message, it may ensure that the Welsh language is treated no less favourably than the English language by ensuring that the Welsh language version of that message tags or mentions that person's Welsh language account (if there is one). For example, if the body posts a message on Twitter in Welsh mentioning that person by tagging the username of the person within the message, it can ensure that it tags that person's Welsh language account rather than their corresponding English language account (if they operate separate Welsh and English language accounts).

4.11.25. If a body creates hashtags for a post, it may ensure that the Welsh language is treated no less favourably than the English language by using Welsh language or bilingual hashtags for Welsh language posts.

4.11.26. If a body uses hashtags created by other persons in a post, it may ensure that the Welsh language is treated no less favourably than the English language by using Welsh language or bilingual versions of those hashtags (if they exist) for Welsh language posts.

Different messages appear on a body's accounts depending on the audience. How can it be ensured that the body complies with the requirements in this situation?

4.11.27. Some social media platforms allow a body to tailor messages so that different messages appear on the accounts of different persons. That may be based on the interface language chosen by the person for that platform (e.g. by a body using the 'post in multiple languages' tool on Facebook).

4.11.28. In this situation, a body may ensure that it does not treat the Welsh language less favourably than the English language by ensuring that posts that appear on a person's account appear in Welsh, regardless of their interface language.

Does a body have to ensure that the user names and its account names are in Welsh?

4.11.29. A body may ensure that it does not treat the Welsh language less favourably than the English language when using social media by ensuring that its user names ('handle') and its account names ('display name') are available in Welsh.

4.11.30. This may be done by using one of the following:

- a Welsh only user name and account name on a bilingual account
- a bilingual user name and account name on a bilingual account; or by
- operating separate Welsh language and English language accounts as noted in paragraph 4.11.7 with a Welsh only or bilingual user name and account name.

4.12 Self service machines [standard 60]

What are the requirements?

4.12.1. A body must ensure that any self service machines it has function fully in Welsh. Also, the body must not treat the Welsh language less favourably than the English language in relation to that machine.

What is meant by the term 'self service machine'?

4.12.2. A 'self service machine' includes any machine which allows persons to serve themselves.

4.12.3. The usual literal meaning of 'machine' refers to a device, appliance or tool used to perform a certain task. Schedule 1, Part 3, Paragraph 39 of the regulations also refers to self service machines as those which can contain material which is visually presented. Therefore, self service machines may include screens, such as pay and display machines, self issue machines in a library, appointment check in screens, photocopiers in libraries and food and drink vending machines.

4.12.4. Also, some self service machines which do not have screens may come within the scope of this standard. Examples may include a self service audio guide to be used in a library or museum or a machine providing audio directions.

What is meant by the term 'must not treat the Welsh language version less favourably than the English language version' in the context of this standard?

4.12.5. Schedule 1, Part 3, Paragraph 39 of the regulations states:

> "For the purpose of standard 60 (self service machines) reference to treating the Welsh language no less favourably than the English language include, amongst other matters, treating the Welsh language no less favourably as regards the visual presentation of the material (for example in relation to the colour, size, font and format of any text), but it does not mean that Welsh language material must appear on screen at the same time as English language material."

4.12.6. 'Other matters' may include treating the Welsh language no less favourably as regards:

- the language of material
- the material's language order

- the standard and quality of the material
- the position and prominence of the material
- when and how the material is published
- the publication format of the material
- the clarity and accuracy of the material (for example in terms of the meaning and expression of any text)
- the content of the material (for example in terms of the detail or quality of the information it contains).

4.12.7. The term does not mean that a body must ensure that Welsh language material appears on screen at the same time as the English language material. This may mean that:

- a body may display Welsh language material on a different screen to the screen displaying the English language material, to the extent that this does not mean that the body treats the Welsh language version less favourably than the English language version, or that
- a body is not prevented from displaying Welsh and English language material on the same screen if it wishes to do so (i.e. bilingually).

4.12.8. However, installing self service machines with the English as the default language would treat the Welsh language less favourably than the English language. That means that only after a user has selected a language can Welsh and English language material appear on screen separately.

4.12.9. In practical terms, therefore, there are three main ways of ensuring that the Welsh language is treated no less favourably than the English language in terms of using a self service machine:

- by offering a choice, when someone starts to use the machine, of which language they wish to use
- with the machine operating in Welsh and English at the same time, without the need to switch or choose a language, or
- by setting Welsh as the machine's default language, allowing persons to switch to English if they wish.

What is meant by the term 'function fully in Welsh'?

4.12.10. The term means that a body ensures that any self service machine functions in the same way or as good in Welsh as it does in English without any limitations or errors.

4.12.11. This may include ensuring:

- that the Welsh language version is updated and does not take any longer than the English language version
- that search functions operate fully in Welsh
- that any technology operate fully in Welsh (e.g. text-to-speech)
- that Welsh language versions contain the same information as the English language versions
- that links are not broken

- that there are no faults on Welsh language versions.

What if the machine produces documents? Which standards apply?

4.12.12. Some self service machines will produce documents, for example a parking ticket, ticket for an event, or forms or information leaflets. The standards relating to documents apply to these documents.

What if there are signs on the machine? Which standards apply?

4.12.13. Signs will be associated with some self service machines, for example drawing attention to the machine or containing directions on their use. The standards relating to signs apply to these signs.

4.13 Signs displayed by a body [standards 61-63]

What are the requirements?

4.13.1. A body must ensure that any text on new signs erected by it, or on signs renewed by it, is in Welsh. It must also ensure that the Welsh language text is not treated less favourably than the English language text on those signs. The standards also set requirements in relation to the accuracy and position of the Welsh language on signs.

4.13.2. These standards do not usually apply to a sign within the workplace, where that sign is not visible to persons outside the body. Reference should be made to the standards relating to signs displayed in a body's workplace (standards 141-143) for such signs.

4.13.3. A body would usually 'erect a new sign' when it is placed where there was no such sign before. A body would 'renew a sign' if it makes any change to that sign.

4.13.4. The standard also applies when the body erects a sign in a new place or location.

4.13.5. In terms of electronic signs, a new sign would be erected each time new text appears on an electronic sign.

Standard 61

4.13.6. If a body erects a new sign or renews a sign (including temporary signs), it must ensure that any text on that sign is in Welsh. A body may display the Welsh language text either on the same sign with the corresponding English language text or on a separate sign. A body must ensure that it does not treat the Welsh language text less favourably than the English language text on such signs.

4.13.7. The term 'must not treat the Welsh language text less favourably than the English language text' in relation to this standard, includes, amongst other matters, not treating the Welsh language less favourably than the English language in terms of:

- the visual presentation of the text (for example in relation to the colour or font of any text)

- the size of the text
- the position and prominence of the text in any public place
- when and how the text is published, provided or exhibited
- the publication format of any text
- the standard and quality of the text
- the clarity and accuracy of the text (for example in terms of the meaning and expression of any text)
- the content of the text (for example in terms of the detail and quality of the information it contains).

Standard 62

4.13.8. If a body erects a new sign or renews a sign (including temporary signs), and that sign conveys the same information in Welsh and in English, it must ensure that the Welsh language text is positioned so that it is likely to be read first.

4.13.9. If a body places the Welsh language text and corresponding English language text on the same sign, the Welsh language text would be likely to be read first usually if it is placed on the left or above any corresponding English language text, based on the standard practice of reading from left to right and from top to bottom.

4.13.10. If a body erects a sign on a road by painting that sign on the road (e.g. Araf/Slow) and where the Welsh language text and corresponding English language text appear together (and not separate), the Welsh language text would be likely to be read first usually if placed on the left or above any corresponding English language text.

4.13.11. If a body places the Welsh language text and corresponding English language text on separate signs, the Welsh language text would be likely to be read first usually if the sign with the Welsh language text is:

- on the left or above the sign with corresponding English language text, and
- in front of the sign with corresponding English language text.

4.13.12. For example, erecting a Welsh language sign in front of an English language sign on the side of the road would be likely to lead to a person arriving at the Welsh language sign and reading it first usually, based on the practice of reading individual signs in order.

Standard 63

4.13.13. A body must ensure that the Welsh language text on signs (whether these are signs erected or renewed before or after the imposition day) is accurate in terms of meaning and expression. That may involve:

- the content of the sign
- the text's spelling
- the text's syntax, or
- words and phrases used.

What is a 'temporary sign'?

4.13.14. These standards also apply to any temporary signs erected or renewed. Where a body is required to comply with standard 61 therefore, any temporary sign erected anew or renewed must be displayed in Welsh. Where a body is required to comply with standard 62, the Welsh language must appear first on that sign too.

4.13.15. A 'temporary sign' includes any sign not intended to be permanent in the place it is positioned. Such examples may include:

- a sign erected to advise of roadworks or warn of an accident
- an out-of-order sign, or
- a road sign erected with directions to the location of an event held over a specific period of time.

If no Welsh language street name has been recorded in accordance with the Public Health Act 1925, do these standards mean that the name of the street must be translated into Welsh in order to display it in Welsh on the sign?

4.13.16. No. These standards do not place a duty on a body to translate a street name into Welsh, in order to display it in Welsh on a sign.

4.13.17. However, if a Welsh language or bilingual name of a street has been determined and recorded in accordance with the Public Health Act 1925[39], a body (local authority in this context) must ensure that the Welsh language name is displayed on the sign when the sign refers to that street. It must also ensure that the English name is also displayed (if an English name has been determined and recorded) in accordance with the requirements of that Act.

4.13.18. Although these standards do not place a specific duty on a body to determine a Welsh or bilingual name for a street in order to display it in Welsh on a sign, county councils and county borough councils have a statutory right to undertake the following in accordance with the Public Health Act 1925:

- change a street name into Welsh if no name had previously been designated to the street
- give a street a new name in Welsh if no name had previously been designated to the street, and
- oppose an application proposing a new street name which is not in Welsh.

4.13.19. County councils and county borough councils have the right to change street names (bilingual or English) for which they are responsible for naming into Welsh only ones. However, in doing so, they will have to be recorded in Welsh only with the relevant agencies and ensure that any signs display the name in Welsh only after the name has been registered.

[39] Public Health Act 1925
http://www.legislation.gov.uk/cy/ukpga/Geo5/15-16/71

4.13.20. Therefore, a body may use these provisions in accordance with the Public Health Act in order to ensure that it can, ultimately, display a street name in Welsh on a sign (if there is no pre-existing Welsh language name for a street).

What about other proper nouns displayed on a sign? Does a body have to ensure that those names are displayed in Welsh?

4.13.21. Yes. A body must display the proper noun in Welsh if it displays Welsh language text which refers to that name, to the extent that:

- a Welsh name exists and has been established for that which the sign is intended to refer to
- there is no other enactment preventing a body from using a Welsh proper noun on a sign, and
- there is no enactment preventing a body from using the intended spelling of the proper noun on the sign.

4.13.22. This may include displaying information on:

- settlements (villages, towns and cities)
- streets and estates
- buildings or other built features (e.g. bridge)
- organisations
- areas (e.g. coastal areas or conservation areas)
- topographical features (e.g. islands, mountains, hills, headlands, rocks, beaches, forests or rivers), or
- other place-names.

4.13.23. The Commissioner is responsible for providing advice on standard forms of place-names in Wales. The Commissioner can advise bodies on the standard form of names of settlements (namely villages, towns and cities) in Wales. The Commissioner has published these recommendations in an online searchable database and the lists are available to download under open licence: List of Standardised Welsh Place-names[40].

4.13.24. The Commissioner follows specific standardisation guidelines when producing her recommendations: Guidelines for Standardising Place-names in Wales[41]. These Guidelines deal specifically with the names of settlements. They do not necessarily apply to house names nor other topographical features. However, they contain several valuable principles which could be applied when dealing with these names or when naming new developments, for example.

4.13.25. As long as no other enactment requires the use of another form of a Welsh name on a sign, a body may use this consultation service to ensure that it uses the standardised forms of Welsh place-names on signs.

[40] See the List of Standardised Welsh Place-names on the Commissioner's website http://www.comisiynyddygymraeg.cymru/english/commissioner/placenames/pages/search.aspx

[41] See the Guidelines for Standardising Place-names in Wales on the Commissioner's website http://www.comisiynyddygymraeg.cymru/English/Commissioner/PlaceNames/Pages/Context.aspx

Are there any exceptions?

4.13.26. Yes. Schedule 1, Part 3, Paragraphs 25 and 45 of the regulations state:

> "A body is not required to produce, to display or to send material in Welsh to the extent that another enactment has specified the wording of a document, a sign or a form which would run contrary to that requirement.
>
> For the purposes of the standards "enactment" means an enactment (whenever enacted or made) comprised in, or in an instrument made under—
>
> (a) an Act of Parliament, or
>
> (b) a Measure or an Act of the National Assembly for Wales."

4.13.27. This exemption acknowledges the principle that if an enactment specifies the wording, that wording has to be used whether that wording in Welsh only, English only or in Welsh and English. The regulations do not affect that principle.

Does a body's corporate identity that appears on signs apply to standards 61–63?

4.13.28. Yes. Where a body's corporate identity appears on a sign, it must comply (subject to the compliance notice) with standard 83 as well as standards 61–63. However, that does not mean that Welsh language text on corporate identity needs to be positioned so that it is likely to be read first.

4.14 A body receiving visitors at its buildings [standards 64-68]

What are the requirements?

4.14.1. The following standards require a body to ensure that any reception service available in English is also available in Welsh.

4.14.2. The standards also set requirements relating to displaying a sign and wearing badges at reception to make it clear that persons are welcome to use the Welsh language at reception and that staff are available to provide a Welsh language service.

Standard 64

4.14.3. A body must ensure that any reception service available in English is also available in Welsh.

4.14.4. It must also ensure that any person who requires a Welsh language reception service must not be treated less favourably than a person who requires an English language reception service.

4.14.5. This may mean, amongst other things, ensuring that the person is not treated less favourably in terms of:

- the active offer given to the person
- the accessibility of the service given to the person
- the availability of the service given to the person
- the steps which the person must take in order to receive the service
- the standard, quality and consistency of the service given to the person
- the kinds of reception services given to the person
- the location and prominence of the service given to the person
- when and how the service is offered, provided or made available to the person.

4.14.6. In ensuring that a reception service is available in Welsh, a body has a responsibility to actively offer a Welsh language reception service rather than expect the visitor to request it. It is also expected that the Welsh language service is freely available and that there is no need to switch to the English language in order to receive the reception service in Welsh.

Standard 65

4.14.7. If a body arranges a visit or appointment in advance for a person which will mean that the person will come to its reception, it must ask the person whether they wish to receive a Welsh language reception service.

4.14.8. The body does not have to ask the person whether they wish to receive a service in Welsh if it already knows that. For example, a body may already know the person's wish if:

- the person has actively noted whether or not they wish to receive a Welsh language reception service, or
- if the body has experience of previous engagement with the individual where they have expressed their wish[42].

Standard 65A

4.14.9. The body must provide a face to face Welsh language reception service for a person if it has arranged a visit or appointment for a person in advance, and:

- the person has informed the body in advance that they wish to receive the service in Welsh, or
- the body is already aware that the person wishes to receive the service in Welsh.

4.14.10. For example, this standard would apply in a situation where a body arranges a meeting with a person which requires the person to attend the body's reception in the first instance.

Standard 66

4.14.11. If a body does not have a face to face Welsh language reception service available, it must ensure that a Welsh language reception service is available over a phone in

[42] Bodies should be aware of data protection requirements if they choose to apply one or more of these approaches.

its reception. That may include providing a service via a traditional phone call or video conferencing.

Standard 67

4.14.12. A body must display a sign in reception which states that persons are welcome to use the Welsh language there. A body must display this sign in Welsh.

4.14.13. A body does not have to include a statement expressing the above, by following the wording of the standard word for word. However, that statement should be clear and explicit enough for persons to be fully aware that they are welcome to use the Welsh language in the body's reception. A sign with wording such as "Mae croeso i chi siarad Cymraeg yma"[43] or "Mae croeso i chi ddefnyddio'r Gymraeg yn y dderbynfa"[44] could be used to comply with the standard.

4.14.14. Also, the Commissioner's Iaith Gwaith logo may be used to show that the body welcomes persons to use the Welsh language in reception. The Commissioner has a poster which includes the logo which is available as a free download from the Commissioner's website[45].

Standard 68

4.14.15. A body must ensure that reception staff who are able to provide a Welsh language reception service wear a badge to convey that.

4.14.16. The badge must make it clear that the member of staff wearing it can provide a Welsh language reception service. The Commissioner's Iaith Gwaith badges are an example of a badge which can be worn by reception staff in order to comply with the standard. Also, a badge may include a lanyard or one woven into an uniform.

What is a 'reception'?

4.14.17. Schedule 1, Part 3, Paragraph 40 of the regulations states:

[43] Welsh for "You are welcome to speak Welsh here".

[44] Welsh for "You are welcome to use the Welsh language in the reception".

[45] The Welsh Language Commissioner's Iaith Gwaith poster http://www.comisiynyddygymraeg.cymru/English/ReportsGuides/Publications/pages/publicationdetails.aspx?publicationid=726261d0-fe3a-440f-80ac-35e738a2c7a1&publicationsearchterm=iaith%20gwaith&category=llyfrynnau%20gwybodaeth%20&year=2013

"For the purposes of standards 64 to 68 (receiving visitors)—

(a) "reception" means an area in a body's offices and service locations where staff are made available for the purpose of welcoming persons

(b) "reception service" means a service for welcoming persons to the body's offices or service locations by staff who are made available for that purpose

(c) "service locations" include libraries, leisure centres, arts centres, advice centres and drop in centres."

4.14.18. Therefore, any area within a body's offices or premises where staff are available for the purpose of welcoming persons may come within the interpretation of 'reception'. It is therefore not limited to reception in the traditional sense in the form of a front desk. Similarly, any member of staff may offer a reception service, and not only staff available for that sole purpose.

4.14.19. 'Welcoming persons' is considered to mean more than just greeting them and ascertaining their preferred language. Persons visiting reception areas are expected to be able to receive a reception service to a level where they can engage in a conversation and have their enquiries answered through the medium of Welsh, unhindered, and without having to switch to English.

4.15 Official notices made by a body [standards 69-70]

What are the requirements?

4.15.1. The following standards relate to official notices made by a body.

Standard 69

4.15.2. A body must ensure that any official notice it publishes or displays is published or displayed in Welsh. A body must also ensure that it does not treat a Welsh language version of the notice less favourably than an English language version.

4.15.3. The term 'must not treat any Welsh language version of a notice less favourably than an English language version' in the context of this standard includes, amongst other matters, not treating the Welsh language less favourably than the English language in terms of:

- the visual presentation of the notice (for example in relation to the colour or font of any text)
- the size of the notice
- the position and prominence of the notice in any public place
- when and how the notice is published, provided or exhibited
- the publication format of any notice
- the notice's language order
- the standard and quality of the notice

- the clarity and accuracy of the notice (for example in terms of the meaning and expression of any text), and
- the content of the notice (for example in terms of the detail and quality of the information it contains).

Standard 70

4.15.4. If a body publishes or displays an official notice that contains Welsh language text as well as English language text, the Welsh language text must be positioned so that it is likely to be read first.

4.15.5. Welsh language text would be likely to be read first usually if it is placed on the left or above the corresponding English text, based on the standard practice of reading from left to right and from top to bottom.

What is an 'official notice'?

4.15.6. Schedule 1, Part 3, Paragraphs 41 and 45 of the regulations state:

> "For the purposes of standards 7, 69 and 70 an "official notice" means any notice that a body publishes to inform persons about service delivery activities or changes to service delivery activities, but it does not include official notices prescribed by an enactment.
>
> For the purposes of the standards "enactment" means an enactment (whenever enacted or made) comprised in, or in an instrument made under—
>
> (a an Act of Parliament; or
>
> (b) a Measure or an Act of the National Assembly for Wales."

4.15.7. An official notice may include a notice which informs persons about:

- a body's office opening hours or a change to a body's office opening hours
- a course or seminar which is taking place or coming to an end
- the start of a new service such as a new recycling regime, and
- an increase in service charges such as a membership fee or parking fees.

What is meant by the term '...prescribed by an enactment'?

4.15.8. The term refers to official notices that are also statutory notices. For example, planning application notices or works announcements in the press which inform persons about activities or changes to the body's service delivery activities. That means that these kinds of notices do not come within the requirements of standard 70.

4.16 Standards relating to a body awarding grants [standards 71-75]

What are the requirements?

4.16.1. These standards relate to a body awarding grants to persons and setting requirements in relation to that process.

4.16.2. The term 'applicant' in relation to these standards includes any person who is applying for the grant in question.

Standard 71

4.16.3. A body must publish any documents which relate to applications for a grant in Welsh and not treat a Welsh language version of those documents less favourably than an English language version. This may include:

- the application form
- an expression of interest form
- guidance notes
- documents which include the grant terms and conditions, or
- documents containing FAQs or information on the application process.

4.16.4. The term 'must not treat a Welsh language version of those documents less favourably than the English language version', in relation to this standard, includes, amongst other matters, not treating the Welsh language less favourably than the English language in terms of:

- the visual presentation of the document (for example in relation to the colour or font of any text)
- the size of the document
- the position and prominence of the document in any public place
- when and how the document is published, provided or exhibited
- the publication format of any document
- the document's language order
- the standard and quality of the document
- the clarity and accuracy of the document (for example in terms of the meaning and expression of any text)
- the content of the document (for example in terms of the detail and quality of the information it contains)

Standard 72

4.16.5. If a body invites applications for a grant, it must state in the invitation that applications may be submitted in Welsh and that any application submitted in Welsh will be treated no less favourably than an application submitted in English.

4.16.6. A body does not have to include a statement expressing the above, following the wording of the standard word for word. However, that statement is expected to be clear and explicit enough for persons to be fully aware of the body's commitment and dedication to receiving applications in Welsh and to ensuring that the Welsh

language is treated no less favourably than the English language with regards to applications.

Standard 72A

4.16.7. A body must not treat applications submitted for a grant in Welsh less favourably than an application submitted in English. The standard itself contains specific examples of some contexts which apply to the standard:

> "[...] including, amongst other matters, in relation to the closing date for receiving applications and in relation to the time-scale for informing applicants of decisions."

4.16.8. Therefore, the closing date must be the same for Welsh and English applications and it must be ensured that there is no delay in informing Welsh language applicants of decisions compared with English language applicants.

4.16.9. The term 'must not treat applications submitted for a grant in Welsh less favourably than an application submitted in English' in the context of this standard includes, amongst other matters, treating the Welsh language no less favourably than the English language in terms of the body's consideration of the application.

Standard 73

4.16.10. If a body receives an application for a grant in Welsh, and it is necessary to interview an applicant as part of its assessment of the application, the body must offer to conduct the interview in Welsh. If the applicant so wishes, they must conduct the interview in Welsh without the assistance of a translation service.

