

Annual Report on the Welsh Language

Carmarthenshire
County Council

2019-20



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Cyngor **Sir Gâr**
Carmarthenshire
County Council



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Introduction

This is the Annual Report of Carmarthenshire County Council's work for 2019/20. The report focuses on the *fourth year of implementing the Welsh Language Standards*. This year's report follows a similar format to last year with descriptions of activities grouped by *class* of Standards, as the work of establishing systems to comply with the individual Standards has been achieved, and much of the compliance work remains constant between financial years and does not need to be repeated.



During 2019/20, the new *Chief Executive* of Carmarthenshire County Council has given new impetus to the implementation of the standards within the Council, particularly through her desire and willingness to operate through the medium of Welsh in democratic meetings. Meanwhile, the *Executive Board Member* with responsibility for the Welsh language has continued to lead further progress in the Council's internal work as well as building on partnerships with other organisations in order to promote the Welsh language across Carmarthenshire.

The *Members' Advisory Panel on the Welsh Language* has continued to receive regular updates regarding the Standards, and has continued its key role in offering advice, monitoring progress and calling for evidence of progress from specific departments within the Council. This Panel has met 5 times during the year and has received feedback on Regeneration, Early years, Welsh in the workplace, Apprenticeships and Work experience, the language leaders, Planning, Welsh for adults and standardising place names.

The *Welsh language County Strategic Forum*, which continues to be led by the Council and includes representation from the county's language promotion organisations, as well as public bodies with language officers, has also continued with its role of developing a programme of promoting the Welsh language in the county and instigated much joint planning for the implementation of the Carmarthenshire Promotion Action Plan, which is in line with the Promotion standards. The forum has acquired a new, *independent chair*, Meri Huws to help lead the work and her experience is already leaving its mark on the Forum's meetings. In addition, we corresponded with all the Forum's organisations to confirm whether they wished to continue to attend the forum and received positive responses. 16 organisations are now sending full representation to the Forum, 2 institutions wish to attend occasionally and 1 organisation as a commentator. The forum met four times and specific attention was given to Pre-school years, Planning, Population movements, Young people and Welsh for adults.

Much *internal communications* work was done during 2019-20. Messages about the Standards were conveyed to staff through presentations by the policy team, through the communication streams maintained by Marketing and Media and through the Language Leaders. More intensive work conveying messages about the Standards and the use of Welsh in the workplace was also undertaken at various events across the council's buildings on *Diwrnod Shwmae*, on *St David's* and at other times during the year.

During the year, the new *online skills checker* provided by the National Centre for learning Welsh enabled us to improve our systems of collecting the language skills data of our new staff and staff wanting to start learning Welsh. The electronic system enabled us to both standardise our approach and increase the number of individuals assessed and this, in turn, facilitated the identification of suitable courses for developing those skills. A new *resource for mentors* was produced to support learners, and the process of agreeing and setting learning agreements for new members of staff who do not meet the linguistic level of a position when appointed is progressing.

The regular meetings with *colleagues in the People Management Division* have continued, to ensure progress in line with the Standards and to receive regular feedback in terms of the implementation of the Language Skills Strategy. The Division monitors the recruitment process and supports managers in carrying out *language assessments* on posts and is also responsible for the provision of *training and employment support* for all council staff. During the year, we have carried out a detailed analysis of the language level required in the advertisement process of the workforce alongside the actual language skills of those recruited. Following the validation of the data, we will undertake a specific piece of work identifying the key areas where recruiting Welsh speakers is a challenge and planning to meet those challenges.

The *Welsh language in Business* working group continued to meet during the year and the group was given additional impetus by the support of the new Head of Economic Development. There is a much better understanding and stronger links between officers from the various departments of the Council who are involved with the private sector, the Welsh in Business officers and the language Commissioner as we attempt to influence the use of Welsh by businesses.

The following pages provide further information about the Council's work to adhere to the Standards and our work to promote key messages.



Compliance with the Service Delivery Standards

STANDARDS

Correspondence (1 - 7), Telephone (8 - 22), Meetings and events (24 - 36) Publicity, display material, documents and forms (37 - 51), Website and social media (52 - 59), Self-service machines (60), Signs (61 - 63), Reception service (64 - 68), Official notices (69 - 70), Awarding of grants and contracts (71 - 80), Public announcement systems (87), Raising awareness of Welsh language services (81 - 82), Corporate identity (83), Courses (84 - 86)

General Compliance – raising awareness of the Standards in internal operations

As time has progressed since the introduction of the *Standards*, we are no longer following a strategic, communication plan to disseminate information about the requirements. Instead, more work is being done to *raise general awareness*. We are now confident that the induction procedure ensures that new staff have access to the guidelines on the intranet that explain the compliance requirements. However, it became evident that the visibility of the guidance needed to be improved and work on updating the intranet pages will take place during 2020-21. This will provide a renewed opportunity to bring attention to the Standards internally.

Some work was also done to update the guideline on the *'Using Welsh on the computer'* guideline to reflect developments such as Microsoft Translate, and these changes will be completed and introduced with the renewed internet pages.

Some presentations were held during '19/20 to promote the Standards. Three presentations were instigated by the work of the new *Welsh Language Leaders* in the **Communities** department. A presentation on the Standards was given to a group of **Flying Start** health visitors, parenting group and to the program's Social support workers. The presentations were focused on the reason behind the Standards as well as the requirements of Standards that were specifically relevant to them. E.g. The Standards relevant to promoting the Welsh language were relevant to the Parenting team, whereas the Social workers needed to consider the repercussions of the Standards on inviting individuals to meetings. Following the presentations more work was done promoting the Welsh language within the program was done as will be described later in this report.

