



**Welsh Language Scheme
Progress Report April 2024 – March
2025**

Introduction

The purpose of this report is to outline the progress made in delivering our services through the medium of Welsh during the past 12 months, in accordance with our Welsh Language Scheme (WLS).

Background

Our WLS was approved by the Welsh Language Commissioner (WLC) on 19th February 2014. There have been no significant changes to our Scheme since introduction.

In 2015 the WLC consulted on introducing Welsh Language Standards for organisations operating in Wales. To date the Standards have been introduced for public sector organisations, while Housing Associations are still waiting for the introduction. Therefore, our current Scheme, which is based on the Welsh Language Act 1993, is still in operation.

In preparation for the introduction of the Standards, we:

- Participated in the WLC Welsh Language Standards investigation during the summer of 2015.
- Participated in the subsequent consultation in the autumn of 2017 on the Welsh Language Bill.
- Utilised the translation services of another Housing Association for our written translation requirements.

Monitoring of compliance

Ongoing monitoring of the Scheme is undertaken and this report forms part of the monitoring, which was reported to our Board on 24th April 2025 for approval.

Our action plan for the next 12 months, which is based on our current WLS, has been prepared and is included as appendix 1.

Executive Summary

Since the approval of Tai Tarian's Welsh Language Scheme in February 2014 by the Welsh Language Commissioner, work has been on going to:

- **implement the actions contained in the scheme's original action plan and subsequently revised action plans.**
- **support staff and our members to learn the Welsh language.**
- **collect information of Welsh language preference information from our customers; and**
- **keep abreast of the upcoming changes to the Welsh Language legislation.**

Of the 19 actions contained in the revised action plan for 2024/25:

- **the majority have been progressed and will continue to be monitored going forward.**

1. Monitor the level of demand for Welsh language from our service users and reflect this in our recruitment process, if necessary

Progress update

- Each post is reviewed individually as it arises by the relevant manager. At present no posts have been identified as essential to speak Welsh. This is due to the low level of demand for Welsh in the areas which we operate.

Next steps:

We will continue to monitor this action.
2025/26 action plan – action A.

2. Monitor staffs' Welsh language fluency and take appropriate action if necessary

Progress update

- All staff are asked to provide details of their Welsh language fluency when they start employment with Tai Tarian.
- Current information held on staffs' Welsh language fluency:

Tai Tarian employees - Welsh language	
Fluent speaker and writer	22
Fluent speaker	5
Fairly fluent speaker and writer	20
Fairly fluent speaker	7
Learner	45
Little or no knowledge	485
Not disclosed	16
Grand total	600

Next steps:

We will continue to monitor this action.
2025/26 action plan – action B.

3. Undertake an exercise to inform staff of the importance of providing and keeping up to date their Welsh Language data	
<p>Progress update</p> <ul style="list-style-type: none"> All new staff are asked this question at appointment stage. Our HR system holds the data on Welsh speakers; staff are able to update their Welsh language skills under the personal equalities section on the staff self-service portal. 	<p>Next steps:</p> <p>We will continue to monitor this action.</p> <p>2025/26 action plan – action C.</p>
4. Maintain and update the internal directory of staff who are fluent Welsh language speakers or speakers and writers	
<p>Progress update</p> <ul style="list-style-type: none"> An internal directory of staff who are fluent Welsh speakers is available on our staff intranet. 	<p>Next steps:</p> <p>We will continue to monitor this action.</p> <p>2025/26 action plan – action D.</p>
5. Continue to raise awareness of the Welsh Language Scheme amongst staff and customers by the most appropriate method	
<p>Progress update</p> <ul style="list-style-type: none"> During the past 12 months our Welsh Language Scheme has continued to be promoted to customers on our website and to staff via our intranet. 	<p>Next steps:</p> <p>We will continue to monitor this action.</p> <p>2025/26 action plan – action E.</p>
6. Continue to collect and record language communication preference as part of contract holders ED&I data collection	
<p>Progress update</p> <ul style="list-style-type: none"> Our current data shows of existing tenants: 28 out of 2,480 (1.13%) contract holders questioned wished to be spoken to in Welsh. 	<p>Next steps:</p> <p>We will continue to monitor this action.</p> <p>2025/26 action plan – action F.</p>

7 out of 2,491 (0.28%) contract holders questioned wished to be written to in Welsh.