Standard 74

4.16.11. If a body receives an application for a grant in Welsh, and it is necessary to interview an applicant as part of its assessment of the application, the body must offer to provide a translation service from Welsh to English at the interview. If the applicant wishes to use the Welsh language, the body must provide a simultaneous translation service at the interview (unless it conducts the interview in Welsh without a translation service).

Standard 75

4.16.12. If a body informs an applicant of its decision in relation to an application for a grant, it must do so in Welsh if the application was submitted in Welsh.

4.16.13. A body must do so in relation to any decision made at any point in the process relating to a grant application. The requirements of this standard are not limited to the final decision made at the end of the process only. It may include a decision made such as:

- that the application is valid or invalid
- that the applicant has been successful or unsuccessful
- that the application has been successful or has failed to reach the shortlist, or
- any other decision made during the process.

4.16.14. The requirements of this standard cover all the ways in which a body informs an applicant of its decision. This may include informing applicants orally, face-to-face or in writing.

What is a 'grant'?

4.16.15. A 'grant' is usually a permanent transfer of money to a person where it does not need to be repaid nor returned.

4.16.16. The term 'grant' includes any support which a body provides to a person for a specific project or purpose. A grant will usually only cover part of the total costs. They are usually used in accordance with specific terms and conditions.

4.16.17. The term may include financial support or a benefit but it does not include a sum of money given to a person via a procurement process.

Is there a threshold or minimum level of grant before the standards apply?

4.16.18. No. The regulations do not provide a threshold or minimum level of grant to which the application relates. The standards apply to all applications for a grant that a body publishes.

4.17 A body awarding contracts [standards 76-80]

What are the requirements?

4.17.1. These standards relate to a body awarding contracts to persons and set requirements in relation to that process.

Standard 76

4.17.2. A body must publish any invitations to tender in Welsh and not treat a Welsh language version of those tenders less favourably than an English language tender.

4.17.3. Schedule 1, Part 3, Paragraph 42 of the regulations provides further guidance on this standard, and states:

"For the purposes of standard 76 (invitation to tender)—

(1) A body is not required to publish an invitation to tender in Welsh in the Official Journal of the European Union.

(2) A reference to treating a Welsh language version no less favourably than an English language version includes, amongst other matters, treating the Welsh language no less favourably as regards—

(a) the visual presentation of material (for example in relation to the colour or font of any text)

(b) the size of the material

(c) the position and prominence of the material in any public place

(ch) when and how the material is published, provided or exhibited

(d) the publication format of material

but a body will not be treating the Welsh language less favourably than the English language by not publishing an invitation to tender in Welsh in the Official Journal of the European Union."

4.17.4. 'Other matters' may include treating the Welsh language no less favourably as regards:

- the material's language order
- the standard and quality of the material
- the clarity and accuracy of the material (for example in terms of the meaning and expression of any text), and
- the content of the material (for example in terms of the detail and quality of the information it contains).

Standard 77

4.17.5. A body must state in an invitation to tender that tenders may be submitted in Welsh, and that a tender submitted in Welsh will be treated no less favourably than a tender submitted in English. It should be noted that this may include an invitation to tender in the Official Journal of the European Union.

4.17.6. Bodies do not have to include a statement expressing the above, following the wording of the standard word for word. However, that statement is expected to be clear and explicit enough for persons to be fully aware of the body's commitment and dedication to receiving tenders in Welsh and to ensuring that the Welsh language is treated no less favourably than the English language with regards to tenders.

Standard 77A

4.17.7. A body must not treat a tender submitted in Welsh less favourably than a tender submitted in English. The standard itself contains specific examples of some contexts which apply to the standard:

> "[...] including, amongst other matters, in relation to the closing date for receiving tenders, and in relation to the time-scale for informing tenderers of decisions."

4.17.8. The closing date must be the same for Welsh and English tenders and it must be ensured that there is no delay in informing persons of the decision for a tender submitted in Welsh compared to the timing of informing persons of the decision for a tender submitted in English.

4.17.9. The term 'must not treat a tender submitted in Welsh less favourably than a tender submitted in English' in the context of this standard also includes, amongst other matters, treating the Welsh language no less favourably than the English language in terms of the body's consideration of that tender.

Standard 78

4.17.10. If a body conducts an interview as part of the tender assessment process, it must offer to conduct the interview in Welsh if the tender was submitted in Welsh. If the tenderer so wishes, the body must conduct the interview in Welsh without the assistance of a translation service.

Standard 79

4.17.11. If a body conducts an interview as part of the tender assessment process, it must offer to provide a translation service from Welsh to English at the interview if the tender was submitted in Welsh. If the tenderer so wishes, it must provide a simultaneous translation service to enable the tenderer to use the Welsh language at the interview, if it is not possible to do so without a translation service as not all those present in the interview speak Welsh.

Standard 80

4.17.12. A body must inform a tenderer who submitted their tender in Welsh of its decision in Welsh.

4.17.13. A body must do so in relation to any decision made at any point in the process relating to tenders. The requirements of this standard are not limited to the final decision made at the end of the process only. It may include a decision made such as:

- that the application is valid or invalid
- that the applicant has been successful or unsuccessful
- that the application has been successful or has failed to reach the shortlist, or
- any other decision made during the process.

4.17.14. The requirements of this standard cover all the ways in which a body informs a tenderer of its decision. This may include informing tenderers orally, face-to-face or in writing.

What is meant by the term an 'invitation to tender'?

4.17.15. The term 'invitation to tender' includes all the documents in the pack inviting applicants to tender for a contract. This includes, amongst other things:

- a link to the procurement documents
- the procurement documents themselves
- the tendering process time-frame and relevant contact information, and
- information on the criteria used by the awarding body.

4.17.16. 'Procurement documents' include any document produced or referred to by the contracting authority in order to describe or decide on elements of the procurement or procedure, including:

- the contract notice
- the prior information notice used as a call for competition
- the technical specification
- the descriptive document
- the proposed contract conditions
- formats for submitting documentation by applicants and tenderers
- information on generally applicable liabilities and any additional documentation[46].

Is there a threshold or minimum contract sum before the standards apply?

4.17.17. No. The regulations do not provide a threshold nor minimum sum for the contract to which the tender relates. The standards apply to all invitations to tender published by the body.

4.18 Raising awareness about Welsh language services provided by a body [standards 81-82]

What are the requirements?

4.18.1. These standards relate to raising awareness about Welsh language services provided by a body.

Standard 81

4.18.2. A body must promote and advertise any Welsh language service that it provides, and do so in Welsh.

Standard 82

4.18.3. A body must ensure that any reference made by the body to a service in English also refers to the corresponding service in Welsh, if it provides such a service.

[46] The Commissioner's interpretation is in line with the term "procurement document" found in the Public Contracts Regulations 2015
http://www.legislation.gov.uk/mwa/2011/1/section/29/enacted

What is meant by the term 'service in Welsh'?

4.18.4. The term 'service in Welsh' covers any service which a body provides in Welsh.

4.18.5. Examples of services provided in Welsh may include the activities and services provided in line with the service delivery standards. This does not mean that the service must be provided in Welsh only nor that the service must be provided separately to the corresponding service in English.

4.18.6. It should be noted that standards 157 and 169 set requirements which relates to ensuring that a body has arrangements in place to comply with this standard by promoting and facilitating the use of services offered by it under the service delivery and operational standards.

What is meant by the terms 'promoting' and 'advertising'?

4.18.7. Standard 81 requires a body to promote and advertise any Welsh language service that it provides, and to do so in Welsh. 'Promoting' and 'advertising' include a body actively promoting and raising awareness of the Welsh language service by highlighting the fact that a Welsh language service is available and encouraging use of that service.

4.18.8. The following are possible examples of compliance:

- a body actively informing that a service it provides is available in Welsh, where it is not required to do so under another standard, and where that person has not asked for the service in Welsh
- a body encouraging persons via methods such as social media or advertising material to use the Welsh language when receiving or using its services
- a body using Iaith Gwaith material to highlight the availability of a Welsh language service
- publishing and sharing information on some or all of the services offered by the body in Welsh via a leaflet, web page, social media, signs, advertisements etc.
- where a body has a Welsh social media account which corresponds to an English account, stating clearly on the English account that a Welsh account is also available and providing a direct link to the Welsh account on the corresponding English account
- using a splash welcome screen for the purpose of offering a clear language choice, in order to ensure that the body makes an active offer to users to use the Welsh language before accessing the website's services or self service machine
- if there is a public staff directory available (e.g. online), highlight which staff are able to provide a service in Welsh, by noting that via the Iaith Gwaith logo or relevant statement
- using the Welsh language as the default language when providing services in order to promote and highlight the Welsh language service, where it is not required to do so under another standard, and where the person has not

asked for the service in Welsh (e.g. begin every conversation in Welsh over the telephone or face-to-face)
- ensuring that the users' journey to using services in Welsh is of the same standard and quality as the service in English, or
- ensuring that Welsh language services are given prominence, are easily accessible, are actively promoted and are available constantly.

4.19 A body's corporate identity [standard 83]

What are the requirements?

4.19.1. This standard requires a body to ensure that it does not treat the Welsh language less favourably than the English language when forming, revising or presenting its corporate identity.

What is meant by the term 'corporate identity'?

4.19.2. Schedule 1, Part 3, Paragraphs 43 and 45 of the regulations state:

> "(1) For the purposes of standard 83, the reference to a body presenting its "corporate identity" includes, amongst other things, the way a body presents itself by means of visual statements, the name or names used by a body, and a body's branding and slogans (for example, branding and slogans printed on its stationery).
>
> (2) Standard 83 does not apply to the extent that an enactment requires a body to use a legal name.
>
> For the purposes of the standards "enactment" means an enactment (whenever enacted or made) comprised in, or in an instrument made under–
>
> (a) an Act of Parliament; or
>
> (b) a Measure or an Act of the National Assembly for Wales."

4.19.3. "Corporate identity" includes the name, address, logo, corporate slogan, brand, visual identity and any other standard information belonging to the body used on its material and products (such as on headed paper, social media account profile, business cards, ID badges, in exhibitions and on publications and documents), and in other circumstances such as signs, vehicles and buildings. It can also include acronyms of a name or names used by a body.

How is this standard affected if an enactment states that the body's legal name must be used?

4.19.4. The body does not have to comply with this standard to the extent that an enactment requires a body to use a legal name. This means that a body must ensure that it does not treat the Welsh language less favourably than the English

language when forming, revising or presenting its corporate identity, except where an enactment notes:

- that the body must use a legal name that is not Welsh or bilingual, and
- that the body cannot use another name (in Welsh) as well as the legal name.

What is meant by the terms 'form', 'revise' and 'present'?

4.19.5. The term 'form' includes a body creating or producing its corporate identity.

4.19.6. A body would 'revise' its corporate identity if it makes any change to that identity from the imposition day onwards.

4.19.7. A body would 'present' its corporate identity if it is appears, it is published, or is made available or is included on or within any material.

4.19.8. The standard applies to corporate identity formed, revised or presented in any other medium too, such as a sign, website or document. All other aspects of these media are subject to their relevant standards.

What is meant by the term 'must not treat any Welsh language version less favourably than the English language version'?

4.19.9. Schedule 1, Part 3, Paragraph 29 of the regulations states:

> "Where a standard refers to material that is to be produced in Welsh (with the exception of standards 52 to 57 (websites and apps), 58 and 59 (social media) and 76 (invitations to tender)), references to treating the Welsh language no less favourably than the English language, or to treating a Welsh language version no less favourably than an English language version, include, amongst other matters (and in addition to specific matters referred to in any individual standard), treating the Welsh language no less favourably as regards–
>
> (a) the visual presentation of material (for example in relation to the colour or font of any text);
>
> (b) the size of the material;
>
> (c) the position and prominence of the material in any public place;
>
> (ch) when and how the material is published, provided or exhibited;
>
> (d) the publication format of material."

4.19.10. 'Other matters' may include treating the Welsh language no less favourably as regards:

- the language of material
- the material's language order
- the standard and quality of the material
- the clarity and accuracy of the material (for example in terms of the meaning and expression of any text)

- the content of the material (for example in terms of the detail and quality of the information it contains).

4.19.11. This may include a body ensuring, amongst other matters, that it produces, revises or presents its corporate identity in Welsh.

4.19.12. However, the standard does not prevent a body from being able to provide separate Welsh and English versions of its corporate identity to the extent that the Welsh language version is treated no less favourably than the English language version.

4.19.13. Where a body presents its corporate identity on bilingual material (that is where Welsh and English versions are included in the same material) a body would not treat the Welsh language less favourably than the English language by presenting a Welsh language identity only on a Welsh language version of that material and an English language identity only on an English language version of the material.

4.19.14. Where a body presents its corporate identity on separate Welsh and/or English material (that is where Welsh and English versions are included on different materials), a body must present its corporate identity in Welsh on the English language version as well as the Welsh language version in order to ensure that the Welsh language is treated no less favourably than the English language.

4.20 Courses offered by a body [standards 84-86]

What are the requirements?

4.20.1. A body must ensure that education courses open to the public are offered in Welsh. There is provision also to assess the need for any education course developed for the public to be offered in Welsh and to publish that assessment on the body's website.

Standard 84

4.20.2. If a body offers an education course that is open to the public, it must offer that course in Welsh.

Standard 85

4.20.3. If a body offers an education course that is open to the public, and which is aimed specifically at persons aged 18 or under, it must offer that course in Welsh. For example, this may include education courses aimed at primary or secondary pupils.

Standard 86

4.20.4. If a body develops an education course that is to be offered to the public, it must assess the need for that course to be offered in Welsh as well as ensure that the assessment is published on its website.

What is meant by the term 'education course'?

4.20.5. Schedule 1, Part 3, Paragraphs 44 and 45 of the regulations state:

"For the purposes of standards 84, 85 and 86 (courses), an "education course" means any seminar, training, workshop or similar provision which is provided in order to educate or to improve the skills of members of the public; but does not include activities or courses provided as part of the curriculum in accordance with any enactment.

For the purposes of the standards "enactment" means an enactment (whenever enacted or made) comprised in, or in an instrument made under—

(a) an Act of Parliament; or

(b) a Measure or an Act of the National Assembly for Wales."

4.20.6. Reference is made to the words 'seminar', 'training', 'workshop' and 'similar provision' in their singular form in the regulations suggesting that one lesson may be enough to correspond to the interpretation of a course. However, a 'course' may also be a series of events.

4.20.7. Standard 84 requirements also extend to courses aimed specifically at persons aged 18 or under.

What is meant by the term 'offer it in Welsh'?

4.20.8. To 'offer' an education course includes a body making it known (for example, in a prospectus or on a website) that an education course is available and will be delivered in Welsh, and that persons can attend or apply for a place or enrol on that education course if they so wish.

4.20.9. If a person accepts the offer, the body is expected to act on that offer by delivering the course in Welsh or taking steps to ensure that this happens. In other words, the Commissioner does not expect a body to deliver a course in Welsh if nobody accepts the offer for the course to be delivered in Welsh. Furthermore, the standard does not prevent a body from offering a course in Welsh and English at the same time.

4.20.10. Some courses may be ones where it would not be appropriate for them to be delivered in Welsh via translation services for example. Such an example could include the provision of simultaneous translation during practical activities where it would not be safe to use translation equipment on health and safety grounds. However, some other courses, such as a course delivered in a traditional classroom setting, may be ones which could be delivered with the use of translation services.

Would delivery of a course in Welsh in a different setting to the corresponding course in English comply with the standards in question?

4.20.11. A body does not have to deliver a course in Welsh in the same setting as a course delivered in English. However, the Commissioner does not consider that a person should have to travel further in order to attend a course in Welsh compared with

the distance travelled for the course in English. A body may refer to its own performance targets, which may identify the maximum distance deemed acceptable, in the body's opinion and based on statutory requirements, for a person to have to travel in order to attend a specific course.

Would delivery of a course in Welsh at different times and on different dates to the corresponding course in English comply with the standards in question?

4.20.12. A body does not have to deliver a course in Welsh on the same dates and at the same times as a course delivered in English. However, a body is expected to deliver courses in Welsh on days and at times which would not disadvantage those enrolled on the course delivered in Welsh.

4.20.13. A body may ensure that the timetable for courses in Welsh are equally accessible and convenient as the equivalent English courses. For example, it could be ensured that Welsh language courses are delivered when public transport is available to travel to them, or that Welsh language courses are delivered across a wide range of days and times such as before and after working hours, on weekends and during the week.

Does a body have to deliver a course in Welsh the same number of times as a corresponding course in English in order to comply with the standards in question?

4.20.14. No. However, a body is expected to ensure that there are a sufficient number of Welsh language courses available which would ensure that nobody is at a disadvantage if they choose to attend a course in Welsh rather than a course in English.

Some courses are delivered at different levels. Would delivery of a course in Welsh at certain levels only, but not for other levels, comply with the standards in question?

4.20.15. No. A body must deliver a course in Welsh at all levels if that is done in English. The requirements of the standard mean that any course offered by a body must be offered in Welsh.

What is meant by the term 'develop an education course'?

4.20.16. To 'develop an education course' is an activity which may occur in arranging for a new course to be offered, and also in adapting an existing course, to be offered again at a future date, after the imposition day. Standard 86 does not apply in the case of a course already being offered before the imposition day and where no changes or developments are made in relation to that course.

What is meant by the term 'need'? Does it mean the same as demand?

4.20.17. The term 'need' includes the level of demand for a course. However, the concept of 'need' is broader, and the demand is more likely to fluctuate over time than the need. As a result, a body is expected to consider other factors, apart from demand, when assessing need.

4.20.18. Amongst those other factors, a body may consider:

- the level of existing Welsh language provision
- the body's responsibility to promote and facilitate the use of Welsh
- the body's own corporate objectives and targets in relation to the activity, and
- the demographic and geographic nature of the area.

What must a body do to 'assess the need' and when should the assessment take place?

4.20.19. A body must publish its assessment on its website. That suggests that a body needs to have a written record of the assessment.

4.20.20. As the assessment is a public document, the assessment is expected to:

- be user-friendly
- explain the reasoning for deciding to offer a course in Welsh or not
- identify the factors considered
- include clear and specific evidence to support the finding, and
- note the outcome of the assessment (which includes noting which courses are offered and which are not in Welsh).

4.20.21. A body may conduct an assessment of a course it is developing either during the process of developing the course, or shortly before or after that. It is a matter for the body to undertake the assessment at the point where it has information on the need, and when it is possible to adapt provision to correspond with the outcome of the assessment (whatever that may be).

4.21 Public address systems used by a body [standard 87]

What are the requirements?

4.21.1. A body must ensure that all messages announced over a public address system are made in Welsh and, if the message is also announced in English, the announcement must be made in Welsh first.

What is meant by the term 'announce a message over a public address system'?

4.21.2. The term includes any public announcement made by the body using audio equipment.

4.21.3. Any announcements made in the workplace are subject to standard 144. These may include, for example, public announcements made in the workplace e.g. a message instructing everyone in the building to leave in an emergency. In such cases, the two standards will apply.

4.21.4. Examples of announcements that relate to this standard may include:

- announcements in public lifts in the body's buildings
- announcements on vehicles (such as a refuse truck which warns of the vehicle reversing)
- tannoy announcements at a public event or meeting (e.g. announcing that a performance is about to begin), or
- tannoy announcements in the body's buildings (e.g. instructing members of the public to come to reception).

5 Policy making standards [88-97]

5.1 Standards relating to considering the effects of a body's policy decisions on the Welsh language [standards 88-97]

What are the requirements?

5.1.1. The policy making standards deal with the way in which a body considers the effects of its policy decisions on the Welsh language.

5.1.2. The Measure provides that a "policy making standard" means a standard that relates to a policy decision, and is intended to secure, or to contribute to securing, that the body making the policy decision considers one or more of the following–

(a) what effects, if any, (whether positive or adverse) the policy decision would have on opportunities for other persons to use the Welsh language, or treating the Welsh language no less favourably than the English language

(b) how the decision could be made so that it has positive effects, or increased positive effects, on opportunities for other persons to use the Welsh language, or treating the Welsh language no less favourably than the English language, and

(c) how the decision could be made so that it does not have adverse effects, or has decreased adverse effects, on opportunities for other persons to use the Welsh language, or treating the Welsh language no less favourably than the English language[47].

5.1.3. The policy making standards include requirements for a body to secure, or to contribute to securing, that the person making the policy decision considers what is listed in a-c above when undertaking the following activities:

- when formulating a new policy, or reviewing or revising an existing policy (standards 88–90)
- when publishing a consultation document which relates to a policy decision under consideration (standards 91–93)
- when producing and publishing a policy on awarding grants or when amending an existing policy (standard 94), and
- when commissioning or undertaking research intended to assist a body to make policy decisions (standards 95–97).

Standard 88

5.1.4. A body must consider what effects, if any (whether positive or adverse), a policy decision would have on opportunities for persons to use the Welsh language, and treating the Welsh language no less favourably than the English language. A body

[47] Section 29 of the Welsh Language (Wales) Measure 2011
http://www.legislation.gov.uk/mwa/2011/1/section/29/enacted

must consider the effects when it formulates a new policy, or reviews or revises an existing policy.

How should any effect on the Welsh language be assessed?

5.1.5. A body will need to consider and identify all the possible effects a policy decision may have on opportunities for persons to use the Welsh language, or treating the Welsh language no less favourably than the English language. In order to do that, a body must consider relevant evidence in order to understand the likely or actual effect of policy decisions on the Welsh language.

5.1.6. The first step in facilitating an effective assessment would be to gather information on the proposed policy decision. The information which could be gathered at this stage includes:

- project aims and objectives
- the nature of the activity
- who will benefit from the initiative / target groups
- results / outcomes
- partners
- the scheme's life expectancy / when will it be revised
- responsibility for the policy
- relevant data or research on the subject
- consultation arrangements, and
- monitoring and assessment arrangements.

5.1.7. Furthermore, the following factors may be ones to consider when assessing the effect of policy decisions and the body will have a duty to decide which matters to consider when examining the nature of the policy in question:

- Will the service, policy, strategy or project impact on the number or percentage of people able to speak Welsh (or any other skill)?
- Will the service, policy, strategy or project impact on the number or percentage of people who use Welsh?
- Will the service, policy, strategy or project be undertaken in Welsh?
- Will it protect, promote and enrich heritage and culture within the area in question in relation to the Welsh language?

5.1.8. This also includes:

- identifying any positive effects on the Welsh language
- identifying any adverse effects on the Welsh language
- consider how the policy or practice could promote opportunities for persons to use the Welsh language more widely, and
- consider whether the policy will mean treating the Welsh language less favourably than the English language.

5.1.9. Below are examples of relevant questions which could be considered when examining any positive or adverse effects from policy decisions. It must be emphasised that the below are examples only.