A series of presentations on the Standards were given by the *Language Leaders* of the **Environment** department during September 2019. Their aim was to raise the operational staff's awareness of the Standards and of the advisory and assisting role of the Welsh language Leaders. This method of engagement was new and tailored specifically to those front-line functions. Feedback from those workshops has been very positive and we will be looking to continue that dialogue in the coming year.

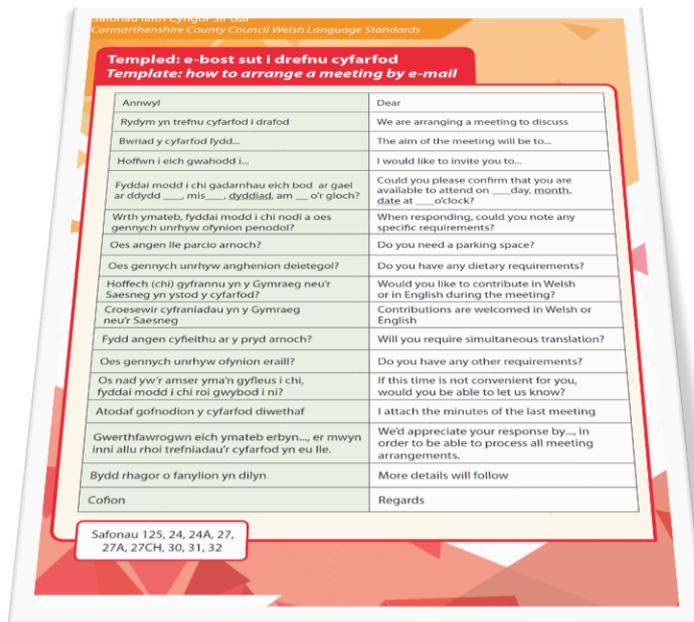


New and additional slides have been inserted in the Environment Department's induction training, which supplements the Council's central induction training. The slides provided information about the Standards and their purpose as well as information about the role and contact details of the Department's language leaders in supporting staff to comply with the standards.



Events to celebrate St David's Day were organised on three of the Council's locations, County Hall, Carmarthen, Parc Myrddin, Carmarthen and Theatr y Ffwrnes, Llanelli.

These are further explained in the 'Promoting internal use' section (p.14) but the three events were also an opportunity to raise staff's awareness of the Standards and what is expected of them.



The Standards were printed in *poster size* to communicate the messages in the events, and hard copies of the *templates* that assist conformation with the 'Communication' Standards were also distributed.

Continuous work was done *advising* departments on the practical application of the Standards to their day to day work. During the year, the *Policy and Partnership Team* have been supporting areas of work such as:

- Developing tender documentation for a network of car charging points, following receipt of a Welsh government grant. Offering a bilingual payment service and telephone line were made an integral requirement of the tender.
- Developing research on the 10 rural town plan ensuring considerations of linguistic and cultural elements as part of regeneration projects and of the local committees
- Supporting the tender work on the Ammanford regeneration scheme, including local engagement with communities.

Education Courses

STANDARDS

Courses (84 - 86)

84. If you offer an education course that is open to the public, you must offer it in Welsh

During 2019-20, work was undertaken with the **Leisure** division to promote compliance with the Standard on *courses for the public*. An in-house training video was commissioned to advise staff how to provide **Welsh swimming lessons** within a bilingual setting.



The video led the staff through the whole process of providing swimming lessons, from registering the child, to offering feedback to parents and to providing the training sessions themselves.

The video ensured that the lesson was undertaken in Welsh without slipping back into English and ensured that staff understood the requirements of providing lessons as well as dealing with parents. Following the training, a survey was carried out to find staff impressions of the video and to ask what further support they would need. As a result, further training was provided, which took the form of Welsh swimming terms workshops in Ammanford, Llanelli and Llandovery during February 2020.

➔ **see case study 1**



A second training video was created for the Leisure division to train staff on how to **deliver sports coaching sessions in Welsh** within a bilingual situation, and in a variety of different situations. The video is going to be of use to staff providing sessions themselves, to staff who coordinate sports coaching sessions, and indeed to community sports clubs that use the Council's facilities. Work to disseminate the message within the Council and among the community clubs will take place during 2020-21.

During the year, we discovered that the British and Welsh Cycling Association's lack of bilingual materials was causing us difficulties in complying with the Standards in terms of providing **cycle training** to children. In order to rectify this situation, we instigated extensive and prolonged discussions with the two governing bodies and it was ultimately agreed that Carmarthenshire County Council would translate the materials and cover the cost of translation, while the British Cycling Association would redesign the materials to the format of the English materials and pay for this cost. The work continued over a long period with editing, correcting, and adapting. By January 2020 there were 3 sets of cycle learning cards available for use electronically as well as hard copies and a set of certificates in Welsh. The Leisure division then provided joint cycling training with Youth Sports Trust to the county's primary schools, distributing the Welsh cards and certificates to use when teaching children how to cycle. We will be launching this resource during 2020-21.

➔ **See case study 2**

Displaying Materials

STANDARDS

Publicity, display material, documents and forms (37 - 51)

38. Any material that you display in public must be displayed in Welsh, and you must not treat any Welsh language version of the material less favourably than the English language version.

The promotional materials for the '*Swimathon*' charity were available in English only and again obstructed our ability to comply with displaying Welsh language materials in accordance with the standards. In this case, we communicated with the charity for two years to express our concern until they provided Welsh flags this year. We also assisted them on the accuracy of the Welsh language and the materials are now available to display in our leisure centres.