- **Our current data shows of live applicants:**

19 out of 5046 (0.38%) applicants questioned wished to be spoken to in Welsh.

- 12 out of 5046 (0.24%) applicants questioned wished to be written to in Welsh.

7. Analyse language communication preference data collected and consider its impact on service delivery

Progress update

- We have considered language communication preference when looking at service provision. For example, a Welsh speaking Tenancy Relation Officer is in an area where the majority of the contract holders who have indicated they wish to be spoken to in Welsh live.
- We have the Language Line video translation app which gives customers the option to have instant access to a Welsh language speaker so the service can be delivered in the language of their choice in the absence of a Welsh language speaker.

Next steps:

We will continue to monitor this action.

2025/26 action plan – action G.

8. Continue to monitor levels of demand for Welsh language from our contract holders and decide on the future approach to meet the demand

Progress update

- The level of demand for services through the medium of Welsh has remained low. We have received no requests to provide services through the medium of Welsh during the past 12 months.
- As part of the Welsh Language Standard project, we will be launching a survey to all tenants and staff to seek their views on Welsh Language services.

Next steps:

We will continue to monitor this action.
2025/26 action plan – action H.

9. Monitor use and quality of the Welsh translation process

Progress update

- We use Adra Housing Association for our Welsh language written translation services. No issues have been raised in relation to quality of the service.

Next steps:

We will continue to monitor this action.
2025/26 action plan – action I.

10. Keep Welsh language students aware of local opportunities to practice their learning

Progress update

- In September 2024, a beginner's face to face Welsh language learning course for staff and contract holders was offered.
- Information to express an interest in the Welsh language course was cascaded to staff via email, on our staff intranet 'Our Place' and the 'The Advisor'.
- Information to contract holders was communicated via our publication 'Cartref', the Tai Tarian website and posts on social media.

Next steps:

We are exploring options for the next academic year by speaking with the Dysgu Cymraeg Centre to look at different approaches for learning.
This will be supported by a communications plan to ensure all learners know of the opportunities on offer.
2025/26 action plan – action J.

11. Continue to offer Welsh language training to staff

Progress update

- In September 2023 we reintroduced a beginner's face to face Welsh language learning courses for staff and contract holders. This was repeated for 2024, however only four staff attended the training and due to the low numbers, the course was withdrawn by the training provider.

Next steps:

We will seek advice through the Dysgu Cymraeg Centre moving forward, to understand what other learning opportunities we can deliver.

2025/26 action plan – action K.

12. Evaluate the current Welsh language training provision to members once the current course has finished and decide on future approach

Progress update

- The current course which started in September 2024 was withdrawn by the learning provider due to lack of take up from members.

Next steps:

We will seek advice through the Dysgu Cymraeg Centre moving forward, to understand what other learning opportunities we can deliver.

2025/26 action plan – action L.

13. Continue to display Welsh language statement in our main reception area

Progress update

- A sign setting out how to communicate with Tai Tarian in Welsh is placed in a prominent position on the reception desk at head office.

Next steps:

We will continue to monitor this action.

2025/26 action plan – action M.

14. Include a statement in our published annual Financial Statements, noting where members of the public can obtain a copy of our annual WLS monitoring report to the WLC

Progress update

- Our Financial Statements which are published in July each year, contains details advising that our annual WLS monitoring report is available on our website.

Next steps:

We will continue to monitor this action.
2025/26 action plan – action N.

15. Review Tai Tarian's WLS when the outcome of the Welsh Language Standards are announced for Housing Associations

Progress update

- We are currently waiting for the Welsh Language Standards to be announced.
- We have a Welsh Language Project team who are actively engaging with stakeholders to understand their views on the provision and understand how we can effectively deliver a Welsh Language service.

Next steps:

We will continue to monitor this action.
2025/26 action plan – action O.

16. Prepare an annual report to Board and WLC on Tai Tarian's WLS

Progress update

- Our WLS annual monitoring report for 2024/25 was reviewed by Board on 24th April 2025.

Next steps:

We will continue to monitor this action.
2025/26 action plan – action P.