Positive effects	Adverse effects
Would the policy decision increase the number of Welsh speakers moving from / to a certain area?	Would the policy decision decrease the number of Welsh speakers moving from / to a certain area?
Would the policy decision be likely to make the Welsh language more visible?	Is there a risk that the policy decision would discriminate against Welsh language users?
Would the policy decision propose steps likely to protect the Welsh language in a certain area?	Would the policy decision lead to a fall in the number of positions requiring Welsh language skills?
Would the policy decision lead to an increase in the number of positions requiring Welsh language skills?	Would the policy decision lead to closing specific Welsh language services or risk those services?
Would the policy decision lead to an increase in specific Welsh language services or ensure that those services have successful futures?	Would the policy decision make it harder to recruit Welsh speakers?
Would the policy decision encourage / facilitate the recruitment of Welsh speakers?	Would the policy decision threaten the sustainability of areas where the Welsh language is part of the fabric of those communities?
Would the policy decision ensure the sustainability of areas where the Welsh language is part of the fabric of those communities?	Would the policy decision make it harder to travel to access Welsh language services?
Would the policy decision facilitate travel in order to access Welsh language services?	Would the policy decision lead to a reduction in the number of Welsh learners?
Would the policy decision provide users with the active offer of a service in Welsh?	Would the policy decision limit the accessibility of and access to Welsh language services?
Would the policy decision lead to an increase in the number of Welsh learners?	
Would the policy decision take steps to promote and facilitate the Welsh language?	
Would the policy decision contribute to national Welsh language strategies and in specific policy areas (e.g. the Cymraeg 2050 strategy; More Than Just Words; Welsh in Education Strategic Plans)?	
Would the policy decision contribute to ensuring the continuation and growth of the Welsh language as a family, community, or workplace language?	

Standards 89 and 90

5.1.10. Having considered all of the effects identified in accordance with standard 88, a body must give due consideration to the outcomes of such an effect. Standard 89 requires a body to consider how a policy can be formulated (or how an existing policy can be changed) so that the policy decision would have positive effects, or increased positive effects, on opportunities for persons to use the Welsh language, and treating the Welsh language no less favourably than the English language.

5.1.11. Standard 90 requires a body to consider how a policy can be formulated (or how an existing policy can be changed) so that the policy decision wold not have adverse effects, or decreased adverse effects, on opportunities for persons to use the Welsh language, and treating the Welsh language no less favourably than the English language.

5.1.12. A body must consider any options to mitigate or prevent adverse effects which a policy decision may have on the Welsh language. Consideration must also be given to the options in terms of ensuring positive effects, or increased positive effects, on opportunities for persons to use the Welsh language, and treating the Welsh language no less favourably than the English language. This will vary in line with the nature of the policy decision. Below are examples of some factors which a body may consider in order to do so:

- need and demand—is the measure necessary? Would it be possible to meet demand without any new developments? Would it be possible to use other existing provision?
- approach and process—how should it happen? Have Welsh language benefits been planned as part of the process? Is it possible to employ different/ less damaging approaches? Factors such as technology and planning should be considered in order to ensure that processes support bilingualism rather than prevent it.
- location—where should the development be situated/what is the geographic influence of the policy? Such considerations are crucial to the future of Welsh language communities. Developments should be sensitive to the needs of such communities and there should be an understanding of the linguistic profile of communities and areas. The location of other relevant services should also be considered – e.g. the location of local Welsh medium schools etc.
- timing—when and in what order should developments take place? The scale of development is also important in some areas and negative effects can be reduced, for example by extending the development work over a period of time.

Standards 91-93

5.1.13. These standards are a means to ensure that a body's consultation documents which relate to a policy decision consider and seek views on the potential effects that the decision will have on the Welsh language and opportunities to use it.

5.1.14. A body must include specific questions in the consultation document which ask for a response. A body is expected to give due consideration to any information gathered during this process when making the policy decision, so that the body acts on any outcomes from the consultation.

5.1.15. A body may use information gathered in accordance with these standards to help it comply with standards 88–90.

Standard 94

5.1.16. A body must produce and publish a policy on awarding grants (or amend an existing policy), which requires it to take the following matters into account when it makes decisions in relation to the awarding of a grant:

- what effects, if any (and whether positive or negative), the awarding of a grant would have on opportunities for persons to use the Welsh language, and treating the Welsh language no less favourably than the English language
- how the decision could be taken or implemented (for example, by imposing conditions of grant) so that it would have positive effects, increased positive effects, or so that it would not have adverse effects, or so that it would have decreased adverse effects on opportunities for persons to use the Welsh language, and treating the Welsh language no less favourably than the English language, and
- whether it needs to ask the applicant for any additional information in order to help the body assess the effects of awarding a grant on opportunities for persons to use the Welsh language, and treating the Welsh language no less favourably than the English language.

5.1.17. This standard applies to any grant awarded by a body to a person for specific purposes. The policy on awarding grants which the body is required to produce and publish under this standard should be considered alongside standards 71–75, namely the standards relating to a body awarding grants. A body may incorporate the requirements of the standards relating to a body awarding grants which the body is subject to in the policy on awarding grants.

Standards 95-97

5.1.18. These standards are a way of ensuring that any research a body undertakes when making a policy decision, considers and deals with the effect that decision will have on the Welsh language and on the opportunities to use it.

5.1.19. A body is expected to give due consideration to any information gathered during this process when making the policy decision, so that the body acts on any outcomes.

5.1.20. A body may use information gathered to assist it to comply with standards 88–90.

What is a 'policy decision'?

5.1.21. Schedule 2, Part 2, Paragraph 2 of the regulations states:

> "A "policy decision" means any decision made by a body about the exercise of its functions or about the conduct of its business or other undertaking, and it includes, amongst other things (and as appropriate to the body), decisions about—
>
> (a) the content of legislation
>
> (b) the exercise of statutory powers
>
> (c) the content of policy statements
>
> (ch) strategies or strategic plans
>
> (d) internal structures."

5.1.22. Other examples of policy decisions may include decisions on:

- the location of offices and buildings
- the recruitment or use of volunteers
- education provision
- local development plans
- funding or financial support
- the content of criteria
- events
- governance arrangements
- partnerships
- the naming of streets or properties
- the language(s) used for internal administration
- activities undertaken, or
- services provided.

5.1.23. The standards apply to decisions affecting the body's members of staff as well as other persons.

When should consideration be given to the effects of a policy decision on the Welsh language and opportunities to use it?

5.1.24. A number of the policy making standards state that compliance with the standards is required when a body produces a new policy, or reviews or revises an existing one. Bearing that in mind, consideration of the effect of policy decisions on the Welsh language is expected to be a fundamental part of producing, reviewing or revising policies from the outset. This should be undertaken before the final policy decision is made.

5.1.25. When reviewing or revising existing policies, the associated effects must be considered anew. In such a situation, a body should not rely on an assessment undertaken in the past regarding the same policy decision or similar policy decision.

Can a body consider the effects of a policy decision on the Welsh language and opportunities to use it when considering other effects such as an equality impact assessment process?

5.1.26. The Welsh language is not a protected characteristic under the Equality Act 2010. However, the regulations do not prevent a body from complying with the policy making standards by including consideration of the effects of a policy decision on the Welsh language within other considerations. A body may include this assessment within an equality impact assessment process as long as all aspects of the standards are considered and met in the process.

5.1.27. However, there may be examples of areas where a specific and detailed Welsh language impact assessment would be more suitable than an integrated impact assessment (e.g. school reorganisation or the opening of a school).

What is meant by the terms 'positive effect' or 'adverse effect'?

5.1.28. Schedule 2, Part 2, Paragraph 3 of the regulations states:

> "A reference to positive or adverse effects is a reference to such effects whether direct or indirect."

What form should the assessment take?

5.1.29. The regulations do not stipulate what form an assessment should take where a standard refers to the need to consider the effects of policy decisions. However, standard 150 creates a requirement for a body to keep a record of the steps taken in order to ensure compliance with the policy making standards with which it has a duty to comply.

5.1.30. The body is expected to be able to provide sufficient evidence that it has considered the effects of policy decisions in accordance with the policy making standards in order to meet the requirements of standard 150. That may happen in different ways such as discussions in meetings, a written assessment or by commissioning research. See paragraph 7.1.5 for further information on the associated records that should be kept.

6 Operational standards [98-144]

6.1 Standards relating to the use of the Welsh language within a body's internal administration [standard 98]

What are the requirements?

6.1.1. A body must develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language. The body must also publish that policy on its intranet.

What should the policy include?

6.1.2. The policy is expected to:

- reflect the size of the body
- be suited to each of the body's services/departments/units/teams and nature of the work
- be understood by the entire workforce
- provide details on the review period
- consider the need to consult on the content, and
- include an action plan which notes how the policy will be implemented.

6.1.3. In addition, in order to promote and facilitate the use of Welsh internally, the policy is not expected to lead to a reduction in the current use of Welsh internally within the workplace.

6.1.4. The policy should not be limited to the operational standards with which a body must comply.

6.1.5. The policy may deal with the following matters:

- a statement on the body's administrative language(s) (either on an organisational level or based on department or location) and a statement on any steps the body intends to take to move increasingly towards administrating through the medium of Welsh
- a statement on identifying Welsh Language Champions and coordinators within every service unit
- a statement on the language used with persons who have a duty to provide services to the body in Welsh
- a statement which recognises the law as stipulated in the Measure which provides staff with the freedom to use Welsh amongst themselves and gives the Welsh language official status in Wales
- statements on the kinds of activities or services undertaken in Welsh only and those undertaken bilingually
- a policy statement on the order of languages in bilingual items e.g. documents, emails)

- a description of the support (such as software, apps, officers or training) available to non-Welsh speaking members of staff in order to allow them to understand some Welsh messages or phrases and how they can respond to Welsh language correspondence or produce their own Welsh language correspondence
- an explanation of the kinds of activities and services which a body's members of staff may receive in Welsh (in accordance with the standards and in accordance with the body's policy)
- a description of the plans and activities which a body will provide or plan to provide in order to promote and facilitate the use of Welsh by staff and between staff (e.g. mentoring scheme)
- description of the plans in place to facilitate the means of identifying Welsh speakers easily in the workplace (e.g. distributing Iaith Gwaith badges and lanyards or noting the linguistic ability of staff on MailTips on Outlook)
- an explanation of how the body plans to increase opportunities for staff to use the Welsh language in the workplace
- a description of any commitments which go beyond what a body is already under a duty to comply with in accordance with the operational standards (e.g. use of Welsh in internal meetings; on internal systems; in internal correspondence or over the telephone), and
- a statement on how the body will comply with the operational standards with which they are under a duty to comply (standard 169).

6.2 Standards relating to the use of the Welsh language within a body's internal administration [standards 99-104]

What are the requirements?

6.2.1. These standards require a body to ask each individual or employee whether they wish to receive certain kinds of documents in Welsh and, if so, for them to provide them in Welsh.

Standard 99

6.2.2. A body must ask an individual who is offered a new post whether they wish their contract of employment or contract for services to be provided in Welsh. The body must provide the contract in Welsh if the individual so wishes.

6.2.3. This standard applies to any individual offered a new post from the imposition day onwards. That may include individuals already working for the body but who are offered a different position or a post on a different basis. The body must ask the individual what their wishes are before the contract is provided.

Standard 100-104

6.2.4. A body must ask each employee[48] whether he or she wishes to receive the following in Welsh:

[48] See section 3 of this code for an interpretation of the term 'employee'.

- any paper correspondence that relates to his or her employment, and which is addressed to him or her personally (standard 100)
- any documents that outline training needs or requirements (standard 101)
- any documents that outline his or her performance objectives (standard 102)
- any documents that outline or record his or her career plan (standard 103)
- any forms which record and authorise annual leave, absences from work and flexible working hours (standard 104).

6.2.5. The body must provide any such documents or forms in Welsh if the employee so wishes. The body must actively ask each employee, from the imposition day onwards, about their wishes in relation to the above.

6.2.6. The types of correspondence which relate to standard 100 may include:

- employee pay slips
- correspondence relating to employee expenses (e.g. remittance advice)
- correspondence relating to the employee's pay
- correspondence relating to the employee's contract, working terms or conditions (e.g. change of work location, change of hours, confirming new duties or different duties)
- correspondence relating to maternity or paternity schemes
- correspondence relating to workplace benefits (e.g. pension contribution statement or statement on any changes to those benefits)
- correspondence from another member of staff (such as HR staff) which relates specifically to his or her post (e.g. letter of termination).

6.2.7. The type of documents which relate to standard 101 may include documents such as:

- training handbooks
- training questionnaires
- documents on providing feedback on any training attended
- documents which record the training attended
- documents which record training requests
- documents which outline the training areas prioritised by the body.

6.2.8. The type of documents which relate to standard 102 may include documents such as:

- documents which outline employee performance
- performance improvement plan documents
- staff appraisal schemes
- performance framework
- progress report.

6.2.9. The type of documents which relate to standard 103 may include documents such as:

- personal development plans
- documents allowing expressions of interest in, or applications for, work experience/secondment/mentor
- self-evaluation questionnaires.

6.2.10. The type of forms which relate to standard 104 may include:

- forms for recording or authorising annual leave, special leave, flexi-leave or time in lieu leave
- forms for recording or authorising work absence due to training, courses, medical appointments, outside duties or illness.

6.2.11. The body may provide the documents or forms in any format, either as a hard copy or electronically. Similarly, a body may present them as part of a pack or as individual documents or forms. They do not have to be in the same format as a corresponding English language version.

6.3 Standards relating to the use of the Welsh language within a body's internal administration [standards 105-111]

What are the requirements?

6.3.1. If a body publishes one or more of the following policies, it must publish those policies in Welsh:

- behaviour in the workplace (standard 105)
- health and well-being at work (standard 106)
- salaries or workplace benefits (standard 107)
- performance management (standard 108)
- absence from work (standard 109)
- working conditions (standard 110), and
- working patterns (standard 111).

6.3.2. The term 'policy' in the context of standards 105–111 includes any document which outlines the way in which the body will operate in the context of the above. This may include a specific policy document or any guidance or procedures which are related to that policy.

6.3.3. Unlike the requirements outlined in standards 99–104, a body does not have to ask every member of staff if they wish to receive these policies in Welsh before their publication. The expectation is that each employee will have access to a Welsh language version of the policy as default.

What is meant by the term 'publish' in this context?

6.3.4. The term 'publish' in the context of these standards is considered to mean that the body ensures that the relevant policies are made available to staff.

6.3.5. They may be policies published on the body's intranet only and not available as a hard copy. However, this does not affect a body's duty to comply with these standards.

What if a body has a policy already in force before the imposition day?

6.3.6. Where a body has already published such a policy before the imposition day, and that policy continues to be 'live' and 'current', it must ensure that a Welsh language version of that policy is available to staff from the imposition day onwards.

Does the body have to publish the policies individually?

6.3.7. Although the requirements to publish certain internal policies in Welsh have been determined in individual standards, the regulations do not prevent a body from publishing these policies separately, nor as a combined document e.g. staff handbook or employment procedure.

6.4 Standards relating to complaints made by a member of a body's staff [standards 112-115]

What are the requirements?

6.4.1. The above standards require a body to allow each member of staff to engage with the body in Welsh in relation to the complaints process. These standards also apply to each element relating to a complaint, such as any related appeal.

Standard 112

6.4.2. A body must allow all members of staff to:

- make complaints to it in Welsh, and
- respond in Welsh to any complaint made about them.

6.4.3. 'Allowing' staff to make complaints to a body in Welsh includes allowing staff to:

- complain orally or in writing in Welsh, and
- present written material relevant to the complaint in Welsh (e.g. evidence), without the need for the member of staff to translate it to English.

Standard 112A

6.4.4. A body must state in any document that it has that sets out its procedures for making complaints that each member of staff may:

- make complaints to it in Welsh, and
- respond in Welsh to a complaint made about them.

6.4.5. It is possible that a body may already have a policy or procedure which outlines the internal complaints process. A body may comply with this element of the standard by:

- revising that policy to include a statement which highlights the rights of members of staff; or
- including a statement to that effect in a new policy or procedure.

6.4.6. A body must also inform members of staff of that right. To 'inform' is not limited to stating that in any document which the body has which notes its procedures for making complaints. A body may also 'inform' more proactively by:

- corresponding with all members of staff about that right
- stating so to a member of staff when initiating the complaints process in relation to them, or by
- stating so if the member of staff makes enquiries about the process of complaining to the body.

Standard 113

6.4.7. If a meeting is required with a member of staff relating to a complaint received by them or a complaint made about them, the body must offer to conduct that meeting in Welsh. The body must conduct the meeting in Welsh without the assistance of a translation service if the member of staff has noted that this is their wish.

Standard 114

6.4.8. If a meeting is required with a member of staff relating to a complaint received by them or a complaint made about them, the body must:

- ask the member of staff whether they wish to use the Welsh language at the meeting, and
- explain that it will provide a translation service from Welsh to English for that purpose if it is required.

6.4.9. The body must provide a simultaneous translation service for that purpose if the member of staff has noted that this is their wish, and if it is not possible to conduct the meeting in Welsh without a translation service.

Standard 115

6.4.10. A body must inform a member of staff of a decision it has reached in relation to a complaint by them or a complaint about them in Welsh if one or more of the following applies:

- where the member of staff has made the complaint in Welsh
- where the member of staff has responded in Welsh to a complaint about him or about her
- where a member of staff has asked for a meeting about the complaint to be conducted in Welsh, or
- where the member of staff has asked to use Welsh in a meeting about the complaint.

6.4.11. The body must do so in relation to any decision made at any point in the process relating to the complaint. The requirements of this standard are not limited to the final decision made at the end of the process only. It may also include a decision made regarding:

- that the complaint is valid or invalid
- that the complaint has been escalated (e.g. formal review/appeal)
- that any process in relation to the complaint has come to an end, or

- any other decision in relation to the complaint.

6.4.12. The requirements of this standard include any method in which a body informs a member of staff of its decision. This may include informing a member of staff orally, face-to-face or in writing.

To whom do these standards apply?

6.4.13. Standards 112–115 apply to all 'members of staff'. See section 3 of this code for an interpretation of that term.

6.4.14. Standards 112–115 only apply to members of staff who make a complaint or who are the subject of a complaint. If there are others involved in the process—for example a union representative, HR officer, line manager or witness—they do not have to be offered a meeting in Welsh under these standards (but other standards may apply).

6.5 Standards relating to a body disciplining staff [standards 116-119]

What are the requirements?

6.5.1. These standards require a body to allow all members of staff to engage with the body in Welsh in relation to the internal disciplinary process. These standards also apply to every element relating to disciplinary procedures, such as any related appeal.

Standard 116

6.5.2. A body must allow each member of staff to respond in Welsh to any allegations made against them in any internal disciplinary process.

6.5.3. 'Allowing' staff to respond in Welsh includes allowing staff to:

- respond orally or in writing in Welsh; and
- present written material relevant to the allegations in Welsh (e.g. evidence), without the need for the member of staff to translate it.

Standard 116A

6.5.4. A body must state in any document that it has which sets out its procedures for disciplining staff that any member of staff may respond in Welsh to any allegations made against them.

6.5.5. It is possible that a body may already have a policy or procedure which outlines the arrangements for disciplining staff. A body may comply with this element of the standard by:

- revising that policy to include a statement which highlights the rights of members of staff, or
- including a statement to that effect in a new policy or procedure.

6.5.6. Also, if the body commences a disciplinary procedure in relation to a member of staff, it must inform the member of staff of that right.

Standard 117

6.5.7. If a body needs to hold a meeting with a member of staff regarding a disciplinary matter relating to his or her conduct, it must offer to conduct that meeting in Welsh. The body must conduct the meeting in Welsh without the assistance of a translation service if the member of staff has noted that this is their wish.

Standard 118

6.5.8. If a meeting is required with a member of staff regarding a disciplinary matter relating to his or her conduct, the body must:

- ask the member of staff whether they wish to use the Welsh language at the meeting, and
- explain that it will provide a translation service from Welsh to English for that purpose if it is required.

6.5.9. The body must provide a simultaneous translation service for that purpose if the member of staff has noted that this is their wish, and if it not possible to conduct the meeting in Welsh without a translation service.

Standard 119

6.5.10. Where a body informs a member of staff of a decision it has reached following a disciplinary process, it must do so in Welsh if one or more of the following applies:

- where the member of staff has responded to allegations made against him or her in Welsh
- where a member of staff has asked for a meeting regarding the disciplinary process to be conducted in Welsh, or
- where the member of staff has asked to use Welsh in a meeting regarding the disciplinary process.

6.5.11. The requirements of this standard include any method in which a body informs a member of staff of its decision. This may include informing a member of staff orally, face-to-face or in writing.

To whom do these standards apply?

6.5.12. Standards 116–119 apply to all 'members of staff.' See section 3 of this code for an interpretation of the meaning of that term.

6.5.13. Standards 116–119 only apply to members of staff who have allegations made against them. If there are others involved in the process—for example a union representative, HR officer, line manager or witness—they do not have to be offered a meeting in Welsh under these standards (but other standards may apply).

6.6 Standards relating to a body's information technology and about support material provided by a body [standard 120]

What are the requirements?

6.6.1. A body must provide staff with:

- computer software for checking spelling and grammar in Welsh, and
- Welsh language interfaces for software (where a Welsh language interface exists).

Does a body have to provide all members of staff with the software?

6.6.2. The standard does not apply to a specific cohort of staff, such as Welsh-speakers, only. The body must offer to provide the above software to all members of staff. It is expected to do so proactively.

6.6.3. This standard does not mean that staff have to use the said software in Welsh. The requirement is for a body to provide staff with the software if they wish.

6.6.4. 'Providing' staff with software may include:

- installing the software on every computer as a matter of course (so that staff can choose to use it or not)
- installing the software on their behalf if they wish (if the software has not already been installed on the computer), or
- provide instructions and allow them to install it themselves.

What is meant by the term 'software for checking spelling and grammar'?

6.6.5. These kinds of software usually allow the user to check spelling and grammar when typing or at the end of a piece of work by clicking a button. The software will usually suggest alternative words or advice when a grammatical or typographical error is highlighted.

6.6.6. Spelling and grammar checking software is available as part of some popular computer packages as default or by downloading it as an attachment. Software is also available to buy commercially in the form of a licence or free download.

6.6.7. The kinds of software may include:

- the Cysgliad pack (which includes Cysill), and
- a Microsoft Word or Open Office spell checker.

What is meant by the term 'Welsh language interfaces'?

6.6.8. The nature of interfaces changes according to any software, but an interface includes every way used by the user to communicate with a programme or software. The programme or software will look and work exactly the same as if it

had an English language interface but that Welsh text appears on each button, toolbar etc.