Raising Awareness of Services

STANDARDS

Raising awareness of Welsh language services (81 - 82)

81. You must promote any Welsh language service that you provide and advertise that service in Welsh.

Following discussions at the *County Strategic Forum* on the Welsh language promotion strategy, we decided to attempt to promote the fact that we are a bilingual employer able to provide **Welsh-medium and bilingual work experience**. A sentence was added on the webpage when it was updated in November 2019 to highlight this provision, 'As one of the largest employers in West Wales in a bilingual county we can offer bilingual work experience placements in each section'. A section was then added to our work experience application forms which specifically asked:

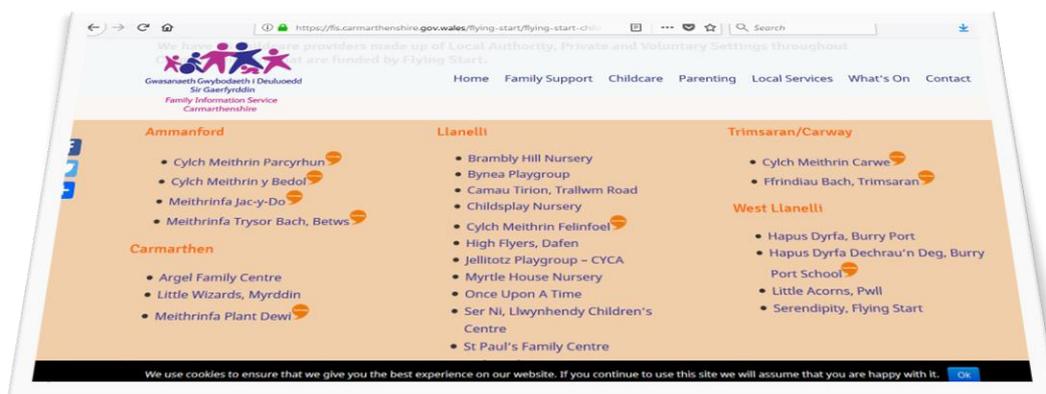
Carmarthenshire County Council promotes the Welsh language.

Would you like to undertake some of your work experience through the medium of Welsh?

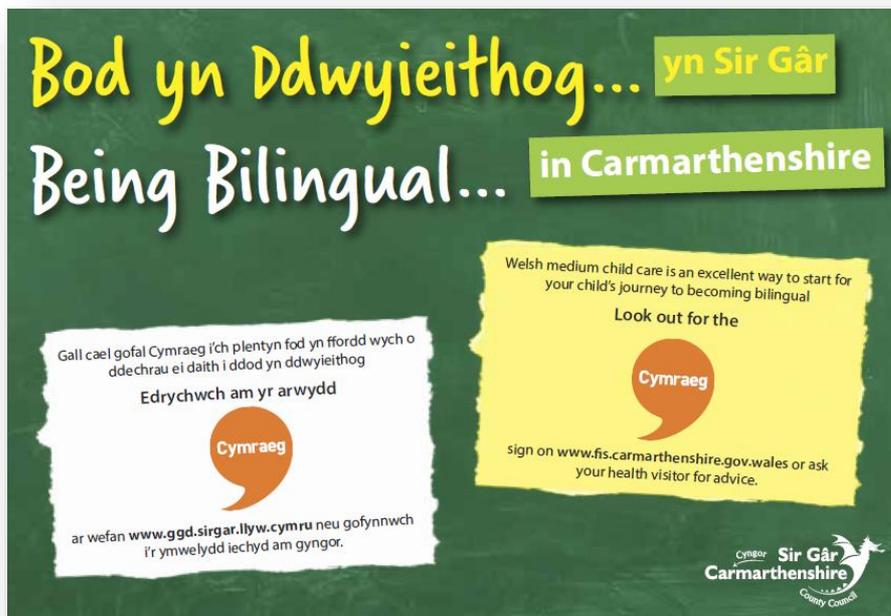
Yes No

Having made these changes, we hope it will raise the profile of the Welsh language in the organisation, to encourage the public to use the organisation bilingually and, finally, to encourage young people to use Welsh in their contact with the world of work within the county.

We will be able to monitor the answers to this question on the application form from now on, to see if we need to do more to raise the Council's bilingual status as a workplace.