17. Monitor comments, compliments and complaints in relation to the WLS	
Progress update <ul style="list-style-type: none"> To date Tai Tarian has received no comments, compliments or complaints in relation to the WLS since trading commenced in March 2011. 	Next steps: We will continue to monitor this action. 2025/26 action plan – action Q.
18. Continue to issue ‘Siaradwr Cymraeg’ lanyards to new employees who speak Welsh	
Progress update <ul style="list-style-type: none"> A process is in place to ensure ‘Siaradwr Cymraeg’ lanyards are issued to new staff at induction, who declare they are a Welsh speaker. This enables customers to easily identify our Welsh language speakers. 	Next steps: We will continue to monitor this action. 2025/26 action plan – action R.
19. Tai Tarian will support Welsh in the Borough	
Progress update <ul style="list-style-type: none"> In September 2023 we reintroduced a beginner’s face to face Welsh language learning courses for staff and contract holders. A further language course was offered in 2024, unfortunately there was little take up and it was cancelled by the training provider after a few weeks. We will seek advice through the Dysgu Cymraeg Centre moving forward, to understand what other learning opportunities we can deliver. 	Next steps: We are exploring options for the next academic year by speaking with the Dysgu Cymraeg Centre to look at different approaches for learning. 2025/26 action plan – action S.

Appendix 1

Welsh Language Scheme action plan 2025/26

Action	Carried Forward or New	Action	Lead Officer	Timescale
A	Carried Forward	Monitor the level of demand for Welsh language from our service users and reflect this in our recruitment process, if necessary.	Corporate Governance and Compliance Manager & ED&I Business Partner	Continuous
B	Carried Forward	Monitor staffs' Welsh language fluency and take appropriate action, if necessary, undertake an exercise to inform staff of the importance of providing and keeping up to date their Welsh Language data.	ED&I Business Partner	Continuous
C	Carried Forward	Undertake an exercise to inform staff of the importance and keeping up to date their Welsh Language data.	ED&I Business Partner Communications Officer Corporate Governance and Compliance Manager	Continuous
D	Carried Forward	Maintain and update the internal directory of staff who are fluent in verbal and written Welsh language.	HR Officer	Continuous
E	Carried Forward	Continue to raise awareness of the Welsh Language Scheme amongst staff and customers by the most appropriate method.	Corporate Governance and Compliance Manager	Continuous
F	Carried Forward	Continue to collect and record language communication preference as part of the ED&I data collection.	ED&I Business Partner	Continuous
G	Carried Forward	Analyse the language communication preference data collected and consider its impact on service delivery.	Business Planning & Performance Analyst	Continuous
H	Carried Forward	Continue to monitor levels of demand for Welsh language from our contract holders and decide on the future approach to meet the demand.	ED&I Business Partner	Continuous
I	Carried Forward	Monitor the use and quality of the Welsh translation process.	Corporate Governance and Compliance Manager	Continuous

J	Carried Forward	Keep Welsh language students aware of local opportunities to practice their learning.	Corporate Governance and Compliance Manager	Continuous
K	Carried Forward	Continue to offer Welsh language training to staff.	Corporate Governance and Compliance Manager	Continuous
L	Carried Forward	Evaluate the current Welsh language training provision to members once the current course has finished and decide on future approach.	Corporate Governance and Compliance Manager	Continuous
M	Carried Forward	Continue to display Welsh language statement in our main reception area.	Corporate Governance and Compliance Manager & Communications	Continuous
N	Carried Forward	Continue to include a statement in our published annual Financial Statements, noting where members of the public can obtain a copy of our annual WLS monitoring report to the WLC.	Corporate Governance and Compliance Manager & Finance	31/07/25
O	Carried Forward	Review Tai Tarian's WLS when the outcome of the Welsh Language Standards are announced for Housing Associations.	Corporate Governance and Compliance Manager	When issued
P	Carried Forward	Prepare an annual report to Board and the WLC on Tai Tarian's WLS.	Corporate Governance and Compliance Manager	30/06/25
Q	Carried Forward	Monitor comments, compliments, and complaints in relation to the WLS.	Corporate Governance and Compliance Manager	Continuous
R	Carried Forward	Continue to issue 'Siaradwr Cymraeg' lanyards to new employees who speak Welsh.	HR Officer and Technology & Innovation Service Desk Technician	Continuous
S	Carried Forward	Tai Tarian will support Welsh in the Borough.	Communications Officer and Corporate Governance and Compliance Manager	Continuous