6.6.9. A number of popular computer programmes offer Welsh language interfaces which are available as free downloads and there are links to a number of them on the Commissioner's website. Software interfaces available (in full or in part) in Welsh include:

- Microsoft, Ubuntu, Fedora and Linux Mint operating systems
- Microsoft Office; Libre Office; Office 365
- Firefox; Microsoft Internet Explorer
- Outlook.com; Gmail; Mozilla Thunderbird
- Wordpress
- VLC-VideoLAN, and
- Skype.

6.6.10. If there is no Welsh language interface available for a software or a programme, the body is not expected to create its own in order to comply with this standard.

6.7 Standards relating to the intranet [standards 121-126]

What are the requirements?

6.7.1. These standards require a body to ensure that the pages of its intranet are available and are fully functional in Welsh and that the Welsh language is treated no less favourably than the English language.

6.7.2. 'Intranet' usually means an internal computer network which:

- is only available to the body's staff members
- is based on web technology, and
- is available so that staff can communicate or share information.

Standard 121

6.7.3. A body must ensure that:

- the text of each page of its intranet is available in Welsh
- every Welsh language page on its intranet is fully functional, and
- the Welsh language is treated no less favourably than the English language on its intranet.

6.7.4. A body must ensure that any text on the pages is available in Welsh. This includes the pages identified in standards 122 and 123.

Standard 122

6.7.5. A body must ensure that:

- the text of the homepage of its intranet is available in Welsh
- any Welsh language text on its intranet homepage (or, where relevant, its Welsh language intranet homepage) is fully functional, and
- the Welsh language is treated no less favourably than the English language in relation to the homepage of its intranet.

6.7.6. 'Homepage' is considered to mean the page on the website which usually acts as the main page. The homepage usually operates as a navigation page and contains links to other sections of the intranet.

6.7.7. The Welsh language text does not have to appear on the same homepage as the English language text. A body may choose to have a separate Welsh and English homepage if it wishes, as long as that means that the Welsh language is treated no less favourably than the English language in relation to that Welsh language homepage.

Standard 123

6.7.8. If a body publishes a new intranet page or amends a page, it must ensure that:

- the text of that page is available in Welsh
- any Welsh language version of that page is fully functional, and
- the Welsh language is treated no less favourably than the English language in relation to text on that page.

6.7.9. An intranet page would be considered a 'new' page if the body first publishes that page after the imposition day of the standard.

6.7.10. A page would be 'amended' if a body makes revisions to that page after the imposition day of the standard. That may include situations where a body updates, removes, adds or corrects the content of that page.

Standard 124

6.7.11. If a body has a Welsh language intranet page that corresponds to an English language page, it must state clearly on the English language page that the page is also available in Welsh. It must also provide a direct link to the Welsh language page on the corresponding English language page.

6.7.12. A body does not have to provide a statement which follows the above word for word on all relevant pages in English. A body may make it clear that an English language page is also available in Welsh by including a button on the English page which navigates the user to the corresponding page in Welsh.

6.7.13. For example, a body may include a "Cymraeg" button in a prominent position (such as the top of the page) on the English language page, which would include a link to the corresponding page in Welsh. Displaying a flag (e.g. the Welsh flag) would not be sufficient to show that an English language page is also available in Welsh.

Standard 125

6.7.14. A body must designate and maintain a page (or pages) on its intranet which:

- provides services and support material to promote the Welsh language, and which
- assists staff to use the Welsh language.

6.7.15. The body is expected to consider the following matters when designating and maintaining the relevant page(s):

- do the contents and range of services and materials reflect the size of the body
- is the content relevant and applicable to all of its services, departments, units or teams and the nature of its work.

6.7.16. The page (or pages) may include:

- instructions on how to use or access a spelling and grammar checker (e.g. Cysill, the Welsh language spelling and grammar checker, and the Microsoft Word spell checker)
- instructions on how to use or access dictionaries, vocabularies and technical terminology dictionaries, either offline (e.g. Cysgeir, the Geiriadur app for iOS and Android) or online (e.g. Porth Termau Cenedlaethol, Byd Term Cymru, Geiriadur yr Academi, Geiriadur Prifysgol Cymru y Drindod Dewi Sant, Geiriadur Prifysgol Cymru, Geiriadur Prifysgol Bangor, Termiadur Addysg, Gweiadur or Coleg Cymraeg Cenedlaethol's Academic Terms Resource)
- instructions on how to use or access translation memory software or machine translation software
- instructions on how to install or change software interfaces or apps to Welsh as well as how to insert Welsh circumflexes
- a directory of Welsh speakers who can provide a service in Welsh
- a directory of internal and/or external translation services and how to arrange them
- a description of the training available for staff to learn Welsh/improve their Welsh language skills and how to enrol on courses
- details of informal opportunities to use Welsh in the workplace (e.g. informal practice sessions).

Standard 126

6.7.17. A body must provide the interface and menus on its intranet pages in Welsh.

6.7.18. A body does not have to ensure that for English language pages if it does so for its corresponding Welsh language pages. However, if a page operates as a Welsh and English page together (e.g. a bilingual homepage on the intranet), a body must ensure that the interface and menus are in Welsh on that page.

What is meant by the term 'interface' and 'menus'?

6.7.19. The nature of interfaces and menus will change based on each intranet. An interface includes every means used by a user to communicate and interact with the intranet.

6.7.20. Menus can include a list of options, items, or commands for the user to choose from (e.g. a drop down menu which shows a list of possible options).

What is meant by the term 'treating the Welsh language no less favourably than the English language'?

6.7.21. Schedule 3, Part 3, Paragraph 11 of the regulations states:

"For the purposes of standards 121, 122 and 123 (a body's intranet), references to treating the Welsh language no less favourably than the English language include, amongst other matters (and in addition to specific matters referred to in any individual standard), treating the Welsh language no less favourably as regards—

(a) the visual presentation of the material (for example in relation to the colour, size, font and format of any text)

(b) when material is published on the intranet

but it does not mean that the Welsh language material must appear on the same page as the English language material, or on a page that is likely to open before the corresponding English language version of a page."

6.7.22. 'Other matters' may include treating the Welsh language no less favourably as regards:

- the language of material
- the material's language order
- the standard and quality of the material
- the position and prominence of the material
- when the material is provided or exhibited
- how the material is published, provided or exhibited
- the publication format of the material
- the clarity and accuracy of the material (for example in terms of the meaning and expression of any text), and
- the content of the material (for example in terms of the detail or quality of the information it contains).

6.7.23. The term does not mean that a body must ensure that Welsh language material appears on the same page as the English language material. This may mean:

- that a body does not have to ensure that Welsh language material (or documents) are published on an English language version of an intranet page (if that Welsh language material is published on a Welsh language or bilingual version), and
- that a body is not prevented from displaying Welsh and English language material on the same page (i.e. a bilingual page) if it wishes to do so.

6.7.24. However, publishing an intranet in a way which makes English the default language may treat the Welsh language less favourably than the English (e.g. the intranet address which takes a person directly to the English version of the intranet). This means that only after a user has selected a language can Welsh and English language material appear on separate pages.

Do the requirements of standards 121–126 mean that all the content on the intranet must be in Welsh?

6.7.25. No, not necessarily. Schedule 3, Part 3, Paragraph 14 of the regulations states:

"Standards 121 to 124 (intranet) do not apply to—

(a) documents to which a link is provided on the intranet, advertising material on the intranet, or to video and audio clips on the intranet (see standards 105 to 111 for specific provision in relation to documents)

(b) information presented by persons on an interactive page published on a body's intranet (for example on a section for comments or on a discussion forum)."

6.7.26. Therefore, these standards applies to any material on a body's intranet, apart from material presented in the mediums identified above.

6.7.27. If a body provides links to other resources on the intranet, they are expected to be consistent with the language of that page in order to ensure that the Welsh language is treated no less favourably than the English language. For example, a link provided on a Welsh language page of the intranet is expected to direct persons to a Welsh language version of the resource, if a Welsh language version is available. However, a body does not have to translate the resource into Welsh unless another standard makes it a requirement to do so.

6.7.28. Therefore, if a body provides a link to a document on the intranet, it will be standards 40 to 49 or standards 105 to 111 that will be relevant to those documents and not these standards. However, a body may ensure that the Welsh language is treated no less favourably than the English language by ensuring that a link leads to a Welsh language version of a document, if a Welsh language version exists in accordance with the requirements of standards 40 to 49 or standards 105 to 111.

6.7.29. Similarly, if a body provides advertising material such as video and audio clips on the intranet, it will be standard 37 that will be relevant to those material and not these standards. However, a body may ensure that the Welsh language is treated no less favourably than the English language by ensuring that Welsh language versions of those material are provided, it Welsh language versions exist in accordance with standard 37.

6.7.30. If a person (operating outside the body's functions such as a member of staff in a private capacity) presents information on an interactive page published on the body's intranet, the body does not have to translate that information into Welsh. That may include information presented by persons:

- in chat rooms
- in a section for comments
- in discussion fora.

What is meant by the term 'fully functional'?

6.7.31. The term means that a body ensures that the Welsh language version of a page on the body's intranet functions in at least the same way as the English version and without any restrictions or errors.

6.7.32. This may include ensuring:

- that the Welsh language version of a page is updated and is not subject to a delay compared with the English language version of the page
- that search functions operate fully in Welsh
- that any technological functions operate fully in Welsh (e.g. text-to-speech)
- that Welsh language versions contain the same information as the English language versions
- that links are not broken
- that there are no faults on Welsh language pages.

6.8 A body developing Welsh language skills through planning and training its workforce [standards 127-135]

What are the requirements?

6.8.1. These standards relate to a body increasing the Welsh language skills of its workforce through planning and training.

Standard 127

6.8.2. A body must assess the Welsh language skills of its employees.

6.8.3. The outcomes of the assessment may enable a body to plan its workforce so that there are sufficient levels of Welsh language skills to respond to any needs by:

- identifying the current Welsh language skills of the workforce, and through this, identifying who can provide services in Welsh
- identifying the body's needs in terms of Welsh language skills, including assessing the need for Welsh language skills for a new or vacant post in accordance with standard 136, and
- planning to maintain and increase the workforce's Welsh language skills in order to meet those needs.

What kind of Welsh language skills need to be assessed?

6.8.4. A body may assess the following Welsh language skills:

- speaking
- listening
- reading
- writing
- understanding.

6.8.5. A body is expected to assess the Welsh language skills of its employees according to each kind of skill being assessed. This can ensure that a body has a complete picture of employee capabilities.

6.8.6. Usually, Welsh language skills are recorded in accordance with a recognised framework. The Commissioner wishes to see greater consistency in terms of recording employees' Welsh language skills, in order to facilitate the collection of

data on the bilingual workforce. In order to ensure consistency on a national level in terms of the way in which bodies assess the Welsh language skills of employees, bodies may choose to conduct the assessment based on the Common European Framework of Reference for Languages (CEFR) in future.

6.8.7. The National Centre for Learning Welsh's (NCLW) Learn Welsh Level Checker may also be used to contribute to determining the Welsh language skills of employees and identifying further training needs. This is an online diagnostic tool which identifies Welsh language capabilities when reading, writing, listening and speaking[49]. The outcome of the checker will correspond to the levels determined in the National Curriculum for Welsh for Adults: Entry, Foundation, Intermediate or Advanced[50]. These levels compare with the levels found in the CEFR framework and Association of Language Testers in Europe (ALTE) framework as follows:

NCLW level	CEFR level	ALTE level
Entry	A1	Entry
Foundation	A2	1
Intermediate	B1	2
Advanced	B2	3
Proficiency	C1	4
-	C2	5

According to which indicators should the body assess the Welsh language skills of employees?

6.8.8. A body may conduct the assessment in a way which would allow it to record employees' Welsh language skills according to specific indicators.

6.8.9. A body must ensure that the assessment allows it to record the number of employees who have Welsh language skills in accordance with standard 151.

6.8.10. However, a body may also conduct an assessment in a way which would allow it to record employees' Welsh language skills:

- on an organisational level
- according to percentage
- according to skill
- according to level
- according to job grade

[49] https://learnwelsh.cymru/

[50] National Curriculum for Welsh for Adults—an overview of ability level statements are provided in this document
https://learnwelsh.cymru/media/1646/saesneg-final.pdf

- according to workplace
- according to service
- according to directorate, department, or team.

Who should conduct the assessment?

6.8.11. It is a matter for the body itself to decide who should conduct the assessment. This may include:

- employees self-evaluating their Welsh language skills
- employees undertaking exercises or tests to assess their Welsh language skills
- managers identifying the Welsh language skills of employees as part of the appraisal process.

How often should an assessment take place?

6.8.12. In order to comply with standard 151 (record keeping), a body must keep a record of the number of employees who have Welsh language skills at the end of each financial year.

6.8.13. Therefore, in order to comply with the requirements of standard 151, as well as keeping updated records, a body must undertake such an assessment at least once a year. However, the Welsh Language Commissioner may ask a body to provide the above information at any time from the imposition day onwards, in accordance with the requirements of standard 172.

6.8.14. The information should be kept up-to-date, ensuring that any changes to Welsh language skill data are updated as required. Such changes may include a situation whereby:

- an employee's language skills level changes (e.g. following Welsh lessons in accordance with standards 130 or 131
- an employee leaves the body
- a new employee joins the body
- an employee moves to another location, directorate, department, or team (and those changes affect the body's record).

Standard 128

6.8.15. A body must provide training in Welsh in all of the following areas, if they provide such training in English:

- recruitment and interviewing
- performance management
- complaints and disciplinary procedures
- induction
- dealing with the public
- health and safety.

6.8.16. If a body does not provide training in any of these specific areas in English, it does not have to provide the training in that specific area in Welsh in order to comply with the standard.

6.8.17. The kind of training provided in these areas depends on the nature and functions of the body. Therefore, it can vary from one body to the next. However, examples may include:

Area	Examples of training
Recruitment and interviewing	Training on: o recruitment or interviewing techniques o assessing and selecting candidates o communication skills when recruiting or interviewing o creating job descriptions or person specifications.
Performance management	Training on: o understanding and implementing performance management processes o how to deliver effective feedback o how to set aims and expectations.
Complaints and disciplinary procedures	Training: o provided to those who are responsible for managing the complaints and disciplinary process at work o which clarifies how to establish and implement procedures appropriately and in accordance with the law.
Induction	Training which: o gives a formal introduction to the body or new post o provides generally useful information on the body or new post (such as staffing structure, facilities, brief history of the organisation, along with its functions and aims) o provides information on organisational procedures and policies o provides information on administrative issues (e.g. use of the web, telephone, email or how to authorise annual leave) o summarises the terms and conditions of the post (e.g. probation periods).
Dealing with the public	Training which: o relates to the way in which staff are expected to behave when dealing with the public o provides information on procedures, processes or guidance which should be followed by staff when dealing with the public o information on how to ensure that staff deal with the public effectively o provides or includes exercises on potential scenarios in order to increase confidence when dealing with the public.

Area	Examples of training
Health and safety	Training: o provided in accordance with health and safety legislation (e.g. the Health and Safety at Work etc Act 1974) o in fire safety o in mental health o in first aid o in manual handling o in child protection and safeguarding o in data protection and information security.

Standard 129

6.8.18. A body must provide training (in Welsh) on using Welsh effectively in:

- meetings
- interviews, and
- complaints and disciplinary procedures.

6.8.19. This standard does not rely on the extent to which similar training is provided in English by a body.

6.8.20. The National Centre for Learning Welsh provides this kind of training through its Work Welsh scheme.

Who should receive the training in accordance with standards 128 and 129?

6.8.21. These standards are not aimed at any specific employees within a body. However, a body must ensure that the relevant training is available to the workforce in Welsh based on need.

What is meant by the term 'using Welsh effectively'?

6.8.22. The term refers to increasing employees' ability and confidence to undertake the activities identified in the standard effectively in Welsh.

6.8.23. The term applies to various aspects of a body's activities and could apply to employees who undertake various functions. It could include activities such as leading or chairing a meeting (internal or external) or contributing to meetings. It could also apply to employees who wish to become more confident in their use of Welsh when conducting interviews or in relation to complaints and disciplinary matters.

6.8.24. The training could include the following:

- consider which common Welsh terms to use as part of the activities identified in the standard in order to ensure that Welsh is used effectively for the purpose of these activities, and to develop the confidence to use the language effectively in them

- provide guidance on any Welsh language documents or forms used by the body for the purpose of the activities identified in the standard in order to develop the confidence to use these documents and forms effectively, and
- raise awareness of the internal policies and guidance which exist for using Welsh, as well as awareness of the relevant standards in relation to meetings, interviews and complaints and disciplinary procedures.

What is meant by the term 'provide training'?

6.8.25. The term means that the body educates its staff in a specific area in order to increase their knowledge in that area.

6.8.26. The nature of any training and the resources required to provide that training will change according to the nature of each body. The requirement in standards 128 and 129 is for the training to be provided in Welsh in accordance with the body's arrangements.

6.8.27. A body does not have to deliver a course in Welsh if no-one wishes to take that course. Furthermore, standard 128 does not prevent a body from offering a course in Welsh and English at the same time.

6.8.28. Some courses would not be appropriate for translation services. However, some other courses, such as a course delivered in a traditional classroom setting, may be ones which could be delivered with the use of translation services for example, if it is not possible to do so without a translation service.

Does the requirement extend to training provided by external trainers?

6.8.29. Yes, to the extent that the third party provides the training on behalf of the body through an arrangement.

Standard 130

6.8.30. A body must provide opportunities during working hours:

- for its employees to receive basic Welsh language lessons, and
- for employees who manage others to receive training on using the Welsh language in their role as managers.

What is meant by the term 'basic Welsh language lessons'?

6.8.31. The term means lessons for learning Welsh language skills, such as listening, understanding, reading, speaking and writing. The aim of these lessons would be to allow an employee to undertake basic functions through the medium of Welsh.

6.8.32. This may include the ability to undertake the following:

- pronounce words (e.g. names of people, titles and places relevant to the workplace) correctly
- introducing oneself

- using common everyday phrases (e.g. greetings, thank you and directing someone to a room)
- providing basic personal details (e.g. name, organisation's name, address)
- identifying a person's language choice
- starting a written message and ending it appropriately
- understanding greetings
- understanding any phrases which are commonly used in the workplace
- understanding basic personal details (e.g. name and address).

6.8.33. 'Basic Welsh language lessons' may include training on a 'pre-entry' level. This may mean the training provided before an employee undertakes 'Entry (A1)' level training.

Does a body have to provide a certain number of hours of lessons or training?

6.8.34. There is no limit in terms of the number of hours that must be offered under standards 130 and 131.

What is meant by the term 'using the Welsh language in their role as managers'?

6.8.35. The term refers specifically to increasing managers' ability and confidence to undertake daily activities through the medium of Welsh.

6.8.36. Examples of what can be offered as part of the training may include the following:

- raising awareness of how the Welsh language can be used in matters such as discussing performance objectives with employees, conducting meetings with employees through the medium of Welsh
- providing guidance on any Welsh language documents or forms which employees will be expected to complete in their role as managers, in order to facilitate the use of these forms and ensure that the documents and forms are used effectively
- raising awareness of the internal policies and guidance which exist for using Welsh, as well as awareness of the relevant standards in their role as managers.

Standard 131

6.8.37. A body must provide opportunities for employees who have completed basic Welsh language training to receive further training free of charge, to develop their language skills.

6.8.38. This may include training at the following levels:

- Entry (A1)
- Foundation (A2)
- Intermediate (B1)
- Advanced (B2)
- Proficiency (C1)

- or any other level which develops the employee's Welsh language skills further beyond the level reached following the 'basic Welsh language lessons' provided in accordance with standard 130.

6.8.39. The kind of training may also include training to develop the language skills of employees already fluent in Welsh but that want to:

- refine their Welsh language skills; or
- develop confidence to use their language skills to draft bilingual documents and correspondence.

6.8.40. The body may ensure that the training is provided during normal working hours, but that is not required in order to comply with the standard. However, the body is expected to ensure that the hours offered to the employee would not place them at a disadvantage.

Standard 132

6.8.41. A body must provide employees with training in the following areas:

- awareness of the Welsh language
- an understanding of the duty to operate in accordance with the Welsh language standards, and
- an understanding of how the Welsh language can be used in the workplace.

6.8.42. This training does not have to be provided in Welsh in accordance with this standard, but a body is expected to consider the requirements on the body in accordance with standard 128 to provide training in Welsh if it provides it in the relevant training areas.

6.8.43. Examples of what can be offered as part of the training may include:

- **awareness of the Welsh language**—this may include information on the history of the language, the origin of the Welsh language, facts about the Welsh language (such as census information), the benefits of using the Welsh language or information on the Welsh Language Commissioner
- **an understanding of the duty to operate in accordance with the Welsh language standards**—this may include information on the exact standards with which the body must comply and also information on the Measure and its objectives
- **an understanding of how the Welsh language can be used in the workplace**—this may include information on how the body is promoting and facilitating use of Welsh in the workplace or information on the operational standards in the regulations and the rights resulting from those.

Standard 133

6.8.44. If a body provides information to new employees (e.g. by means of an induction process), it must provide information for the purpose of raising their awareness of the Welsh language.

6.8.45. The information could be provided as part of training or in the form of a document. This information does not have to be provided in Welsh in accordance with this standard, but the body is expected to consider what is required of it under

standard 128, to provide the information in Welsh if provided in the relevant training areas.

6.8.46. A body may provide information which includes:

- information on the language's history
- information on the origin of the Welsh language
- facts about the Welsh language (such as census information)
- information on the Welsh language in the area served by the body
- the benefits and importance of using the Welsh language
- information on the Welsh Language Commissioner, the standards and language duties.

Standard 134

6.8.47. A body must provide text or a logo for their staff to include in e-mail signatures to indicate whether they speak Welsh fluently or learning the language. A body does not have to provide wording or a logo to staff expressing the above word for word. However, the wording or logo is expected to be clear and explicit enough to indicate that a member of staff is fluent in Welsh or is learning the language.

6.8.48. The Commissioner's Iaith Gwaith logo can be used to show that a member of staff has Welsh language skills, but the logo in itself would not necessarily convey their level of proficiency. The way in which a body identifies the extent in which its staff are 'fluent' Welsh speakers or 'learners' will depend on how it assesses their language skills.

6.8.49. If a body assesses the language skills of its staff in accordance with the CEFR framework, a 'fluent' Welsh speaker may include a member of staff that has reached level C1 or above. Level C1 or above is the most appropriate level in terms of being able to use the Welsh language effectively in the workplace. A 'learner' may include a member of staff who has reached level A1-B2 in accordance with the CEFR Framework[51].

Standard 135

6.8.50. A body must provide wording for its employees which will enable them to include a Welsh language version of their contact details in e-mail messages. They must also provide a Welsh language version of any message which informs others that they are unavailable to respond to e-mail messages.