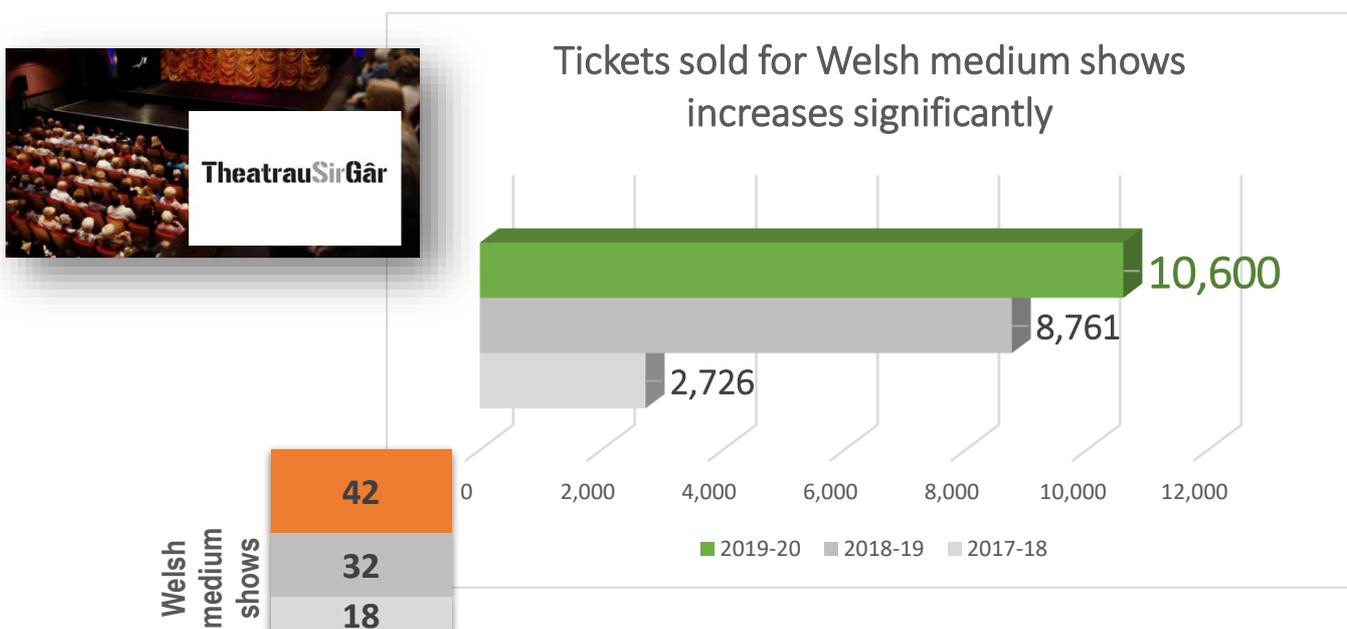
With the help of our language leader in the *Children's Services* division, we have taken steps to promote the bilingualism of our childcare settings. We inserted the orange symbol next to the Welsh language childcare settings on the Flying Start page of our Family Information Services website to promote the Welsh medium provision. This work also contributed to promoting the choice of Welsh-medium childcare and Welsh-language education to everyone (see also *Promotion Strategy*).



To further promote our Welsh language childcare services, our *Being Bilingual* booklet was reprinted but with an additional reference to Welsh medium Childcare on the front. This reference signposted families to the information on Welsh language settings on the family information website and to the health visitor. These were distributed in the book packs to families receiving support from flying start.

Following considerable changes to our *Theatres' Welsh medium provision*, our Leisure division has been working tirelessly to promote these services and to ensure audiences for the Welsh performances in our theatres. Officers have provided specific information to the County Forum for community organisations to disseminate information on the ground.

They have also collated data showing that the number of tickets sold for Welsh language shows has continued to increase:



The *Mae gen ti hawl* day was an opportunity for us to promote Welsh language services and to try to increase the number of those who choose to use them. However, although the Council supported the campaign this year, it fell during the pre-electoral period, therefore were unable to fully support the campaign.

Public events

STANDARDS

Meetings and events (24 - 36)

36. If you organise a public event, or fund at least 50% of a public event, you must ensure that the Welsh language is treated no less favourably than the English language at the event...

Several significant, public events were held during the year which were organised and held in accordance with the Standards. The *50+ Forum's annual event* was a bilingual event with bilingual promotional and communication work and with complete bilingual administration and delivery at the Botanic Gardens this year. Welsh speakers were organised as part of the event in the main tent and simultaneous translation equipment was provided for non-Welsh speakers.

A *consultation event with young people* was organised, which was attended by nearly all the county's secondary schools. The Council Leader, the Chief Executive and senior Officers gave short presentations to the young people and they did so in Welsh, in English or bilingually. In doing so, Welsh and English were given equal status, and the young people were encouraged to use Welsh when dealing with matters of public importance. In addition, there was a specific question as part of the forum on increasing the number of Welsh speakers in the county. Welsh medium workshops were held for the pupils from Welsh medium schools and these pupils also delivered their presentations in Welsh.

Contributing to national and regional developments on the Standards

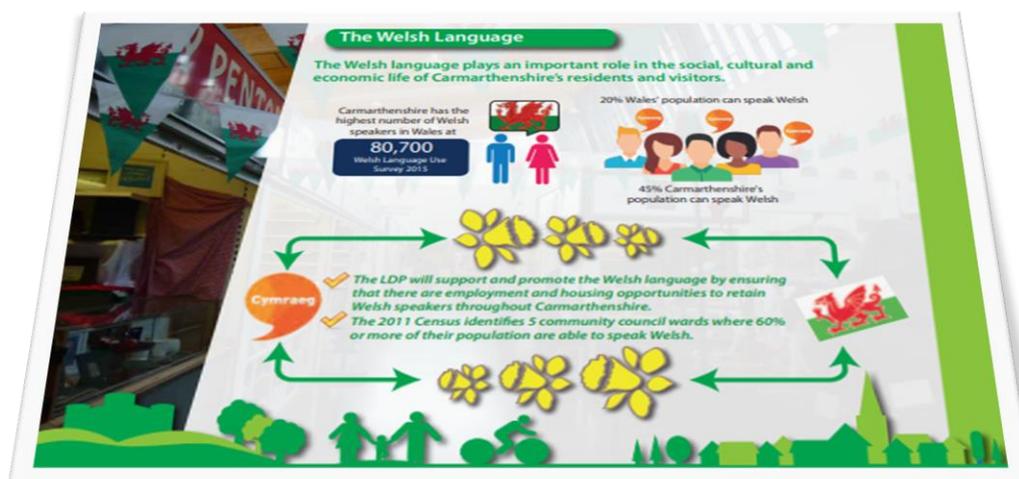
- We attended a Workshop with the Commissioner's Office which discussed the issue of promoting Welsh medium services in the public sector. These discussions led to the aforementioned '*Mae gen ti hawl*' campaign.
- We also organised for a group of staff to discuss the Standards with officers from the Commissioner's Office. Welsh speakers from a variety of departments attended to discuss their awareness of their duties in relation to the Welsh language, the internal arrangements and how the organisation supports them to use and develop their Welsh.
- Our experiences of administering and chairing our county Forum in relation to the Promotion Strategy were presented to the annual Mentrau Iaith Cymru Conference. Good practice was shared about Forum membership, how we prepared the Strategy within the Forum and our arrangements for visiting the themes at each meeting.
- The Policy and Partnership Team organised a group of staff to trial the Welsh medium version of the Census papers. A series of short sessions were held which enabled ONS to check whether the Welsh version of the papers was accurate and understandable.

Compliance with the Policy making Standards (Standards 88 – 97)

STANDARDS

Compliance with the Policy making Standards (Standards 88 – 97)

When you formulate a new policy, or review or revise an existing policy, you must consider what effects, if any (whether positive or adverse), the policy decision would have on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.



Considerable work has been undertaken this year to assist the Planning Department in ensuring compliance with the policy making Standards in relation to when dealing with the formulation of the new **Local Development Plan**. Work has been commissioned to assess the likely effects of the revised [Carmarthenshire Local Development Plan \(2018-2033\)](#) on the Welsh language. There has been detailed research and clear guidance on a suitable methodology for assessing impact on the language. This work provides a much more resilient framework than those available and we trust that following the methodology to assess the impact of the preferred strategy and the deposit plan will ensure the potential positive impact of the Local Development Plan on the Welsh language. A detailed topic paper on the Welsh language was prepared, to set the statistical context as part of the public consultation.

In addition to the work on the impact Assurance framework, in order to ensure specialist input in relation to the Welsh language on the scheme, opportunities to consult on the process of drawing up the new local Development plan were disseminated with all organisations promoting the Welsh language in the county.

During 2017-18, a task and finish group was established to look at the economic and social regeneration of rural Carmarthenshire. This was an attempt to address rural needs in the light of the investment made through the civic deal in the urban areas. During 2019-20 the [Moving Rural Carmarthenshire Forward](#), strategic plan was published. The Welsh language has been at the heart of this policy from the outset. The need to create economic and social conditions that will enable young people to stay or re-settle in the county is recognised, and the development of rural areas in a way that will enable the Welsh language to flourish is recognised as the 'common principle across all of the task group's recommendations'.

Work was undertaken to assist the Department of Education in implementing the **WESP** in accordance with the Standards. The Policy team assisted in the process of consultation with the communities of the schools to provide Welsh-medium education and also ensured the practical input of the Mentrau to ensure that the policy had the most positive impact possible on the use of the Welsh language in the areas concerned.

We have continued to develop our **Integrated Impact Assessment** approach and have held several sessions with heads of service and report authors to obtain feedback on the template. An electronic form has also been developed, and the assessment will be published alongside the papers for the Democratic meetings.

An in-house workshop was held to scrutinize our Well-being Objective, to 'Promote Welsh Language and Culture' and verify whether the objective considered and implemented the 'Five Ways of Working' which are part of the Well-being of Future Generations Act. We identified a number of strengths and new ideas for our business plan in 2020-21.

Compliance with the Service Delivery Standards

Facilitation of the internal use of Welsh



To develop further the Council's system of matching a learner with a workplace mentor to reinforce the learner's use of the Welsh language, we commissioned a resource for Mentors called *Dewch i Sgwrsio*. A booklet was commissioned and designed with exemplars and advice on how to support a learner through mentoring, set out to coincide with the learner's language level and the types of language constructions he learns on his course. This resource was launched on *Diwrnod Shwmae* (see *Dathliad Dysgu* below). We also shared this resource with Dyfed Powys Police, for their use with staff within the force.

Flash cards were also designed and printed for our community staff working in the care sector as part of the Social Care Workforce Development Plan. The cards, *Caring in Welsh*, are designed to hang around the neck or on a clip and are a prompt for staff who are learning Welsh or are unconfident in their Welsh to enable them to use Welsh with their clients.



On *Diwrnod Shwmae* Day, 15.10.2019, which coincided with *Learning Welsh* week, we organised an event which showcased all our efforts to increase the use of Welsh in the workplace and celebrated the achievements of our learners under the title '*Dathlu Dysgu Cymraeg*'. The event was an opportunity to launch the Mentor Resource, the swimming training video and the flash cards and an opportunity to present certificates to staff who had attended Welsh courses. The event was well attended and theatre at the Egin was comfortably full and we received positive feedback about the event (see Case study).

On *Diwrnod Shwmae* day, the Leisure division's Welsh language leaders held an event to encourage the use of Welsh in the workplace and beyond. A **Pledge Tree** was designed, and staff and the public were encouraged at Llanelli Library and Amman Valley Leisure Centre to recognise opportunities to use more Welsh regardless of how fluent they may be, and then to jot them down on the tree. This raised the profile of the Welsh language amongst the staff and to some extent, the public. The importance of using the Welsh language in order to maintain and improve skills was highlighted.

A Coffee Morning was also organised on *Diwrnod Shwmae* in Llanelli library. The language leader of the library welcomed people to have a cup of tea and a chat in Welsh and two new members of staff showed an interest in learning Welsh as a result.



photo of a coffee morning



Another event that was organised to increase our staff's use of Welsh was the ***Diwrnod Shwmae* quiz** organised by the Environment language leaders. This was an event held after working hours at the Atom, Carmarthen. Marc Griffiths was invited to run the quiz and approximately 35 people attended. This was an opportunity for learners and Welsh speakers to use Welsh outside working hours and all who attended appreciated the opportunity.