6.8.51. Contact details in e-mail messages include:

- job title
- the employee's work address, and
- the name of the body (to the extent that the body has a Welsh name).

[51] It is recognised that persons that have Welsh language skills which correspond to level B2 can provide services in Welsh confidently in some contexts.

6.9 Standards relating to recruiting and appointing [standards 136-140]

What are the requirements?

6.9.1. These standards relate to a body recruiting and appointing and include requirements regarding that process.

Standard 136

6.9.2. If a body assesses the requirements for a new or vacant post, it must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply:

- Welsh language skills are essential
- Welsh language skills need to be learnt when appointed to the post
- Welsh language skills are desirable
- Welsh language skills are not necessary[52].

6.9.3. In order to assess the linguistic requirements of a post, a body is expected to consider linguistic needs as a matter of course when a new post is created or when a vacancy arises, looking at the body's ability to meet the requirements of the standards alongside that.

6.9.4. It should be noted that a body must keep a record of each assessment held in relation to standard 136 in accordance with standards 153 and 154.

6.9.5. The following may be considered as part of the criteria when considering how to determine the need for Welsh language skills for the post:

- the function of the role—is there any external contact where a member of staff is expected to be able to communicate in both Welsh and English; does the post holder work in a certain geographical area where there is a high number or percentage of Welsh speakers
- the local considerations of an organisation's language policy e.g. the need for internal administration or more internal administration through the medium of Welsh, or that a minimum level of Welsh language skills is set for specific roles within a policy
- the current numbers of staff available to provide a service in Welsh—a body is expected to refer to its skills assessment in accordance with standard 127, referring to any gaps in language skills to provide services, and
- the need to deal with other organisations whose internal administration is undertaken through the medium of Welsh or bilingually.

[52] The criteria established in the case of Crizzle as outlined in section 5.28 of the Commissioner's advice document 'Recruitment: Welsh Language Considerations' should be considered http://www.comisiynyddygymraeg.cymru/English/Publications%20List/20160308%20GC%20S%20Cyngor%20Recriwtio%20-%20SAESNEG%20(T).pdf

6.9.6. Welsh language skills are usually 'essential' in a situation where no-one is available to provide a service through the medium of Welsh or if more Welsh-speaking staff are required to provide a service in Welsh.

6.9.7. If Welsh language skills are not essential, a body may come to the conclusion that Welsh language skills are 'desirable'. This may include a situation where the organisation already has capacity to be able to provide a specific service in Welsh, but that it would be desirable to reinforce that Welsh language provision by recruiting more staff with Welsh language skills to provide the service. Generally, if Welsh language skills are desirable for a post, a body may assume that an applicant that has Welsh language skills has an advantage over another applicant when being considered for a post but it would not be necessary for the successful applicant to have those skills.

6.9.8. A body may determine that a post requires learning Welsh language skills when someone is appointed to the role. Usually, those appointed to a role would need to reach a particular level of fluency as a condition of their appointment. That condition is usually noted in the job advertisement. An example of a situation where posts are categorised like this may include:

- if a body has identified a post where Welsh language skills are essential, but there have been difficulties appointing a candidate with Welsh language skills to that role and it is decided to re-advertise that role; and
- if a body knows for certain that there is a significant shortage of persons with Welsh language skills who can undertake the role in question, and that it is likely that a non-Welsh speaker will have to be appointed (e.g. a highly specialised role).

Standard 136A

6.9.9. If a body has categorised a post (in accordance with standard 136) as one where Welsh language skills are essential, desirable or need to be learnt it must:

- specify that when advertising the post, and
- advertise the post in Welsh.

6.9.10. This may include identifying the category of the post in the job description, the person specification and the advertisement itself (in the press, in adverts or on the body's website).

6.9.11. A body may decide to advertise posts where the Welsh language is essential in Welsh only if it wishes. For example, a body may decide to advertise in Welsh only in Welsh language publications or do so with a short explanation in English in advertisements published in English language publications.

What is meant by the term 'post'?

6.9.12. For the purposes of standards 136 and 136A only, "post" is interpreted in Schedule 3, Part 3, Paragraph 15 of the regulations as follows:

> “(a) "post" includes a public appointment
>
> (b) “public appointment” means any appointment to a public body or public office.”

6.9.13. This includes any new post within the body or any vacancy after the imposition day, whether the post is a permanent or temporary post, or a post which is advertised internally only or externally.

Standard 137

6.9.14. When advertising a post, a body must state that applications may be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English.

6.9.15. The regulations do not elaborate on what the exact wording of the statement should be in order to comply with the standard. However, the standard notes that the body must state:

- that it welcomes applications in Welsh, and
- that applications made in Welsh will not be treated less favourably than those made in English.

6.9.16. A body is not required to include a statement expressing the above word for word. However, that statement is expected to be clear and explicit enough for persons to be fully aware of the body's commitment and dedication to ensuring that an application made in Welsh is not treated less favourably than an application made in English.

Standard 137A

6.9.17. If a body published the following, it must publish them in Welsh:

- application forms for posts
- material that explains its procedure for applying for posts
- information about the interview process, or about other assessment methods when applying for posts
- job descriptions.

6.9.18. It must also ensure that no Welsh language versions of the documents are treated less favourably than the English language versions of those documents.

6.9.19. Schedule 3, Part 3, Paragraph 12 of the regulations states:

> "For the purposes of standards 137A (recruitment) and 141 (internal signs), references to treating the Welsh language no less favourably than the English language includes, amongst other matters (and in addition to specific matters referred to in any individual standard), treating the Welsh language no less favourably as regards—
>
> (a) the visual presentation of material (for example in relation to the colour or font of any text)
>
> (b) the size of the material
>
> © the position and prominence of the material in any public place
>
> (ch) when and how the material is published, provided or exhibited
>
> (d) the publication format of material."

6.9.20. 'Other matters' may include treating the Welsh language no less favourably as regards:

- the material's language order
- the standard and quality of the material
- the clarity and accuracy of the material (for example in terms of the meaning and expression of any text)
- the content of the material (for example in terms of the detail or quality of the information it contains).

Standard 137B

6.9.21. A body must not treat an application for a post made in Welsh less favourably than an application made in English. The standard itself contains specific examples of some contexts where a job application made in Welsh should not be treated less favourably than one made in English:

> "[...] including, amongst other matters, in relation to the closing date you set for receiving applications and in relation to any time-scale for informing individuals of decisions."

6.9.22. Therefore, the closing date must be the same for Welsh and English applications and it must be ensured that there is no delay in informing Welsh language applicants of decisions compared with English language applicants.

6.9.23. The term 'must not treat an application for a post made in Welsh less favourably than an application made in English' in the context of this standard includes, amongst other matters, treating the Welsh language no less favourably than the English language in terms of the body's consideration of that application.

Standard 138

6.9.24. A body must ensure that application forms for posts provide a space for individuals to indicate that they wish an interview or other method of assessment in Welsh. If the individual wishes to use the Welsh language, the body must conduct the interview or assessment in Welsh without the assistance of a translation service.

Standard 139

6.9.25. A body must ensure that its application forms for posts:

- provide a space for individuals to indicate that they wish to use the Welsh language at an interview or at any other method of assessment, and
- explain that the body will provide a translation service from Welsh to English for that purpose if it is required.

6.9.26. If the individual wishes to use the Welsh language at the interview or assessment, the body must provide a simultaneous translation service at the interview or assessment (unless the body conducts the interview or assessment in Welsh without a translation service).

What is meant by the term 'other method of assessment'?

6.9.27. The term includes any method used by the body to assess candidates' skills or suitability for posts. Such examples may include:

- specific tasks or activities to prove suitability or ability in the role e.g. a written task responding to a specific scenario; standard letter writing task
- role play
- an oral or written exam
- psychometric tests
- any multiple choice questions which candidates must answer
- any presentation which candidates are required to give as part of the interview.

Would it be possible for a body to assess an individual's proficiency in English as well through an interview or other means of assessment?

6.9.28. Yes. These standards do not prevent a body from doing so.

Standard 140

6.9.29. If a body informs an applicant of its decision in relation to an application for a post, it must do so in Welsh if the application was made in Welsh.

6.9.30. A body must do so in relation to any decision made at any point in the process relating to a job application. The requirements of this standard are not limited to the final decision made at the end of the process only. It may include a decision made such as:

- the outcome of an assessment conducted as part of the recruitment process
- that the applicant has been successful or unsuccessful
- that the application has succeeded or failed to reach the shortlist
- any other decision made during the process.

6.9.31. The requirements of this standard include any method in which a body informs an individual of its decision. This may include informing an individual orally, face-to-face or in writing.

6.10 Signs displayed in a body's workplace [standards 141-143]

What are the requirements?

6.10.1. A body must ensure that any text displayed on new signs erected by it, or on signs renewed by it, in the workplace is displayed in Welsh. It must also ensure that the Welsh language text is not treated less favourably than the English language text on those signs. The standards also set requirements in relation to the accuracy and position of the Welsh language on signs.

6.10.2. These standards usually apply to signs displayed in the body's workplace which are visible to the body's staff only.

6.10.3. A body would usually 'erect a new sign' when it is placed where there was no such sign before. A body would 'renew a sign' if it makes any change to that sign.

6.10.4. The standard also applies when the body erects a sign in a new place or location.

6.10.5. In terms of electronic signs, a new sign would be erected each time new text appears on an electronic sign.

Standard 141

6.10.6. When erecting a new sign or renewing a sign in the workplace (including temporary signs), a body must ensure that any text is displayed in Welsh. A body may display the Welsh language text on the same sign as the corresponding English language text or on a separate sign. A body must ensure that it does not treat the Welsh language text less favourably than the English language text on such signs.

6.10.7. Schedule 3, Part 3, Paragraph 12 of the regulations states:

> "For the purposes of standards 137A (recruitment) and 141 (internal signs), references to treating the Welsh language no less favourably than the English language includes, amongst other matters (and in addition to specific matters referred to in any individual standard), treating the Welsh language no less favourably as regards—
>
> (a) the visual presentation of material (for example in relation to the colour or font of any text)
>
> (b) the size of the material
>
> (c) the position and prominence of the material in any public place
>
> (ch) when and how the material is published, provided or exhibited
>
> (d) the publication format of material."

6.10.8. 'Other matters' may include treating the Welsh language no less favourably as regards:

- the standard and quality of the material

- the clarity and accuracy of the material (for example in terms of the meaning and expression of any text); and
- the content of the material (for example in terms of the detail or quality of the information it contains).

Standard 142

6.10.9. If a body erects a new sign or renews a sign in the workplace (including temporary signs), it must ensure that the Welsh language text is positioned so that it is likely to be read first. A body must ensure this if a sign conveys the same information in Welsh and in English.

6.10.10. If a body places the Welsh language text and corresponding English language text on the same sign, the Welsh language text would be likely to be read first usually if it is placed on the left or above any corresponding English language text, based on the standard practice of reading from left to right and from top to bottom.

6.10.11. If a body erects a sign on a road in the vicinity of the workplace by painting that sign on the road and if the Welsh language text and corresponding English language text appear together (and not separate), the Welsh language text would be likely to be read first usually if placed on the left or above any corresponding English language text.

6.10.12. If a body places the Welsh language text and corresponding English language text on separate signs, the Welsh language text would be likely to be read first usually if the sign with the Welsh language text is:

- on the left
- above, or
- in front of the sign with the corresponding English language text.

6.10.13. For example, erecting a Welsh language sign in front of an English language sign on the side of the road would be likely to lead to a person arriving at the Welsh language sign and reading it first usually, based on the practice of reading individual signs in order.

Standard 143

6.10.14. A body must ensure that Welsh language text on signs displayed in the workplace (whether they are signs erected before or after the imposition day) are accurate in terms of meaning and expression. That may relate to:

- the content of the sign
- the text's spelling
- the text's syntax
- words and phrases used.

What is meant by the term 'temporary sign'?

6.10.15. These standards also apply to any temporary signs erected or renewed. Where a body is required to comply with standard 141 therefore, any new or renewed temporary sign must be displayed in Welsh. Where a body is required to comply with standard 142, the Welsh language must appear first on that sign too.

6.10.16. A 'temporary sign' includes any sign not intended to be permanent in the place it is positioned. Such examples may include:

- an out-of-order sign
- a sign telling people that an area is off limits due to repair work or
- a sign telling people what the temporary opening hours of the body's internal canteen are.

Does a body's corporate identity which appears on signs apply to standards 141–143?

6.10.17. Yes. Where a body's corporate identity appears on a sign, it must comply (subject to the compliance notice) with standard 83 as well as standards 141–143. However, that does not mean that Welsh language text on corporate identity needs to be positioned so that it is likely to be read first.

What if other proper nouns are displayed on a sign? Does a body have to ensure that those names are displayed in Welsh?

6.10.18. Yes. A body must display the proper noun in Welsh to the extent that:

- a Welsh name exists and has been established for that to which the sign is intended to refer
- there is no other enactment preventing a body from using a Welsh proper noun on a sign
- there is no enactment preventing a body from using the intended spelling of the proper noun on the sign.

6.10.19. This may include displaying information on:

- settlements (villages, towns and cities)
- streets and estates
- buildings or other built features (e.g. bridge)
- organisations
- areas (e.g. coastal areas or conservation areas)
- topographical features (e.g. islands, mountains, hills, headlands, rocks, beaches, forests or rivers)
- other place-names.

6.10.20. The Commissioner is responsible for providing advice on standard forms of place-names in Wales. The Commissioner can advise bodies on the standard form of names of settlements (i.e. villages, towns and cities) in Wales. The Commissioner has published these recommendations in an online searchable database and the lists are available to download under open licence: List of Standardised Welsh Place-names[53].

[53] See the List of Standardised Welsh Place-names on the Commissioner's website. http://www.comisiynyddygymraeg.cymru/english/commissioner/placenames/pages/search.aspx

6.10.21. The Commissioner follows specific standardisation guidelines when producing her recommendations: Guidelines for Standardising Place-names in Wales[54]. These Guidelines deal specifically with the names of settlements. They do not necessarily apply to house names nor other landscape features. However, they contain several valuable principles which could be applied when dealing with these names or when naming new developments, for example.

6.10.22. As long as there is no other enactment which requires the use of another form of a Welsh name on a sign, a body may use this consultation service to ensure that it uses the standardised forms of Welsh place-names on signs.

6.11 Audio announcements and messages in a body's workplace [standard 144]

What are the requirements?

6.11.1. A body must ensure that any announcements in the workplace using audio equipment are made in Welsh, and in Welsh first, if the announcement is also made in English.

What is meant by the term 'audio announcements'?

6.11.2. The term includes any announcements made using the body's audio equipment for the attention of the workplace.

6.11.3. Examples of announcements which would apply to this standard may include:

- announcements for the attention of the workforce in lifts within the body's buildings; or
- loudspeaker messages within the buildings for the attention of the workforce, such as instructing a member of staff to go to a specific area or a message instructing everyone to leave the building in an emergency.

[54] See Guidelines for Standardising Place-names in Wales on the Commissioner's website. http://www.comisiynyddygymraeg.cymru/English/Commissioner/PlaceNames/Pages/Context.aspx

7 Record keeping standards [147-154]

7.1 A body keeping records [standards 147-154]

What are the requirements?

7.1.1. The following standards require a body to keep records of specific information which is related to or involves the way in which it complies with the standards.

Standard 147

7.1.2. A body must keep a record, in relation to each financial year, of the number of complaints it receives relating to its compliance with the standards.

Standard 148

7.1.3. A body must keep a copy of any written complaint that it receives that relates to its compliance with the standards with which it is under a duty to comply, which are those standards in its compliance notice.

Standard 149

7.1.4. A body must keep a copy of any written complaint it receives that relates to the Welsh language. Therefore standard 149 applies to **every** complaint received that relates to the Welsh language, and includes:

- complaints that relate to the standards with which a body is under a duty to comply (in accordance with standard 148)
- complaints that relate to the standards with which a body is usually under a duty to comply, but the duty to comply has been postponed due to challenge or appeal
- other complaints that relate to the Welsh language in general (e.g. complaints about the lack of Welsh medium schools or other services that it does not have to provide in Welsh).

Standard 150

7.1.5. A body must keep a record of the steps that it has taken in order to ensure compliance with the policy making standards with which it is under a duty to comply. In the context of this standard, those records may include:

- copies of assessments undertaken by the body when considering the effects of a policy decision on the Welsh language
- copies of minutes from meetings held to discuss the effects of the policy decision on the Welsh language
- copies of research terms of reference which show that the research needs to consider the effects of the policy decision on the Welsh language.

Standard 151

7.1.6. A body must keep a record, following assessments made in accordance with standard 127, of the number of employees who have Welsh language skills at the end of each financial year.

7.1.7. A body must keep a record of the skill levels of those employees if known. However, a body is expected to keep a record of the skill levels of employees as a matter of course when assessing the Welsh language skills of employees.

7.1.8. As well as the number of employees, a body may keep a record of the percentage of employees who have Welsh language skills.

7.1.9. A body may keep an organisational record of the number and percentage of employees who have Welsh language skills.

7.1.10. A body may keep a record of the number and percentage of employees who have Welsh language skills:

- on an organisational level
- according to percentage
- according to skill
- according to level
- according to job grade
- according to workplace
- according to service
- according to directorate, department, or team.

7.1.11. As noted in clause 6.8.4 of this code, a body may assess the following skills as part of the assessment required in standard 127:

- oral
- listening
- reading
- writing
- understanding.

7.1.12. Therefore, the records in terms of standard 151 are expected to include information on the above matters.

Standard 152

7.1.13. A body must keep a record, for each financial year, of the following:

- the number of members of staff who attended training courses offered in Welsh in accordance with standard 128
- if a Welsh version of a course was offered in accordance with standard 128, the percentage of the total number of staff who attended the course through the medium of Welsh.

Standard 153

7.1.14. A body must keep a record of every assessment it carried out (in accordance with standard 136) in respect of the Welsh language skills that may be needed in relation to a new or vacant post.

Standard 154

7.1.15. A body must keep a record, in relation to each financial year, of the number of new and vacant posts which were categorised (in accordance with standard 136) as posts where:

- Welsh language skills are essential
- Welsh language skills need to be learnt when appointed to the post
- Welsh language skills are desirable
- Welsh language skills are not necessary.

What is meant by the term 'keep a record'?

7.1.16. A 'record keeping standard' is interpreted in section 32(1) of the Measure, as:

> "Record keeping standard—
>
> (a) records about other specified standards, and
>
> (b) records about—
>
> (i) complaints concerning a person's compliance with other specified standards, or
>
> (ii) other complaints concerning the Welsh language."

7.1.17. In addition, British Standards interpret "records" as:

> "information created, received and maintained as evidence and as an asset by an organization or person, in pursuit of legal obligations or in the transaction of business[55]."

7.1.18. The term therefore means that a body should keep **written** records in relation to relevant standards and complaints. Those records may be records that the body has created itself, has received or has maintained as evidence.

What is meant by the term 'keep a copy of any written complaint'?

7.1.19. The requirement to 'keep a copy of any written complaint' received by the body in standards 148 and 149 means that the body must keep a copy of the exact written complaint received. That may be in the form of a hard copy or electronic copy.

7.1.20. The requirements of data protection legislation mean that information and data should not be kept longer than necessary. It is recommended for a body to keep copies of complaints identified in standards 148 and 149 for at least 3 years from the date of receipt of the complaint. This time-scale allows a body to ensure that it

[55] BS ISO 15489-1:2016 Information and documentation—Records management—Part 1: Concepts and Principles.

has sufficient information to report in its annual report on the complaints received during the year as well as ensuring that the body has information on complaints should there be a Tribunal or Court case against the body.

What is meant by the term 'financial year'?

7.1.21. Schedule 5, Part 2, Paragraph 3 of the regulations states:

> "For the purposes of standards 147, 151, 152 and 154–
>
> (a) when a body is under a duty to comply with a standard for the first time, "financial year" means the period beginning with the day from which a body is under a duty to comply with a standard and ending with the following 31 March
>
> (b) subject to that, "financial year" means the period of 12 months ending with 31 March."

8 Standards which deal with supplementary matters [155-176]

8.1 Standards which deal with supplementary matters in relation to the service delivery, policy making, promotion and record keeping standards [155-176]

What are the requirements?

8.1.1. The standards dealing with supplementary matters establish a procedure for reporting on compliance. They require a body to ensure that they have specific documents which relate to the way they comply with other standards with which they are under a duty to comply. These standards also provide for submitting information to the Commissioner, when the Commissioner requests it.

Standards 155, 161, 167, 173 and 175

8.1.2. A body must ensure that a document which records the service delivery, policy making, operational, promotion and record keeping standards with which it is under a duty to comply is available:

- on its website
- in each of its offices that are open to the public.

8.1.3. That may mean that a copy is available electronically or on paper and therefore there is no obligation to have a printed paper copy available in each office which is open to the public. The compliance notice itself is considered to be such a document.

Standards 156, 162 and 168

8.1.4. A body must ensure that it has a complaints procedure that deals with the following matters:

- how it intends to deal with complaints relating to its compliance with the service delivery, policy making and operational standards with which it is under a duty to comply
- how it will provide training for its staff in relation to dealing with those complaints.

8.1.5. In terms of the procedure (or procedures) that deals with the service delivery and policy making standards (standards 152 and 162), the body must:

- publish a document (or documents) that records that procedure (or procedures) on its website, and
- ensure that a copy of that document (or those documents) is available in each of its offices that are open to the public.

8.1.6. A body may ensure that a copy is available in each of its offices by offering an electronic or paper copy. Therefore, if an electronic copy is available, the body does not have to ensure that it also has a printed paper copy available.

8.1.7. In terms of the procedure that deals with the operational standards (standard 168), the body must publish the document that records the relevant procedure on its intranet.

8.1.8. Where a body is required to comply with more than one of these standards, it may comply with the requirements in one complaints procedure. A body does not have to ensure that it has separate complaints procedures for each class of standards. The regulations allow it to do so by including the information in one document.

8.1.9. A body may also revise an existing complaints procedure in order to include information which deals with the necessary matters identified in the standards. For example, a body may revise its corporate complaints procedure to ensure that it complies with the requirements rather than having a completely separate complaints procedure.

8.1.10. The requirements of part (a)(i) of these standards mean that a body can include information on the following in a complaints procedure:

- those responsible for dealing with the complaint
- the way in which a body deals with complaints
- the timetable for dealing with complaints
- how the way in which the body deals with complaints involving compliance with the standards is different to the way in which it deals with other complaints
- the ways in which persons can make a complaint to the body
- the addresses persons should use to make a complaint, and
- the information persons should provide so that the body can deal effectively with the complaint.