At the beginning of July, The Environment's language leaders organised a **Treasure Hunt** to encourage the use of Welsh. It was a lunch hour activity held outdoors. A stall was set up by the language leaders, located at Castle House near County Hall, where staff collected a leaflet and then returned their answers after completing the treasure hunt which raised awareness of the Welsh language within the town and of the Welsh language Standards.

Events were also arranged to celebrate **St David's Day 2020** to instigate the use of Welsh in the workplace. The events were an opportunity to raise the status of the Welsh language within the workplace, to offer staff the opportunity to socialise in Welsh in the workplace, to raise awareness of the Standards and to advertise opportunities to learn Welsh and to be a mentor in the workplace. Events were held at County Hall, Parc Myrddin and the Ffwrnes Theatre and around 120 staff attended the events.



Following the events further awareness was raised by featuring the day on the intranet. To this end a [vimeo](#) was put together to give the events a visual platform too.

189 members of staff have been put through the **language skills checker** since its introduction in September 2019. This process has led to a large number of staff who were appointed under the required level of language skills to receive information about Welsh learning agreements. A particular effort was made this year to support new learners in a variety of ways taking full advantage of the opportunities from the National Centre and the opportunities offered by *Say Something in Welsh*. A questionnaire was circulated by the Leisure division to see what types of support, formal or informal opportunities, would be useful to increase their Welsh language skills.

Compliance with the Promotion Standards

STANDARDS



Compliance with the Promotion Standards (145 - 146)

Carmarthenshire Welsh Language Promotion Strategy 2017-21

During 2019-20 we continued with the implementation of the *Promotion Strategy action plan*. The process of looking at a theme from the action plan at each quarterly meeting was established with the themes this year including 'early years' in June 2019, 'influencing population movements' in September 2019, 'young people' in December 2019 and 'Welsh for adults' in March 2020. At each of these meetings, there were presentations from Council officers as well as from external agencies and following the discussions each time, new actions were drawn up for the next period. There is a column on 'progress' and a column containing 'new actions' throughout the Action Plan now following the attention given to all the themes over the last two years.

During the year, *Meri Huws* became an independent chair for the Forum, and her contribution gave a fresh impetus to the membership of the Forum, as well as a new, impartial influence that lead the discussions more positively. Meri also contributed to the discussion on how to measure the impact of the Promotion Strategy as we come to the end of its first phase, and considerable work has already been done developing the possibilities which will come into fruition in the next financial year.

Publishing and distributing resources

The electronic as well as paper distribution of the '*Being Bilingual*' leaflet continued during 2019-20. 3000 hard copies were distributed to the Registry for distribution when registering births. It was also used during the consultation process in June 2019 with the school communities who were increasing their provision of Welsh-medium education through the WESP.

We also continued our efforts to distribute the Welcome Pack in a variety of areas. The county's *Federation of Young Farmers* agreed to distribute the leaflet when carol singing and we also arranged for three Urdd Eisteddfod appeal committees at 2021 to distribute, using their local knowledge to approach newcomers in their areas. This work will continue in 2020-21.

The **Welsh with your Kids** leaflet was reprinted and distributed in September to all the county's primary schools to coincide with the work done with the WESP and the Welsh language Charter. According to the Welsh language development tea, within Education, *'Quite a few schools are distributing the booklets in the children's 'Starter packs', if the parents do not speak Welsh... I have also used the booklets when working with parents and latecomers...'* The schools find the booklets colourful and simple and "user-friendly", with useful phrases for use at home. They were also distributed through our Family Information Services and through Flying Start health visitors.



A new leaflet was designed and printed to promote Welsh-medium education which aimed to allay the concerns of non-Welsh speakers about not being able to assist with children's homework when children are in Welsh medium education. Financial support was secured from the Glyndwr fund for **'Welsh Homework: No Problem'**, and the content and design of the leaflet was a collaboration between the Policy and the Education Department. The booklet will be distributed extensively electronically and as paper copies during 2019-20 and we hope that we will be able to provide an electronic link to all these resources to promote the Welsh language for people as they register their children for primary and secondary schools.



In cooperation Menter Gorllewin Sir Gâr, hard copies of the Menter's new booklet **'Songs and Rhymes'** were printed. The supply was split between the Menter and the Council and 1000 was distributed to the Council's Family information services in order to promote families to use Welsh with their toddlers.

Work to ***promote the Welsh language in the private sector*** continued during the year through the forum of local authority, Welsh for business and Welsh language Commissioner officials. More work has been done to promote the Welsh language mainly by distributing the *‘Welsh language in business’* booklet and by sharing information among the 3 organisations on the forum about businesses moving to the county and needing to be advised about the use of Welsh. We approached the Commissioner to suggest that the government should update the Advertising Regulations to reflect the Well-being of Future Generations Act, specifically on the protection of the Welsh language.

Information about the council’s bilingual expectations on businesses was also successfully added to our *letting information documents for commercial properties*:

You will need to operate bilingually according to the Council’s policies including interior and exterior bilingual signs in the property. There is an advice and assistance service as well as free translation and proof-reading available. For information, go to www.carmarthenshire.gov.wales/home/business and click on ‘Welsh Language in business’

For information and help to work biligually, go to www.carmarthenshire.gov.wales/home/business and click on ‘Welsh Language in business’

Through the links of the Economic Development section, an opportunity arose to contribute to a *magazine dedicated to the business sector* in the county. Every business that pays business rates in the county received a copy of the magazine, which includes pages on the Welsh language and the value of the language in business. Details of the support available through the Business Officers and the Welsh Language Commissioner are also included.

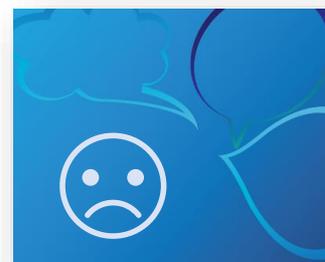
The council also chaired the ***County field officers Welsh Language forum*** meetings. The Forum met in April 2019 with a focus on discussing the use of statistics, in July to discuss ‘the early years’ and in October 2019 to look at the ‘sport and leisure’. Following the July meeting, the Council organised that all resources for promoting the Welsh language for the early years were shared on Sharefile so that everyone could use each other’s materials. Staff from the Council’s Family information and Flying start Services, Meithrin staff, the Mentrau, Cymraeg i Blant, Early Years Wales and the health authority were invited to access the materials in electronic form.

Our Family Information Service also distributed information on *Welsh Music Day* to all the county’s childcare settings encouraging them to promote Welsh language music during the Welsh Government’s campaign.

Complaints received 2019/20

Below, we have a list of complaints received during 2019/20 along with a summary of resultant action taken.

3 complaints were received directly to the Council and the complaints were dealt with in accordance with the council's complaints procedure.



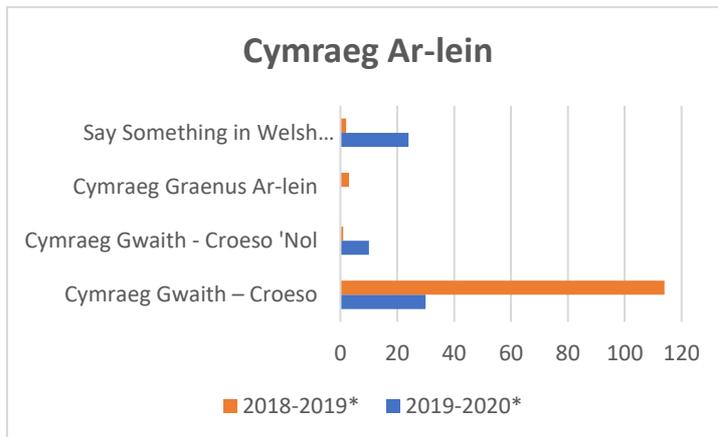
Complaint Service Delivery Standard	Response and action
1. Request to see the language policy of the active holiday club and a complaint about the lack of Welsh language provision in the holiday club at Carmarthen Leisure Centre	<ul style="list-style-type: none">• It was explained that the Leisure Department plan provision in accordance with the Standards as much as is practicable rather than according to a policy• Two members of staff were added to the rota to ensure that there is a member of staff who can speak Welsh available always
2. Complaint about the lack of Welsh language provision in the process of registering for swimming lessons in Carmarthen Leisure Centres	<ul style="list-style-type: none">• The complainant was contacted to arrange Welsh language lessons for the children concerned. 7 options were offered with a bilingual instructor for Level 1, and 2 options of a bilingual instructors and 3 partially Welsh options were offered for Level 3.• The children were registered for the choices made.
3. Second complaint on language medium of lessons and lack of reception staff awareness of language medium of lessons	<ul style="list-style-type: none">• It was explained to the complainant that we were trying to recruit more Welsh speakers as staff turnover in this area was high. We recognised the need for better communication between reception staff and the Learn to Swim programme, and the electronic registers have been updated to show which teachers are delivering their lessons in Welsh.• A new training video resource was then created to explain to leisure centre staff the expectations regarding the provision of swimming lessons in Welsh, from the registration process through to providing lessons.• The video was widely shown, and follow-up sessions were held in three of the centres that provide swimming lessons on Welsh terms for use in lessons.

Training provided

Increase of 43% staff undertook an L&D Opportunity during 2019/20 (223 staff) (156 in 2018/19)

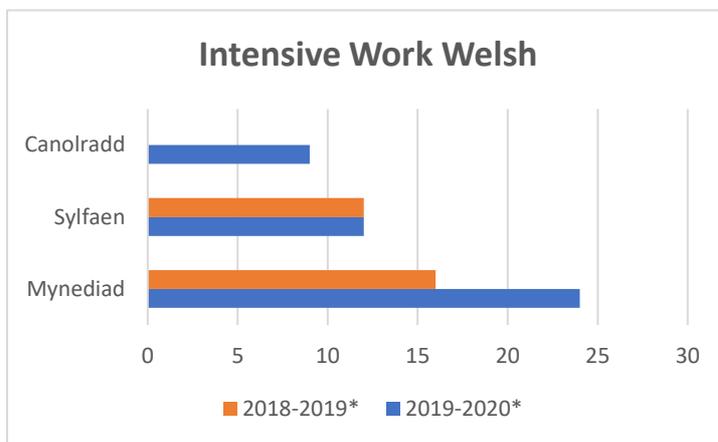


Learning and Development (L&D) opportunities



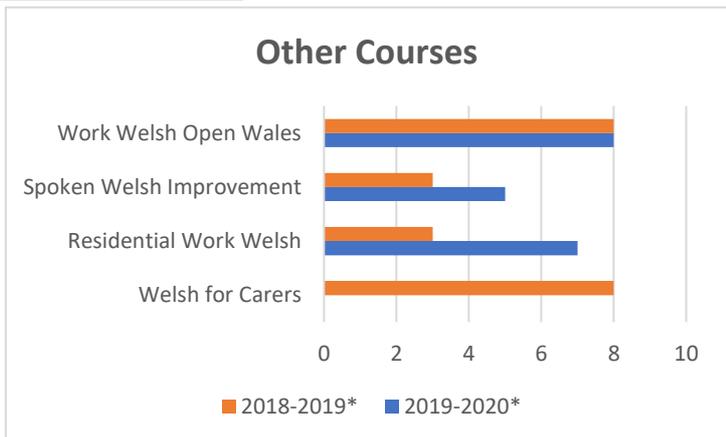
The graph shows the online opportunities to learn Welsh. They include Say Something in Welsh and three Work Welsh modules from the National Centre.