8.1.11. The requirements of part (a)(ii) mean that a body must ensure that the complaints procedure notes how it will provide training for its staff to deal with complaints about the standards. This may include:

- identifying the exact training the body will provide for staff who deal with complaints relating to the standards
- explain how often that training will be provided
- noting how the body will provide that training to staff, e.g. as part of the induction sessions for new staff
- identifying what steps the body will take to ensure that staff are aware of their duties when they receive a complaint or when dealing with complaints relating to the standards (e.g. campaigns to raise staff awareness of the procedure and the standards with which the body is under a duty to comply)
- identifying what support is available for staff in receipt of a complaint or in dealing with complaints relating to the standards
- identifying how to find material necessary to deal with the complaint as well as how to use that material (e.g. compliance notice, code of practice, the regulations or the Measure)

- noting how to recognise whether or not a requirement to comply with a standard has been postponed via a challenge or appeal.

Standards 157, 163 and 169

8.1.12. A body must publish a document which shows its overseeing arrangements for complying with the service delivery, policy making and operational standards.

8.1.13. Standards 157 and 169 also require a body to note in that document how it will promote and facilitate the services offered under the service delivery and operational standards, in accordance with the requirements of standards 81 and 82.

8.1.14. A body may record its arrangements by providing information about:

- recording which members of staff, teams and/or departments are responsible for monitoring compliance with the standards along with an outline of how this is done
- recording the internal arrangements for overseeing the way in which third parties comply with the requirements of the standards
- recording which members of staff, teams and/or departments are responsible for promoting the Welsh language services provided along with an outline of how this is done
- recording which members of staff, teams and/or departments are responsible for facilitating the use of those services along with an outline of how this is done
- recording which members of staff, teams and/or departments are responsible for undertaking an assessment of the impact on the Welsh language along with an outline of how this is done
- recording the internal processes and structures used to assess and evaluate compliance with the standards.

8.1.15. A body must also ensure that a copy of the document is available on its website (standards 157 and 163) or on its intranet (standard 169) and in each of its offices that are open to the public.

8.1.16. A body may do so by ensuring that an electronic or paper copy is available in each of its offices. Therefore, if an electronic copy is available, the body does not have to ensure that it also has a printed paper copy.

8.1.17. Where a body is required to comply with more than one of these standards, the body may comply with the requirements in one set of supervisory arrangements. A body does not have to ensure that it has separate supervisory arrangements for each class of standards. The regulations allow it to do so by including the information in one document.

Standards 158, 164 and 170

8.1.18. A body must produce an annual report for each financial year which reports on the way it has complied with each of the service delivery, policy making and operational standards with which it has a duty to comply.

8.1.19. The standards also impose requirements in relation to reporting on the number of complaints received during the year relating to its compliance with the service delivery, policy making and operational standards.

8.1.20. Standard 170 requires a body to include the information it must keep in accordance with standards 151, 152 and 154 in the report. It may consider publishing the information in a way which follows open data principles.

8.1.21. The annual report must be available in Welsh, and published no later than 30 June following the financial year to which the report relates.

8.1.22. A body must publicise the fact that it has published the report and ensure that a copy of the report is available on its website and in each of its offices that are open to the public. Publicising the fact that the body has published an annual report may include:

- releasing a press statement
- posting information on the report on social media and/or its website, or
- sharing the report with relevant stakeholders (e.g. in a newsletter).

8.1.23. The regulations allow a body to report by including the information in one annual report entitled "Welsh Language Standards Annual Report".

8.1.24. A body is not required to present the annual report to the Commissioner in the same way as for Welsh language schemes. However, the Commissioner may access the report via the body's website or via provision made in standards160, 166, 172, 174, 176.

Standards 159, 165 and 171

8.1.25. A body must publish a document on its website which explains how it intends to comply with the service delivery, policy making and operational standards with which it is under a duty to comply. Where a body is required to comply with more than one of these standards, the regulations allow it to do so in one document.

8.1.26. These standards allow bodies to identify and plan the specific steps that need to be taken in order to comply with the requirements of the standards. Such action may include matters such as translation arrangements, quality standards, performance indicators and information technology. The document could also identify who is responsible for the implementation of any necessary steps and could indicate when those steps need to be to taken in order to comply.

Standards 160, 166, 172, 174 and 176

8.1.27. A body must provide the Commissioner with any information requested which relates to its compliance with the service delivery, policy making, operational, promotion and/or record keeping standards with which it is under a duty to comply.

8.1.28. Such information may include information on issues such as the following (to the extent that relevant standards are included in an organisation's compliance notice):

- the quality of Welsh language services

- the Welsh language skills of employees
- the number of Welsh speakers in the body's area
- the development of employees' Welsh language skills
- policy decisions
- the Welsh language as part of the body's internal administration
- awareness of linguistic needs
- complaints
- compliance oversight arrangements
- promoting and facilitating the use of services
- the promotion of the Welsh language (where relevant).

8.1.29. The Commissioner will ask for the information within a reasonable time-frame, set by the Commissioner. The information submitted is expected to be relevant, current and in an electronic format, when specified in the request. In this context, the Commissioner's requests for information are not made under the Freedom of Information Act. Therefore, an organisation cannot use the exceptions of this Act to refuse to provide the information, unless allowed by legal limitations.

Appendix 1
A list of the bodies to which the code applies[56]

- Pembrokeshire Coast National Park Authority
- Blaenau Gwent County Borough Council
- Brecon Beacons National Park Authority
- Bridgend County Borough Council
- Caerphilly County Borough Council
- Cardiff Council
- Carmarthenshire County Council
- Ceredigion County Council
- Conwy County Borough Council
- Denbighshire County Council
- Flintshire County Council
- Gwynedd Council
- Isle of Anglesey County Council
- Merthyr Tydfil County Borough Council
- Monmouthshire County Council
- Neath Port Talbot County Borough Council
- Newport City Council
- Pembrokeshire Coast National Park Authority
- Pembrokeshire County Council
- Powys County Council
- Rhondda Cynon Taf County Borough Council
- Snowdonia National Park Authority
- Swansea City and County Council
- Torfaen County Borough Council
- Vale of Glamorgan Council
- Welsh Ministers
- Wrexham County Borough Council

[56] The code also applies to any body operating in the name of, or on behalf of, any one or more of these bodies.

Appendix 2
Changes to the regulations

The Welsh Language Standards (No. 5) Regulations 2016[57] amend the Welsh Language Standards (No. 1) Regulations 2015.

The regulations state:

> "4.—(1) The Welsh Language Standards (No. 1) Regulations 2015 are amended in accordance with paragraph (2).
>
> (2) In Part 3 of Schedule 1 after paragraph 24 insert—
>
> "24A A body is not required to comply with any of the standards in respect of an activity or a service where that activity is carried out or that service is provided as a result of an order under section 98 of the Marine and Coastal Access Act 2009(2). ""

Section 98 of the Marine and Coastal Access Act 2009 ("MCAA 2009") allows Welsh Ministers to delegate their marine licensing or enforcement functions under an Order. Welsh Ministers have delegated functions to Natural Resources Wales (NRW) in accordance with the Marine Licensing (Delegation of Functions) (Wales) Order 2013[58].

The amendment means that Welsh Ministers will not be required to comply with any of the standards in respect of any activity or service delegated under Section 98 of MCAA 2009.

[57] Section 4, Welsh Language Standards (No. 5) Regulations 2016
http://www.legislation.gov.uk/wsi/2016/406/regulation/4/made

[58] S.I. 2013/414 (W.50)

Appendix 3
Templates to facilitate compliance

Below are a series of templates to facilitate compliance with the standards. Please note that they are for guidance only and that a body is not required to use them in order to comply with the relevant standards. They include the following:

Template	Description	Relevant standards	
Template 1	A guide for formulating a new policy, or reviewing or revising an existing one	88-90 and 150	Policy making and record keeping
Template 2	A guide for publishing a consultation document which relates to a policy decision under consideration	91-93 and 150	Policy making and record keeping
Template 3	A guide for producing and publishing a policy on awarding grants or amending an existing policy	94-90 and 150	Policy making and record keeping
Template 4	A guide for commissioning or undertaking research to assist the body to make policy decisions	95-97 and 150	Policy making and record keeping
Template 5	A guide for producing a 'Welsh Language Standards Annual Report'	158, 164 and 170	Supplementary matters

Template 1: Standards 88-90 and 150

1	Name of policy	
2	New (i) policy, reviewed (ii) policy or revised (iii) policy	
3	The decision(s) under consideration during the formative period	
4	Record of possible effects of the decision(s) on opportunities for persons to use the Welsh language: Positive / Adverse / No effects	
5	Record of possible effects of the decision(s) on treating the Welsh language no less favourably than the English language: Positive / Adverse / No effects	
6	Record of mitigation in order to secure positive or more positive effects (based on the outcomes of rows 4 and 5 above)	
7	Record of mitigation in order to avoid adverse effects or secure less adverse effects (based on the outcomes of rows 4 and 5 above)	
8	Record of recommendations in relation to the Welsh language for policy decision makers	
9	Record of decision in relation to the Welsh language	
10	Record of all of the information and evidence which forms the basis of the decision	

Template 2: Standards 91-93 and 150

1	Name of consultation	
2	The decision(s) under consideration during the consultation	
3	Record of the way in which the consultation document sought views on the possible effects of the proposed policy on opportunities for persons to use the Welsh language in accordance with the requirements of standards 91-93	
4	Record of the way in which the consultation document sought views on the possible effects of the proposed policy on treating the Welsh language no less favourably than the English language in accordance with the requirements of standards 91-93	
5	Record of the number of responses commenting on effects on the Welsh language	
6	Record of mitigation following examination of responses during the consultation in relation to the Welsh language	
7	Record of reasons for non-mitigation following responses in relation to the Welsh language	
8	Following the consultation, a record of recommendations in relation to the Welsh language presented for policy decision makers	
9	Record of the decision made in relation to the Welsh language	
10	Record of all of the information and evidence which forms the basis of the decision	

Template 3: Standards 94 and 150

1	Name of grant	
2	Name of person(s) conducting a Welsh language impact assessment before awarding a grant	
3	Record of possible effects of awarding a grant on opportunities for persons to use the Welsh language: Positive / Adverse / No effects	
4	Record of possible effects of the awarding a grant on treating the Welsh language no less favourably than the English language: Positive / Adverse / No effects	
5	Record of grant conditions recommended for inclusion before awarding a grant in order to secure positive or more positive effects (based on the outcomes of rows 3 and 4)	
6	Record of grant conditions recommended for inclusion before awarding a grant in order to avoid adverse effects or secure less adverse effects (based on the outcomes of rows 3 and 4 above)	
7	Record of the language conditions included in the grant award in relation to the Welsh language	
8	Record of the person(s) making the decision to award the grant	
9	Record of all of the information and evidence which forms the basis of the decision	

Template 4: Standards 95-97 and 150

1	Name of research to be conducted	
2	Record of possible effects of policy on opportunities for persons to use the Welsh language: Positive / Adverse / No effects	
3	Record of possible effects of policy on treating the Welsh language no less favourably than the English language: Positive / Adverse / No effects	
4	Record of aspects which should be researched and included in the research specification before commencement in order to secure positive or more positive effects (based on the outcomes of rows 3 and 4)	
5	Record of aspects which should be researched and included in the research specification before commencement in order to avoid adverse effects or secure less adverse effects (based on the outcomes of rows 3 and 4)	
6	Record of the content of the research specification in relation to the Welsh language	
7	Record of the person(s) making the decision in relation to the research specification	
8	Record of all of the information and evidence which forms the basis of this assessment	

Template 5: Welsh Language Standards Annual Report

1.	Foreword	
1.1	Purpose of the report	
1.2	Self-assessment statement	
1.3	Publication date	
1.4	Contact details for enquiries	
2.	Compliance Oversight Arrangements	
2.1	Details of responsible senior officer	
2.2	Deputising arrangements for operational arrangements	

2.3	Report approval	
2.4	Adopting and publishing compliance oversight arrangements	
2.5	Compliance oversight arrangements	
3.	**Compliance Assessment**	
3.1	Quality of Welsh language services	
3.2	Policy Decisions	
3.3	The use of the Welsh language as part of the body's internal administration	

3.4	Employees' Welsh Language Skills	
3.5	Welsh Language Training for Employees	
3.6	Awareness of linguistic needs	
3.7	Filling new posts and vacancies	
3.8	Promoting the Welsh language	
3.9	Complaints	

3.10	Compliance oversight arrangements	
4.	Securing Compliance	
4.1	Self-assessment of risk levels and likelihood of failing to comply with the standards (where the imposition day has not passed).	
4.2	Special measures implemented by the body as a result of enforcement action[59].	
4.3	Progress made to achieve the action plan and/or take steps to ensure compliance as a result of a settlement agreement[60].	
5.	Applicable Duties	
5.1	Change in compliance requirements.	

[59] in accordance with section 79 of the Welsh Language (Wales) Measure 2011 and as interpreted in sections 110 (a)—(e)

[60] in accordance with section 91 of the Welsh Language (Wales) Measure 2011

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Welsh Language Commissioner

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BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CABINET COMMITTEE EQUALITIES

24 AUGUST 2020

REPORT OF THE CHIEF EXECUTIVE

WELSH LANGUAGE STANDARDS ANNUAL REPORT 2019-2020

1. Purpose of report

1.1 To inform Cabinet Committee Equalities of the content and approach taken with the council's fifth Welsh Language Standards annual report for 2019-2020

2. Connection to Corporate well-being objectives / other corporate priorities

2.1 This report assists in the achievement of the following corporate well-being objective/objectives under the **Well-being of Future Generations (Wales) Act 2015**:

- **Helping people and communities to be more healthy and resilient -** taking steps to reduce or prevent people from becoming vulnerable or dependent on the council and its services. Supporting individuals and communities to build resilience, and enable them to develop solutions to have active, healthy and independent lives.

- **Smarter use of resources** - ensuring that all resources (financial, physical, ecological, human and technological) are used as effectively and efficiently as possible and support the creation of resources throughout the community that can help deliver the council's well-being objectives.

3. Background

3.1 The Welsh Language Standards give Welsh speakers improved, enforceable rights in relation to the Welsh language. The council received its final compliance notice on 30 September 2015, which outlined 171 standards requiring compliance.

3.2 Standards 158, 164 and 170 require the council to produce and publish an annual report, in Welsh, by 30 June each year.

4. Current situation / proposal

4.1 The council's Welsh Language Standards annual report 2019-2020 covers the period 1 April 2019 to 31 March 2020 and was published, as required by the 30 June 2020. The report is attached as Appendix one.

4.2 The report outlines how the council has complied with the standards under a duty to comply during the period and also documents any progress and new developments with our compliance.

4.3 As part of the annual report, there is a duty on us to report specifically on the following information:

- the number of complaints received by the council during the period;
- the number of employees who disclosed Welsh language skills as at 31 March 2020;
- the number of employees attending training courses offered in Welsh during the period;
- the number of new and vacant posts advertised during the period categorised as posts where either:
    - Welsh language skills were essential;
    - Welsh language skills were desirable.
- In addition to the information specified in section 4.2 we have also included updates on Equality Impact Assessments, customer contact and our promotional activities.

4.4 The standards that relate to publishing an annual report do not require that the report be approved by the council or the Welsh Language Commissioner prior to publication as was previously required under the Welsh Language Scheme

5. Effect upon Policy Framework & Procedure Rules

5.1 There are no proposed changes to the Policy Framework and Procedure Rules.

6. Equality Impact Assessment

6.1 There are no equality implications arising from this report.

7. Well-being of Future Generations (Wales) Act 2015 Assessment

7.1 The well-being goals identified in the Act were considered in the preparation of this report. It is considered that there will be no significant or unacceptable impacts upon the achievement of well-being goals/objectives as a result of this report.

8. Financial Implications

8.1 There are no financial implications arising from this report..

9. Recommendation

9.1 It is recommended that Cabinet Committee Equalities receives and notes the content of this report and the Welsh Language Standards annual report 2019-2020.

Mark Shephard
Chief Executive
Date: 24 August 2020

10. Contact officers:

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Consultation, Engagement and Equalities Manager
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Background papers:

Appendix one - Welsh Langage Standards annual report 2019-2020 (Welsh)
Appendix two - Welsh Langage Standards annual report 2019-2020 (English)

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Safonau'r Gymraeg

Adroddiad Blynyddol 2019/20

Mae'r ddogfen hon ar gael yn Saesneg hefyd.

1. Cyflwyniad

Mae Safonau'r Gymraeg yn datgan ei bod yn ofynnol i Gyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr (CBSP) lunio a chyhoeddi adroddiad blynyddol erbyn 30 Mehefin bob blwyddyn.

Mae'r adroddiad blynyddol hwn ar gyfer 2019/20 yn cwmpasu'r cyfnod rhwng 1 Ebrill 2019 a 31 Mawrth 2020 ac yn amlinellu sut mae'r cyngor yn parhau i gydymffurfio yn ystod y cyfnod hwn yn ogystal â thynnu sylw at unrhyw ddatblygiadau/meysydd cynnydd newydd.

2. Sut mae'r Cyngor yn cydymffurfio â Safonau'r Gymraeg

Nid yw'r cyngor bellach yn cael ei herio ar unrhyw un o'r safonau a gellir gweld unrhyw newidiadau i ddyddiadau cydymffurfio, estyniadau neu amgylchiadau ar gyfer y safonau a gafodd eu herio'n flaenorol yn hysbysiad cydymffurfio diwygiedig y cyngor.

2.1 Cydymffurfiaeth Gyffredinol

- Mae'r cyngor yn parhau i fod â swyddog arweiniol sy'n gyfrifol am y Gymraeg
- Mae cyflogeion yn parhau i gael diweddariadau a gwybodaeth reolaidd ynghylch y Gymraeg o ran cydymffurfiaeth, mynediad at adnoddau fel hyfforddiant a chodi proffil yr iaith a'r diwylliant
- Mae ein modiwl e-ddysgu cynefino corfforaethol yn cynnwys adran benodol ar y Gymraeg a'i phwysigrwydd, sy'n cyfeirio cyflogeion newydd at adnoddau gwybodaeth eraill
- Mae ein modiwl e-ddysgu cynefino ar gyfer rheolwyr yn cynnwys adran benodol ar y Gymraeg a'i phwysigrwydd, sy'n cyfeirio rheolwyr newydd at adnoddau gwybodaeth eraill

- Fel rhan o raglen gynefino'r rheolwyr, mae'r swyddog sy'n gyfrifol am y Gymraeg yn gwneud cyflwyniad ar Safonau'r Gymraeg a beth maent yn ei olygu yn ymarferol i reolwyr, gan sicrhau eu dealltwriaeth o rwymedigaethau'r cyngor a'u cyfrifoldebau rheoli
- Mae'r Gymraeg yn parhau i fod ar gofrestr risg y cyngor er mwyn helpu i fonitro cydymffurfiaeth
- Gall cyflogeion gysylltu â Hyrwyddwyr y Gymraeg o hyd am gymorth a chyngor
- Mae tudalennau'r fewnrwyd i staff a'r mewnflwch e-bost Cymraeg penodol (WLS@bridgend.gov.uk) yn bodoli o hyd. Erbyn hyn mae llawer o dudalennau'r mewnrwyd wedi cael eu diweddaru, ond mae gwaith i'w gwblhau eto.
- Mae'r cyngor yn parhau i ddarparu amrywiaeth o hyfforddiant ac adnoddau Cymraeg i staff
- Erbyn hyn mae'r cyngor yn cefnogi staff i fynychu cyrsiau cymunedol sy'n cynnig hyfforddiant yn y Gymraeg
- Mae'r cyflogeion yn gallu defnyddio fframwaith y GCC i gael cymorth cyfieithu
- Mae gennym ddogfen gydymffurfio o hyd sy'n manylu ar sut byddwn yn cydymffurfio â safonau darparu gwasanaethau, gweithredol, cadw cofnodion, hyrwyddo a llunio polisïau perthnasol. Mae ein gweithdrefn gwyno hefyd ar gael ar ein gwefan yn ogystal ag adroddiadau blynyddol blaenorol
- Rydym yn parhau i roi gwybodaeth i Gomisiynydd y Gymraeg yn ôl y gofyn.

2.2 Safonau darparu gwasanaethau

Yn 19/20 rydym wedi parhau i wneud y canlynol:

- Ymateb i ohebiaeth a dderbynnir yn y Gymraeg lle mae angen ateb
- Cyflwyno fersiynau dwyieithog neu Gymraeg a Saesneg ar wahân o ohebiaeth, heb drin y Gymraeg yn llai ffafriol na'r Saesneg
- Darparu cyfarchiad dwyieithog dros y ffôn ac, os yw hynny'n berthnasol, parhau i sgwrsio yn y Gymraeg nes i'r sgwrs ddod i ben, neu nes mae'r unigolyn yn cael ei drosglwyddo i aelod o staff sy'n siarad Cymraeg (os oes un ar gael), neu i aelod o staff Saesneg ei iaith os nad oes siaradwr Cymraeg ar gael a bod y cwsmer yn fodlon gyda hyn
- Gweithredu un prif rif ffôn (01656 643643) ar gyfer y rhai sy'n dymuno siarad â rhywun yn y Gymraeg neu yn Saesneg. Os nad oes aelod o staff sy'n siarad Cymraeg ar gael, rhoddir gwybod i'r sawl sy'n ffonio, yn y Gymraeg, pryd y bydd gwasanaeth o'r fath ar gael. Gall unigolion sy'n dymuno siarad â rhywun yn y Gymraeg adael neges yn y Gymraeg hefyd
- Nodi ar ddeunyddiau sy'n hysbysebu rhif ffôn CBSP bod croeso i alwadau yn y Gymraeg neu yn Saesneg. Rydym yn parhau i drin y Gymraeg yr un mor ffafriol â'r Saesneg ar ddeunyddiau hysbysebu

- Gofyn i bobl rydym wedi'u gwahodd i gyfarfod a ydynt yn dymuno defnyddio'r Gymraeg yn y cyfarfod a gwneud yr holl drefniadau angenrheidiol i hwyluso hyn. Yn ôl y pecyn cymorth cyfarfodydd a ddatblygwyd, rhoddwyd cyfle i 559 o bobl a ddaeth i gyfarfodydd yn ystod 19/20 gymryd rhan yn y cyfarfod trwy gyfrwng y Gymraeg
- Anfon gwahoddiadau dwyieithog i gyfarfodydd/digwyddiadau cyhoeddus CBSP (os yw hynny'n berthnasol) a chyfarfodydd/digwyddiadau a gyllidir gan CBSP (50% neu fwy o gyllid). Gofynnir i unrhyw un sy'n gwneud cyflwyniad mewn cyfarfod a yw'n dymuno defnyddio'r Gymraeg, yn ogystal â hysbysu'r cyfranogwyr bod croeso iddynt ddefnyddio'r Gymraeg (os rhoddir gwybod i ni ymlaen llaw) yn y cyfarfod. Mae'r deunyddiau a ddefnyddir i hysbysebu'r cyfarfodydd/digwyddiadau hyn, neu'r deunyddiau sy'n cael eu harddangos mewn cyfarfodydd/digwyddiadau, yn ddwyieithog
- Asesu'r galw am gyrsiau addysg trwy gyfrwng y Gymraeg sy'n agored i'r cyhoedd ac, os oes galw, cynnig y cwrs yn y Gymraeg
- Llunio deunyddiau marchnata, hysbysebu a chyhoeddusrwydd i'r cyhoedd (gan gynnwys datganiadau i'r wasg) yn ddwyieithog. Mae hyn hefyd yn berthnasol i ddogfennau corfforaethol i'r cyhoedd fel polisïau a rheolau yn ogystal â dogfennau ymgynghori. Mae'r dogfennau hyn yn ceisio trin yr iaith Gymraeg yr un mor ffafriol â'r Saesneg. Nodir hyn mewn fersiynau Saesneg ar wahân o ddogfennau sydd ar gael yn y Gymraeg (os yw hyn yn ofynnol)
- Cynhyrchu ffurflenni sydd ar gael i'r cyhoedd yn ddwyieithog neu mewn fersiynau Cymraeg a Saesneg ar wahân. Os oes fersiynau ar wahân ar gael, byddwn yn nodi ar y fersiwn Saesneg o'r ffurflen bod fersiwn Gymraeg ar gael
- Ymateb yn y Gymraeg i negeseuon Cymraeg ar y cyfryngau cymdeithasol lle mae angen ateb
- Newid arwyddion strydoedd, lleoedd a chyfeiriadau (gan gynnwys arwyddion dros dro os yw hynny'n berthnasol) yn dilyn difrod neu draul arferol, am arwyddion dwyieithog gyda'r testun Cymraeg yn ymddangos yn gyntaf
- Cynhyrchu hysbysiadau swyddogol yn ddwyieithog gan roi'r testun Cymraeg yn gyntaf
- Sicrhau bod staff derbynfa sy'n siarad Cymraeg yn gwisgo laniard i ddangos i gwsmeriaid eu bod yn gallu darparu gwasanaeth Cymraeg
- Gwneud cyhoeddiadau sain dwyieithog gyda'r cyhoeddiad Cymraeg yn gyntaf
- Sicrhau bod ceisiadau grant (a'r broses) a thendrau (a chyfweliadau) ar gael yn y Gymraeg
- Hyrwyddo'r gwasanaethau Cymraeg rydym yn eu cynnig yn ôl yr angen
- Rydym yn parhau i gynhyrchu agenda a chofnodion pob cyfarfod o'r Cabinet a'r pwyllgorau yn ddwyieithog (safon 41). Mae'r rhain ar gael ar ein gwefan
- Yn ystod y cyfnod hwn rydym wedi parhau i ddatblygu cynnwys a nodweddion dwyieithog ar y wefan yn ôl yr angen (safon 52 a 56)
- Parhau i bostio'n ddwyieithog ar y cyfryngau cymdeithasol ac ymateb i ymholiadau Cymraeg a dderbynnir yn y Gymraeg, lle mae angen ymateb. Nid

ydym yn postio'n ddwyieithog mewn amgylchiadau lle mae angen cyfathrebu ar frys

Datblygiadau newydd ar gyfer 19/20:

- Rydym wedi gweithio ar swyddogaethau'r gronfa ddata iaith dinasyddion ganolog ac wedi bod yn gweithio i sicrhau bod tanysgrifwyr Fy Nghyfrif yn cael eu cofnodi ar y system ganolog gyda llaw. Mae'r system hon yn ein helpu i gofnodi a gweithredu ar ddewis iaith pobl
- Rydym wedi rhoi cyfarwyddyd i staff i'w helpu i gydymffurfio â safon 1, wrth ddelio â gohebiaeth a dderbynnir yn y Gymraeg
- Ac eithrio peiriannau parcio (estyniad tan fis Awst 2021) rydym wedi sicrhau bod yr holl beiriannau hunanwasanaeth yn gwbl weithredol yn y Gymraeg
- Rydym wedi newid y system IVR ar y brif linell ffôn fel bod pawb sy'n galw nawr yn dewis eu hiaith yn hytrach na mynd i'r Saesneg yn ddiofyn

2.3 Safonau llunio polisïau

Yn 19/20 rydym wedi parhau i wneud y canlynol:

- Defnyddio ein proses Asesiad o'r Effaith ar Gydraddoldeb (AEG) i sicrhau bod ystyriaeth yn cael ei rhoi i'r Gymraeg wrth adolygu neu lunio polisïau
- Gofyn i'r rhai sy'n cymryd rhan mewn gweithgareddau ymgynghori, ymgysylltu ac ymchwilio am eu barn ynghylch a all penderfyniad polisi (os yw hynny'n berthnasol) effeithio ar y defnydd o'r Gymraeg
- Ystyried effaith dyfarnu grantiau ar y defnydd o'r Gymraeg

Datblygiadau newydd ar gyfer 19/20:

- Rydym wedi parhau i ddatblygu ein proses AEG yn fewnol, gan sicrhau ein bod yn gallu monitro a chofnodi yn fanwl gywir yr AEGau sy'n cael eu cwblhau'n flynyddol ac asesu'r effaith ar y Gymraeg
- O ganlyniad i'r hyn a ddysgwyd o'r seminarau a gynhaliwyd gan Gomisiynydd y Gymraeg yn ystod 2018, rydym wedi sicrhau bod geiriad perthnasol mewn perthynas ag effeithiau niweidiol a chadarnhaol ar yr iaith yn bodoli'n gyson ym mhob ymgynghoriad llunio polisi a sicrhau bod y canlyniadau'n cofnodi'r effaith niweidiol/gadarnhaol yn yr ymgynghoriad.

2.4 Safonau Gweithredu

Yn 19/20 rydym wedi parhau i wneud y canlynol:

- Galluogi cyflogeion i ddarllen y weithdrefn a'r broses gwyno yn y Gymraeg, gan gynnwys dogfennaeth berthnasol
- Galluogi cyflogeion i ddarllen y weithdrefn a'r broses ddisgyblu yn y Gymraeg, gan gynnwys dogfennaeth berthnasol

- Darparu meddalwedd gyfrifiadurol i staff wirio sillafu a gramadeg
- Sicrhau bod adrannau/rhyngwyneb perthnasol ar ein mewnrwyd ar gael yn y Gymraeg a neilltuo adran Gymraeg ar y fewnrwyd fel adnodd i staff
- Asesu sgiliau Cymraeg ein cyflogeion yn barhaus
- Sicrhau bod hyfforddiant 'cwrdd a chyfarch' a chyrsiau Cwrs Mynediad ar gael i staff
- Sicrhau bod pecynnau e-ddysgu ar gael i staff am ymwybyddiaeth o'r Gymraeg a'r diwylliant Cymraeg, yn ogystal â safonau'r Gymraeg
- Galluogi staff i ddefnyddio llofnodion e-bost a negeseuon 'allan o'r swyddfa' dwyieithog. Rydym yn annog siaradwyr a dysgwyr Cymraeg i nodi eu sgiliau iaith ar eu llofnodion e-bost (trwy ddefnyddio'r logos cydnabyddedig perthnasol)
- Asesu'r sgiliau Cymraeg ar gyfer swyddi newydd a swyddi gwag. Ceir dadansoddiad o'r wybodaeth hon yn adran pump
- Sicrhau bod y broses ymgeisio am swyddi a'r ddogfennaeth gysylltiedig ar gael yn y Gymraeg a bod y broses Gymraeg yn cael ei thrin yr un mor ffafriol â'r un Saesneg. Mae hyn hefyd yn cynnwys contractau cyflogaeth
- Gwirio dewis iaith cyflogeion er mwyn darparu gohebiaeth am eu cyflogaeth, a ffurflenni amrywiol sy'n ymwneud â chyflogaeth, yn y Gymraeg yn ôl yr angen
- Sicrhau bod polisïau Adnoddau Dynol perthnasol ar gael yn y Gymraeg, a darparu hyfforddiant (e-ddysgu) yn y Gymraeg wrth recriwtio a chyfweld, rheoli perfformiad, cynefino a defnyddio'r Gymraeg yn effeithiol mewn cyfarfodydd, cyfweliadau a gweithdrefnau cwyno a disgyblu (safonau 128 a 129)
- Gosod arwyddion dwyieithog yn ein prif dderbynfa (Swyddfeydd Dinesig), gan roi'r Gymraeg yn gyntaf
- Adrodd ar y strategaeth pum mlynedd yn flynyddol yn un o gyfarfodydd Pwyllgor Cydraddoldeb ein Cabinet.

Datblygiadau newydd ar gyfer 19/20:

- Rydym wedi adolygu ein harwyddion dwyieithog yn ein prif dderbynfa (Swyddfeydd Dinesig), yn unol â gweithdai arfer gorau Comisiynydd y Gymraeg
- Rydym wedi adolygu, diweddaru a chyhoeddi polisi Cymraeg yn y Gweithle diwygiedig i'r staff
- Fel rhan o'n rhaglen trawsnewid digidol, rydym wedi datblygu Sgyrsfot dwyieithog er mwyn i drigolion y sir gyfathrebu â ni yn y Gymraeg ac yn Saesneg ar ein gwefan. Mae'r Sgyrsfot wedi cael ei raglennu gydag ymatebion awtomatig i gwestiynau sydd wedi cael eu gofyn gan y trigolion ac mae hefyd yn dysgu i ateb mwy o gwestiynau fel mae'n cael ei ddefnyddio mwy, dros amser. Cyfeirir y trigolion at y tudalennau perthnasol ar y wefan neu gall aelod o'r tîm gwasanaethau cwsmeriaid ymyrryd a helpu gydag ymholiadau yn yr iaith sydd wedi'i dewis

- Er mwyn ‘canfod y capasiti mewn meysydd gwasanaeth i ddarparu gwasanaethau yn y Gymraeg’ ac ‘Asesu gofynion sgiliau iaith swyddi yn y meysydd gwasanaeth’ (gan ganolbwyntio i ddechrau ar y rhai sy’n cael cyswllt uniongyrchol â chwsmeriaid ee derbynfeydd), rydym wedi defnyddio’r Adnodd Asesiad Ieithyddol i werthuso anghenion ieithyddol y swyddi ym mhrif dderbynfeydd y cyngor. Mae hyn wedi cael ei gwblhau yn y Swyddfeydd Dinesig, Canolfan Adnoddau Pen-y-bont ar Ogwr a Threm-y-Môr. O ganlyniad i hyn, mae gan y meysydd gwasanaeth hyn gynllun hyfforddi penodol ar gyfer Hyfforddiant Sgiliau Cymraeg, i sicrhau bod ganddynt gapasiti i ddarparu gwasanaethau yn y Gymraeg
- Rydym wedi gwneud cynnydd gyda datblygu lleoliadau gofal plant Cyfrwng Cymraeg ar draws y Fwrdeistref Sirol. Mae grŵp llywio o weithwyr gofal plant proffesiynol a chydweithwyr yn y trydydd sector wedi cael ei sefydlu ac mae’n cyfarfod yn rheolaidd i sicrhau darpariaeth effeithiol yn ystod y tair blynedd nesaf
- Rydym wedi llunio llyfryn Addysg Cyfrwng Cymraeg i hyrwyddo Addysg Cyfrwng Cymraeg ymhlith rhieni ac rydym wedi gweithio gydag ymwelwyr iechyd, bydwragedd a gweithwyr proffesiynol eraill i ddosbarthu’r llyfrynnau i’r rhieni mewn cam cynnar ym mywyd eu plentyn

2.5 Safonau Cadw Cofnodion

Yn 19/20 rydym wedi parhau i wneud y canlynol:

- Cofnodi unrhyw gwynion a dderbyniwyd am ein cydymffurfiaeth fel rhan o’n system gwynion gorfforaethol
- Monitro a chofnodi nifer y cyflogeion sy’n mynd ar gyrsiau hyfforddi trwy gyfrwng y Gymraeg a’r Saesneg - gweler adran pedwar am ragor o fanylion
- Cofnodi sgiliau Cymraeg cyflogeion ac asesiadau o swyddi newydd a swyddi gwag - gweler adran pump am ragor o fanylion
- Cofnodi nifer y cysylltiadau Cymraeg sy’n digwydd ar nifer o sianelau (dros y ffôn, wyneb yn wyneb ac yn ddigidol) yng nghanolfan gyswllt y gwasanaethau cwsmeriaid

3. Cwynion

- Derbyniodd Comisiynydd y Gymraeg gŵyn gan aelod o’r cyhoedd ar 30 Mawrth 2019. Roedd y gŵyn yn honni: Nid yw’r dudalen ar gyfer newid manylion debyd uniongyrchol o dan y tab ‘Fy Nghyfrif’ ar wefan y Cyngor yn gweithio’n iawn trwy gyfrwng y Gymraeg. Hefyd honiad na dderbyniodd y sawl a gyflwynodd y gŵyn ymateb llawn i ohebiaeth Gymraeg a anfonodd i’r cyfeiriad e-bost talktous@bridgend.gov.uk. Derbyniodd neges yn dweud: “Diolch i chi am eich e bost, rydym wedi ei anfon ymlaen i’r adran berthnasol ar gyfer eu sylw.”

- Derbyniodd Comisiynydd y Gymraeg gŵyn gan aelod o'r cyhoedd ar 4 Gorffennaf 2019 ynghylch honiad bod gohebiaeth Saesneg wedi'i derbyn gan y Cyngor drwy Ysgol Gynradd Bro Ogwr. Hefyd nodwyd nad oedd opsiwn i ddewis iaith ar gyfer y cwrs oedd yn cael ei drafod yn y llythyr
- Derbyniodd Comisiynydd y Gymraeg gŵyn gan aelod o'r cyhoedd ar 16 Hydref 2019 ynghylch e-bost awtomatig a dderbyniwyd gan y Cyngor yn cydnabod taliad treth gyngor. Anfonwyd yr e-bost o'r cyfeiriad e-bost AUTOMAILER@E-PAYCAPITA.COM' ac roedd yr un templed e-bost yn destun cwyn CSG616. Roedd y sawl a wnaeth y gŵyn yn honni bod y fersiwn Gymraeg yn cynnwys camgymeriadau.
- Derbyniodd Comisiynydd y Gymraeg gŵyn gan aelod o'r cyhoedd ar 14 Ionawr 2020 ynghylch y testun Cymraeg ar waelod cerdyn pleidleisio a anfonwyd at yr etholwyr ar gyfer Etholiad Cyffredinol 12/12/19. Roedd y sawl a wnaeth y gŵyn o'r farn nad oedd *"Os rhoi dychwelyd i'r"* yn gyfieithiad cywir o *"If undelivered return to"*. Hefyd dywedodd y Comisiynydd bod y cyfeiriad ar gyfer dychwelyd y cerdyn yn Saesneg yn unig yn ôl pob tebyg (Civic Offices, Angel Street, Bridgend, CF31 4WB). Mae'r cyngor wedi darparu ymateb i'r Comisiynydd gan ddweud nad y cyngor yw'r corff sy'n gyfrifol am gynnal y Gofrestr o Etholwyr nac anfon cardiau pleidleisio i bleidleiswyr cofrestredig. Cyfrifoldebau'r Swyddog Cofrestru a'r Swyddog Etholiadol yw'r rhain ac mae'r swyddi hyn yn annibynnol ar y cyngor.
- Ni dderbyniwyd unrhyw gwynion o dan y safonau llunio polisi.

4. Sgiliau a hyfforddiant cyflogeion

Sgiliau Iaith Gymraeg ar 31 Mawrth 2020:

	Ysgolion				Pob gwasanaeth arall			
Disgrifiad	**Ben**	**Gwr**	**Cyfans**	**%**	**Ben**	**Gwr**	**Cyfans**	**%**
Cyfanswm cyfrif pennau	**2,494**	**517**	**3,011**		**2,352**	**713**	**3,065**	
Siarad Cymraeg								
'Ychydig'	345	64	409	13.	341	105	446	14.5
'Eithaf da'	73	14	87	2.8	40	7	47	1.53
'Rhugl'	135	18	153	5.0	98	24	122	3.98
'Na'	351	71	422	14.	1,16	373	1,542	50.3
Dim ymateb	1,59	350	1,940	64.	704	204	908	29.6
Darllen Cymraeg								
'Ychydig'	354	62	416	13.	368	115	483	15.7
'Eithaf da'	82	15	97	3.2	54	16	70	2.28
'Rhugl'	135	19	154	5.1	97	22	119	3.88
'Na'	333	71	404	13.	1,12	355	1,484	48.4

Dim ymateb	1,59	350	1,940	64.	704	205	909	29.6
Ysgrifennu								
‘Ychydig’	318	54	372	12.	295	72	367	11.9
‘Eithaf da’	74	16	90	2.9	48	13	61	1.99
'Rhugl'	125	17	142	4.7	84	19	103	3.36
'Na'	386	80	466	15.	1,22	402	1,623	52.9
Dim ymateb	1,59	350	1,941	64.	704	207	911	29.7

Sylwer:

- Mae’r categori ‘Ysgolion’ yn cynnwys cyflogeion a gyflogir yn uniongyrchol gan gyrff llywodraethu. Mae staff cynhwysiant wedi’u cynnwys yn y categori ‘Pob gwasanaeth arall’.
- Mae’r categori ‘Dim ymateb’ yn cynnwys cyflogeion nad ydynt wedi rhoi manylion am eu sgiliau Cymraeg.
- Mae’r lefelau sgiliau a nodir yn seiliedig ar hunanasesiad unigol.
- Mae gan 226 o gyflogeion swydd mewn ysgol a swydd yn y categori ‘Pob gwasanaeth arall’ ac maent yn cael eu cyfrif unwaith ym mhob categori.

Nifer y cyflogeion a aeth ar gyrsiau Cymraeg rhwng 1 Ebrill 2019 a 31 Mawrth 2020:

- Mae 20 o gyflogeion wedi mynychu hyfforddiant ‘Cwrs Mynediad’ yn 2019/20, gan eu galluogi i ddatblygu eu sgiliau iaith ymhellach. Roedd hyn yn cynnwys y rhai’n ymgymryd â blwyddyn 1 a blwyddyn 2, a phob dosbarth yn cael ei gynnal am ddwy awr yr wythnos dros gyfnod o 30 wythnos.
- Mae 6 chyflogai wedi cael cymorth i fynychu cyrsiau Cymraeg yn y gymuned. Mae’r cyrsiau hyn yn cynnwys Sylfaen, Sylfaen Rhan 1 a Sylfaen Rhan 2.
- Hefyd darparwyd hyfforddiant Cymraeg ar gyfer Busnes i 8 unigolyn dros 10 wythnos.
- Ni chafwyd unrhyw geisiadau am ddarparu deunyddiau hyfforddiant wyneb yn wyneb yn y Gymraeg yn ystod y flwyddyn.
- Cwblhawyd 71 o fodiwlau e-ddysgu trwy gyfrwng y Gymraeg.
- Cwblhawyd 161 o fodiwlau e-ddysgu ar gyfer e-Ddysgu Ymwybyddiaeth o’r Gymraeg ac e-Ddysgu Safonau’r Gymraeg.
- Cwblhaodd 595 o gyflogeion newydd y modiwl e-ddysgu cynefino corfforaethol a chwblhaodd 92 o gyflogeion newydd y modiwl hwn trwy gyfrwng llyfr gwaith. Cyfanswm wedi cwblhau - 687. Mae’r cynefino corfforaethol yn cynnwys adran ar gyflwyniad i’r Iaith Gymraeg, Safonau’r Gymraeg a dolenni at Fodiwlau E-Ddysgu’r Gymraeg a’r Cyfleoedd Hyfforddi Cymraeg.
- Cwblhaodd 22 o reolwyr newydd y modiwl e-ddysgu cynefino i reolwyr. Mae’r cynefino i reolwyr yn cynnwys cyflwyniad i’r Iaith Gymraeg, Safonau’r

Gymraeg a dolenni at Fodiwl E-Ddysgu Safonau'r Gymraeg a'r Modiwl E-Ddysgu Ymwybyddiaeth o'r Gymraeg.

5. Recriwtio a dethol

Nifer y swyddi newydd neu swyddi gwag a hysbysebwyd yn ystod 2019/20 lle'r oedd sgiliau Cymraeg yn:

Hanfodol: 15	Dymunol: 588

6. Gwasanaethau derbynfa: canolfannau cyswllt a chanolfannau cyswllt ffôn

Y galw am wasanaethau Cymraeg yn y Ganolfan Cyswllt Cwsmeriaid rhwng 1 Ebrill 2019 a 31 Mawrth 2020:

Rhyngweithio wyneb yn wyneb yn Gymraeg	5
Cyfanswm ymweliadau	16,190
Ceisiadau am y Gymraeg fel % o gyfanswm y rhyngweithio a gafwyd	0.03%

Y galw am wasanaethau Cymraeg yn y Ganolfan Cyswllt Ffôn rhwng 1 Ebrill 2019 a 31 Mawrth 2020

Nifer y galwadau yn ystod oriau gwaith arferol (Cymraeg a Saesneg)	117,687
Nifer y galwadau a dderbyniwyd y tu allan i'r oriau gwaith arferol (Cymraeg a Saesneg)	9,004
Cyfanswm y galwadau a dderbyniwyd (Cymraeg a Saesneg)	126,691
Nifer y galwadau yn y Gymraeg	67
Ceisiadau am y Gymraeg fel % o gyfanswm y galwadau	0.06%

Mae ceisiadau am gyswllt wyneb yn wyneb wedi gostwng yn ddramatig y llynedd o 30,989 i 16,190. Wedi dweud hynny, derbyniwyd 5 cais Cymraeg wyneb yn wyneb o gymharu â 4 yn ystod y flwyddyn flaenorol. Er bod y nifer yn eithaf cyson, mae cynnydd yng nghanran y cyfathrebu yn y Gymraeg, oherwydd y gostyngiad cyffredinol mewn rhyngweithio wyneb yn wyneb.

Mae ceisiadau teleffoni wedi gostwng yn sylweddol o 161,483 i 126,691. Mae hyn yn ganlyniad i rai mentrau, fel creu mwy o swyddogaethau gyda'n platfformau ar-lein a gweithio ar newid ein system teleffoni, i dderbyn y galwadau sydd wedi'u bwriadu ar gyfer ein gwasanaeth yn unig, a cheisio cael gwared ar nifer y galwadau a dderbynnir i'r switsfwrdd.

7. Asesiadau o'r Effaith ar Gydraddoldeb (AEGau)

Cynhaliwyd wyth Asesiad o'r Effaith ar Gydraddoldeb llawn i ystyried effaith polisi/ strategaeth ar gyfle pobl i ddefnyddio'r Gymraeg mewn ffordd gadarnhaol neu negyddol ac i drin y ddwy iaith yn gyfartal. Ni nodwyd unrhyw effaith ac, o ganlyniad, ni wnaed unrhyw ddiwygiadau i'r polisïau/strategaethau arfaethedig a aseswyd.

8. Hyrwyddo a chodi ymwybyddiaeth o'r iaith Gymraeg a'r diwylliant Cymraeg

Cafodd y digwyddiadau a'r gweithgareddau canlynol eu hyrwyddo gan y cyngor rhwng 1 Ebrill 2019 a 31 Mawrth 2020:

- Diwrnod Santes Dwynwen;
- Gwasanaeth talu gyda ffôn newydd yn y Gymraeg;
- Gwledd Fwyd Pen-y-bont ar Ogwr – bwyd ac adloniant Cymraeg lleol;
- Agorwyd ysgol Gymraeg newydd sbon @calonycymoedd yn swyddogol;
- Darpariaeth Gymraeg Calon Y Cymoedd ar gyfer plant ag awtistiaeth;
- Cynllun Chwarae Cymraeg (Menter Bro Ogwr);
- Gwersyll Chwaraeon Cymraeg gydag @Urdd;
- Sesiwn blasu am ddim! Pêl droedwyr bach yr Urdd, 3 i 6 oed;
- Eisteddfod;
- Diwrnod Shwmae Sumae:
- Llyfryn Addysg Cyfrwng Cymraeg;
- Diwrnod Hawliau'r Gymraeg;
- Dathlu 70 mlynedd o Addysg Cyfrwng #Cymraeg yng Nghwm Llynfi;
- Dydd Gŵyl Dewi;
- Dydd Gŵyl Dewi Fforwm Busnes Pen-y-bont ar Ogwr;
- Digwyddiad cynghori am Addysg Cyfrwng Cymraeg;
- Deunyddiau Cymraeg ar-lein i blant;
- Gwaith cadwraeth Castell Coety – gem yn hanes Cymru;
- Ffair rocabili Cymru.

Bydd manylion am y gweithgareddau hyrwyddo hyn yn cael eu cofnodi fel rhan o'n proses adrodd ar gyfer ein Strategaeth Iaith Gymraeg. Adroddir am y cyfnod hwn yng nghyfarfod Pwyllgor Cydraddoldeb y Cabinet ym mis Tachwedd 2020.

Welsh Language Standards

Annual report 2019/20

This document is also available in Welsh.

1. Introduction

The Welsh Language Standards require Bridgend County Borough Council (BCBC) to produce and publish an annual report by 30 June each year.

This 2019/20 annual report covers the period 1 April 2019 to 31 March 2020 and outlines how the council continues to be compliant during this period as well as highlighting any new developments/areas of progress.

2. How the council complies with the Welsh Language Standards

The council is no longer under challenge for any standards and any changes to compliance dates, extensions or circumstance for the previously challenged standards can be viewed in the council's amended compliance notice.

2.1 General compliance

- The council continues to have a lead officer which covers the Welsh language
- Employees continue to receive regular updates and information regarding the Welsh language in terms of compliance, access to resources such as training and raising the profile of the language and culture
- Our corporate induction e-learning module has a specific section dedicated to the Welsh language and its importance, which signposts new employees to other information resources
- Our manager induction e-learning module has a specific section dedicated to the Welsh language and its importance, which signposts new managers to other information resources
- As part of the manager induction programme the officer who is responsible for Welsh Language does a presentation on the Welsh Language Standards and what this means in practice for managers so ensuring their understanding of the council's obligations and their management responsibilities.

- Welsh language remains on the council's risk register in order to help monitor compliance
- Employees continue to be able to access the Welsh Language Champions for support and advice
- Staff intranet pages and the dedicated Welsh email inbox (WLS@bridgend.gov.uk) still exist. Many of the intranet pages have now been updated but there is still some work to be completed.
- The council continues to provide a range of Welsh language training and resources for staff
- The council now support staff to attend community courses on Welsh language training
- Employees are able to access the NPS framework to access translation support
- We continue to have a compliance document available which details how we will comply with the relevant service delivery, operational, record-keeping, promotional and policy making standards. Our complaints procedure is also available on our website as well as previous annual reports
- We continue to provide information to the Welsh Language Commissioner as requested.

2.2 Service delivery standards

In 19/20 we have continued to:

- Respond to correspondence received in Welsh where a reply is required
- Issue generic bilingual or separate English and Welsh versions of correspondence, treating the Welsh language no less favourably than English
- Provide a bilingual greeting over the telephone and, where relevant, conversations continue in Welsh until they are concluded or callers are passed to Welsh speaking staff (if available), or to English speaking staff if no Welsh speaker is available and the customer is agreeable to this
- Operate a single main telephone number (01656 643643) for those wishing to speak to someone in Welsh or English. If a Welsh speaking member of staff is not available at the time of calling, callers are advised, in Welsh, when such a service will be available. Those wishing to speak to someone in Welsh can also leave a message in Welsh
- State on materials that advertise a BCBC telephone number that calls are welcomed in Welsh and English. We continue to treat the Welsh language no less favourably than the English language on the advertising materials
- Ask people we have invited to a meeting if they wish to use the Welsh language at the meeting and put the necessary arrangements in place to facilitate this. The meeting toolkit that was developed identified that during 19/20, 559 people attending meetings were offered the opportunity to conduct the meeting in Welsh.

- Send bilingual invitations to BCBC public meetings/events (where relevant) and those meetings/events funded by BCBC (50% or more funding). Anyone presenting at meetings will be asked if they wish to use Welsh as well as attendees being advised that they are welcome to use the Welsh language (if we are advised in advance) at the meeting. Materials used for advertising these meeting/events or for display at the meetings/events are bilingual
- Assess the demand for Welsh language education courses that are open to the public and if there is a need, offer the course in Welsh
- Produce public-facing marketing, advertising and publicity materials (including press releases and statements) bilingually. This is also applicable to public-facing corporate documents such as policies and rules as well as consultation documentation. These documents aim to treat the Welsh language no less favourably than the English. Separate English versions of documents that are available in Welsh (where they are required to be) state this on the English version
- Produce publically available forms bilingually or as separate English and Welsh versions. If separate versions are in place, we state on the English version of the form that a Welsh form is available
- Respond to Welsh language social media messages in Welsh where a reply is required
- Replace street, place and direction signs (including temporary signs where applicable) following damage or normal wear and tear, with bilingual signs with the Welsh text appearing first
- Produce official notices bilingually with the Welsh text appearing first
- Have Welsh speaking reception staff wearing lanyards to show customers they are able to provide a Welsh language service
- Make bilingual audio announcements with the Welsh announcement first
- Make grant applications (and the process), tenders (and interviews) available in Welsh
- Promote Welsh language services that we have available as required
- We continue to produce our agenda and minutes for Cabinet and committee meetings bilingually (standard 41). These are available on our website
- During this period we have continued to develop bilingual content and functionality on the website as required (standard 52 and 56)
- Continue to post bilingually on social media and respond to Welsh queries received in Welsh, where a response is required. We do not post bilingually in circumstances where there is an emergency or urgent communications need to be issued.

New developments for 19/20:

- We have worked on the functionality of the central citizen language database and have been working to ensure that My Account subscribers are manually

input into the central system. This system assists us to record and act upon people's language preference
- We have issued guidance to staff to help them to comply with standard 1, when dealing with correspondence received in Welsh
- We have ensured that with the exception of parking machines (extension until August 2021) all self-service machines are fully functional in Welsh
- We have changed the IVR system on the main telephone line so callers now select their language preference rather than it defaulting to English

2.3 Policy-making standards

In 19/20 we have continued to:

- Use our equalities impact assessment (EIA) process to ensure consideration is given to the Welsh language when policies are revised or developed
- Ask those taking part in consultation, engagement and research activity for their views on whether a policy decision (if applicable) could impact on the use of the Welsh language
- Consider the effects that awarding grants may have on the use of the Welsh language

New developments for 19/20:

- We have continued to develop our EIA process internally, ensuring that we are able to accurately monitor and record the EIAs completed annually and assess impact on Welsh Language
- As a result of the learning taken from seminars that were held during 2018 by the Welsh Language Commissioner we have ensured that relevant wording in relation to adverse and positive effects on the language exists consistently in every policy making consultation and ensure the outcomes of the adverse/positive impact is recorded in the consultation.

2.4 Operational standards

In 19/20 we have continued to:

- Enable employees to access the complaints procedure and process in Welsh including relevant documentation
- Enable employees to access the disciplinary procedure and process in Welsh including relevant documentation
- Provide access to computer software for staff to check spelling and grammar
- Ensure the relevant sections/interface of our intranet are accessible in Welsh and have a dedicated Welsh section on the intranet as a resource for staff
- Assess the Welsh language skills of our employees on an ongoing basis
- Have 'meet and greet' training and Cwrs Mynediad courses available for staff

- Have e-learning packages available for staff on Welsh language awareness and culture as well as on the Welsh language standards
- Provide access to bilingual email signatures and out of office messages. Welsh speakers and Welsh learners are encouraged to identify themselves as such on their email signature (using the relevant recognised logos)
- Assess the Welsh language skills for new and vacant posts. A breakdown of this information is included in section five
- Ensure the job applications process and documentation is available in Welsh and that the Welsh language process is treated no less favourably than the English. This also includes contracts of employment
- Check language preference of employees to provide correspondence relating to their employment, and various employment related forms in Welsh as required
- Ensure relevant HR policies are available in Welsh, and provide training (e-learning) in Welsh in recruitment and interviewing, performance management, Induction and using Welsh effectively in meetings, interviews and complaints and disciplinary procedures (standards 128 and 129)
- Have bilingual signage in place at our main reception area (Civic Offices), with Welsh appearing first
- Report on the five year strategy at our Cabinet Equalities Committee on an annual basis.

New developments for 19/20:

- We have reviewed our bilingual signage in place at our main reception area (Civic Offices), in line with Welsh Language Commissioner best practice workshops
- We have reviewed, updated and issued a revised Welsh in the Workplace policy to staff
- As part of our digital transformation programme, we've developed a bilingual Chatbot for residents to communicate with us in both Welsh and English on our website. The Chatbot has been programmed with automated responses to questions that have been asked by residents and it also learns more answers the more it is used over time. Residents are directed to the relevant pages on the website or a member of the customer services team can intervene and help with queries in the residents chosen language.
- In order to 'identify the capacity in service areas to deliver services in Welsh' and to 'Assess language skill requirements for posts within service areas' (initially focussing on those that have direct contact with customers eg reception areas). We have used the Linguistic Assessment Tool for evaluating the linguistic needs of posts within the main reception areas of the council, this has been completed within Civic Offices, Bridgend Resource Centre and Trem-y-Mor. As a result of this, these service areas

have a training plan identified for Welsh Language Skills Training to ensure they have the capacity to deliver services in Welsh.

- We have made progress in the development of the Welsh Medium childcare settings across the County Borough, a steering group made up of childcare professionals and third sector colleagues has been established and meets regularly to ensure effective delivery over the next three years
- We have produced a Welsh Medium Education booklet to promote Welsh Medium Education to parents and have worked with health visitors, midwives and other professionals to deliver the booklets to parents at an early stage in their child's life

2.5 Record-keeping standards

In 19/20 we have continued to:

- Record any complaints received relating to our compliance as part of our corporate complaints system
- Monitor and record the number of employees accessing training courses through the medium of English and Welsh - see section four for further details
- Record Welsh language skills of employees and assessments of new and vacant posts – see section five for further details
- Record the number of Welsh interactions that take place over a number of channels (telephone, face to face and digital) within the customer services contact centre

3. Complaints

- The Commissioner received a complaint from a member of the public on 30 March 2019. The complainant alleged that: The page for changing direct debit details under the 'My Account' tab on the Council's website does not function fully through the medium of Welsh. An allegation that the complainant did not receive a full response to Welsh medium correspondence that he sent to the email address talktous@bridgend.gov.uk. He received a message stating: "Diolch i chi am eich e bost, rydym wedi anfon ei ymlaen i'r adran berthnasol ar gyfer eu sylw."
- The Commissioner received a complaint from a member of the public on 4 July 2019 regarding an allegation that the complainant received correspondence in English from the Council through Bro Ogwr Primary School. The complainant also noted that there was not an option to select a language preference for the course that is the subject of the letter
- The Commissioner received a complaint from a member of the public on 16 October 2019 regarding an automatic email the complainant received from the Council acknowledging a council tax payment. The email was sent from the email address AUTOMAILER@E-PAYCAPITA.COM' and the same email

template was the subject of complaint CSG616. The complainant alleged that the Welsh version contained errors.

- The Commissioner received a complaint from a member of the public on 14 January 2020 regarding the Welsh text on the bottom of the voting card sent to the electorate for the General Election of 12/12/19. The complainant was of the opinion that *"Os rhoi dychwelyd i'r"* was not correct translation of *"If undelivered return to"*. The commissioner also stated that it appeared that the address for returning the card is in English only (Civic Offices, Angel Street, Bridgend, CF31 4WB). The council have provided a response to the Commissioner stating that the council is not the responsible body for maintaining the Register of Electors or sending polling cards to registered voters. These functions are the responsibility of the Registration Officer and the Returning Officer whose roles are independent of the council.
- There were no complaints received under the policy making standards

4. Employee skills and training

Welsh language skills as at 31 March 2020:

	Schools				All other services			
Description	**Female**	**Male**	**Total**	**%**	**Female**	**Male**	**Total**	**%**
Total headcount	**2,494**	**517**	**3,011**		**2,352**	**713**	**3,065**	
Welsh speaker								
'A little'	345	64	409	13.58%	341	105	446	14.55%
'Fairly good'	73	14	87	2.89%	40	7	47	1.53%
'Fluent'	135	18	153	5.08%	98	24	122	3.98%
'No'	351	71	422	14.02%	1,169	373	1,542	50.31%
No response	1,590	350	1,940	64.43%	704	204	908	29.62%
Welsh reader								
'A little'	354	62	416	13.82%	368	115	483	15.76%
'Fairly good'	82	15	97	3.22%	54	16	70	2.28%
'Fluent'	135	19	154	5.11%	97	22	119	3.88%
'No'	333	71	404	13.42%	1,129	355	1,484	48.42%
No response	1,590	350	1,940	64.43%	704	205	909	29.66%
Welsh writer								
'A little'	318	54	372	12.35%	295	72	367	11.97%
'Fairly good'	74	16	90	2.99%	48	13	61	1.99%
'Fluent'	125	17	142	4.72%	84	19	103	3.36%
'No'	386	80	466	15.48%	1,221	402	1,623	52.95%
No response	1,591	350	1,941	64.46%	704	207	911	29.72%

Please note:

- The 'Schools' category covers employees directly employed by governing bodies. Inclusion staff are included under the 'All other services' category.

- The ‘No response’ category covers employees who have not provided details of their Welsh language skills.
- The skill levels identified are based on individual self-assessment.
- 226 employees hold a school position and an ‘All other services’ position and are counted once in each category.

Number of employees who attended training courses in Welsh between 1 April 2019 and 31 March 2020:

- 20 employees have attended ‘Cwrs Mynediad’ training in 2019/20, enabling them to develop their language skills further. This included those undertaking year 1 and year 2, each based on two hours per week over 30 weeks.
- 6 employees have been supported to attend Welsh Language courses in the community. These courses included Foundation, Sylfaen Part 1 and Sylfaen Part 2.
- Business Welsh training was also provided to 8 individuals over 10 weeks.
- There were no requests for face to face training materials to be made available in Welsh during the year.
- There were 71 Welsh language e-learning module completions
- There have been 161 e-learning completions for Welsh Language Awareness e-Learning and Welsh Language Standards e-Learning
- 595 new employees completed the corporate induction e-learning module and 92 new starters completed it via a workbook. Total completions 687. Corporate induction includes a section on the introduction to Welsh Language, the Welsh Language Standards and links to the Welsh Language E-Learning Modules and Welsh Language Training Opportunities.
- 22 new managers completed the manager induction e-learning module. Manager induction includes an introduction to Welsh Language and the Welsh Language Standards and links to the Welsh Standards E-Learning Module and the Welsh Language Awareness E-Learning Module.

5. Recruitment and selection

Number of new and vacant posts advertised during 2019/20 where Welsh language skills were:

Essential: 15	Desirable: 588

6. Reception services: contact centres and telephone contact centres

Demand for Welsh services in the Customer Contact Centre between 1 April 2019 and 31 March 2020:

Face to face interactions in Welsh	5

Total visits	16,190
Welsh requests as % of total interactions conducted	0.03%

Demand for Welsh services in the Telephone Contact Centre between 1 April 2019 and 31 March 2020

Volume of calls during normal working hours (Welsh and English)	117,687
Volume of calls received out of hours (Welsh and English)	9,004
Total calls received (Welsh and English)	126,691
Volume of calls in Welsh	67
Welsh requests as a % of total calls	0.06%

Face to Face interaction reduced dramatically last year from 30,989 down to 16,190. With that said, 5 welsh requests were received face to face compared to 4 the previous year. Although the volume is fairly consistent, there is an increase in percentage of Welsh communication, due to the overall reduction of face to face interaction.

Telephony requests have reduced significantly from 161,483 down to 126,691. This is due to some initiatives, such as creating more functionality with our online platforms and working on changing our telephony system, to only receive calls meant for our service and attempting to remove the volume of switchboard calls received.

7. Equality Impact Assessments (EIAs)

Eight full EIAs were carried out and considered the impact of the policy/strategy on people's opportunity to use the Welsh language in a positive or negative way and treat both languages equally. No impact was identified and as a result, no amendments were made to the proposed policies/strategies assessed.

8. Promoting and raising awareness of the Welsh language and Welsh culture

The council promoted the following events and activities between 1 April 2019 and 31 March 2020:

- St Dwynwen's Day;
- New Welsh paybyphone service;
- BridgendFEASTival local Welsh food and entertainment;
- Brand new Welsh school @calonycymoedd was officially open;
- Calon Y Cymoedd Welsh provision for children with autism;
- Welsh Language play scheme (Menter Bro Ogwr);
- Welsh Language sports camp with @Urdd;
- Free taster session! Urdd little footballers 3 - 6 years old;

- Eisteddfod;
- Shwmae Sumae day:
- Welsh Medium Education booklet;
- Welsh Language Rights day;
- Celebrate 70 years of #Welsh Medium Education in the Llynfi Valley;
- St David's Day;
- Bridgend Business Forum St David's Day;
- Welsh Medium Education advice event;
- Online Welsh materials for children;
- Coity castle conservation work - jewel of Welsh history;
- The Welsh rockabilly fair.

The detail of these promotional activities will be documented as part of our reporting process for our Welsh Language Strategy. This period will be reported on at our Cabinet Committee Equalities in November 2020.

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CABINET COMMITTEE - EQUALITIES

24 AUGUST 2020

REPORT OF THE CHIEF EXECUTIVE

FORWARD WORK PROGRAMME 2020 - 2021

1. Purpose of Report

1.1 The purpose of this report is to seek Cabinet Committee - Equalities (CCE) approval for a proposed Forward Work Programme for 2020 – 2021.

2. Connection to Corporate Well-being Objectives/Other Corporate Priorities

2.1 The Forward Work Programme supports the committee in monitoring the council's equality duties, broadens the committee's understanding of local and national equalities issues and supports the council's Strategic Equality Plan and compliance with the Welsh Language Standards.

2.2 This report also supports the following corporate priorities:

Helping people and communities to be more healthy and resilient – taking steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services. Supporting individuals and communities to build resilience, and enable them to develop solutions to have active, healthy and independent lives.

Smarter use of resources – ensuring that all resources (financial, physical, ecological, human and technological) are used as effectively and efficiently as possible and support the creation of resources throughout the community that can help deliver the Council's well-being objectives.

3. Background

3.1 The remit of the Cabinet Committee - Equalities is wide ranging. An annual Forward Work Programme allows the committee to consider key national and local equality issues alongside its regular business items.

4. Current situation / proposal

4.1 Appendix 1 sets out a proposal for the committee's regular business items and key equality issues to be considered from March 2020 to March 2021.

4.2 The proposal is based on:

- the strategic equality objectives in the Strategic Equality Plan 2016 – 2020 such as improving community relations in the county borough;
- the consultation on the draft objectives for the Strategic Equality Plan 2020-2024;
- ongoing monitoring of the Welsh Language Standards' implementation, including providing updates on service developments;

- suggestions from the committee;
- national and local equality issues;
- established reporting arrangements for the Welsh Language Standards and Strategic Equality Plan;
- consideration of other council priorities and external reports.

5. Effect upon Policy Framework & Procedure Rules

5.1 The report has no direct effect upon the policy framework or procedure rules.

6. Equality Impact Assessment

6.1 Whilst no Equality Impact Assessment has been carried out, this Forward Work Programme will positively support the authority in meeting its equality duties.

7. Well-being of Future Generations (Wales) Act 2015 Assessment

7.1 The well-being goals identified in the Act were considered in the preparation of this report. It is considered that there will be no significant or unacceptable impacts upon the achievement of well-being goals/objectives as a result of this report.

8. Financial Implications

8.1 There are no financial implications within this report.

9. Recommendation

9.1 That Cabinet Committee Equalities approves the proposed Forward Work Programme 2020-21.

Mark Shephard
Chief Executive
Date: 24 August 2020

10. Contact officers:

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Background papers: None

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Bridgend County Borough Council: Cabinet Committee Equalities

Forward Work Programme 2020/21 DRAFT

Date	Main Item/s	Business Items
August 2020	Update on Equalities work within schools. To include incidents of bullying, racial incidents, partnership working, the impact of the Community Cohesion Officer role and working with the police. Black Lives Matter - The use of name Picton in street names and buildings across Bridgend County Borough.	• Update report on implementation of Welsh Language Standards • Strategic Equality Plan (SEP) annual report 19/20 • Forward Work Programme (FWP) 2020/2021 • Welsh Language Standards annual report 19/20
October 2020	Strategic Equality Plan 2020-2024 draft action plan. Cabinet September 2020 The Equalities work supported by the wellbeing service including the Girls Network, Dementia friendly swimming and Olympage games.	• Update report on implementation of Welsh Language Standards • Workforce report 19/20 • Equality Impact Assessment (EIA) annual review report • SEP action plan report (update on work undertaken by directorates in the last 12 months)
November 2020	Community Cohesion Annual report	• Update report on implementation of Welsh Language Standards • Annual update on progress made with meeting the objectives within the Welsh Language Standards Five Year Strategy (year 3) • Annual report on the work of Bridgend Community Cohesion and Equality Forum.

March 2021	Update report on the Hate Crime project for schools.	• Update report on implementation of Welsh Language Standards • Strategic Equality Plan (SEP) annual report 20/21 • Forward Work Programme (FWP) 2021/2022