The graph shows the various levels of learning Welsh. The highest number of learners is at Entry level. There is a decrease in the number of learners from the year 2019-19 as more staff are learning through the Work Welsh scheme.

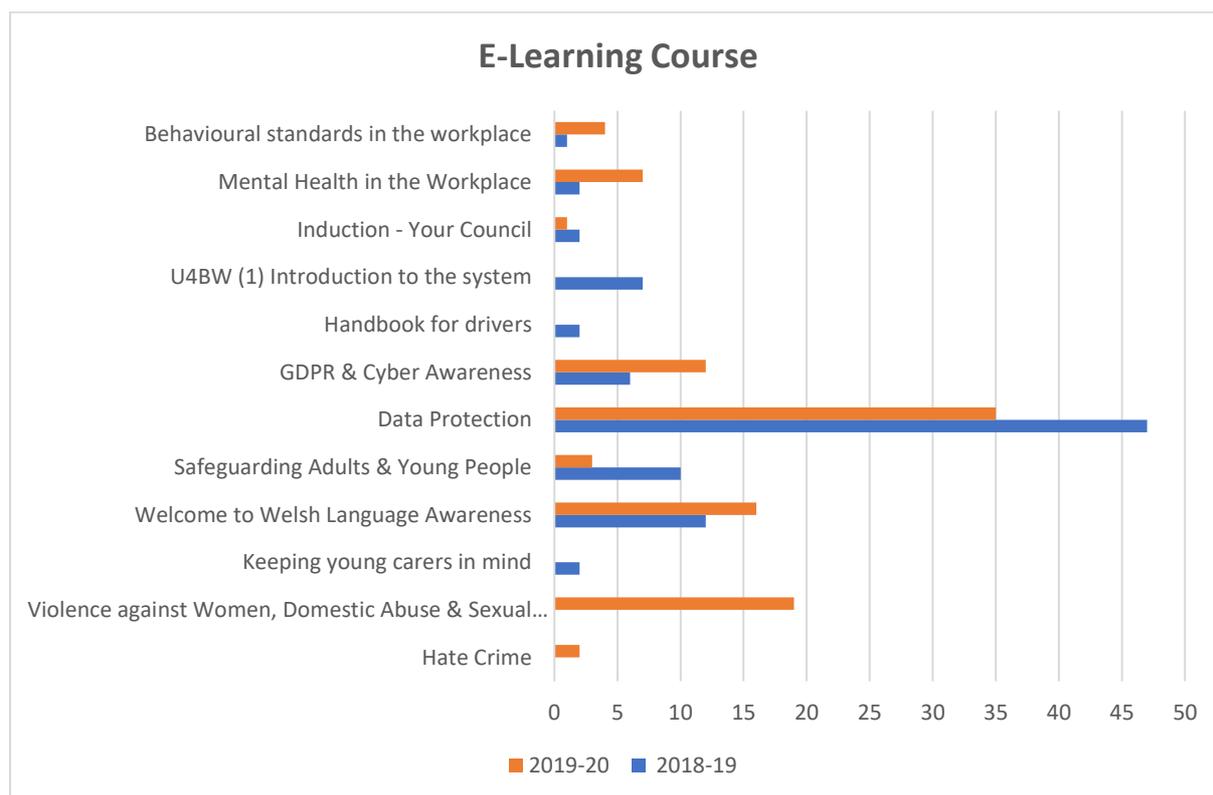


This graph shows the number of staff attending intensive Work Welsh provision, which is funded by the National Centre. The provision follows a more intensive programme than community-based courses.

We are keen to offer the widest possible range of opportunities for staff to learn, to provide flexibility to fit work responsibilities and work-life balance. Some staff have attended the Centre's intensive courses, spending a week learning intensively.



E-learning courses through the medium of Welsh:



99 staff have undertaken a variety of e-learning courses, through the medium of Welsh during 2019/20 (91 staff during 2018/19)

720 staff members also undertook Language Awareness through the medium of English

Overview of using Welsh in training

Many other courses include some Welsh, provide bilingual learning resources, and give attendees the opportunity to speak Welsh. The *Social Care Workforce Development partnership* ensures that all their resources are bilingual, welcomes everyone bilingually and appoints Welsh trainers as necessary, and *Flying Start* programme staff regularly receive bilingual materials to use where possible when receiving in-service training.

It should also be noted that new Welsh-medium e-learning materials with English subtitles have been created and distributed to the Leisure Division as explained above, specifically in the field of cycling and swimming training. Also as noted above, we created a resource that is now used in our training for *Welsh language Mentors*.

STANDARDS



Standard 128 requires the council to provide training in Welsh in the following areas, if such training is provided in English: (a) recruitment and interviewing; (b) performance management; (c) grievance and disciplinary procedures; (d) induction; (d) dealing with the public; and (f) health and safety.

The offer to follow any learning in Welsh is part of our Learning and Development application forms.

Standard 152 places a responsibility on the council to keep a record, for each financial year, of:

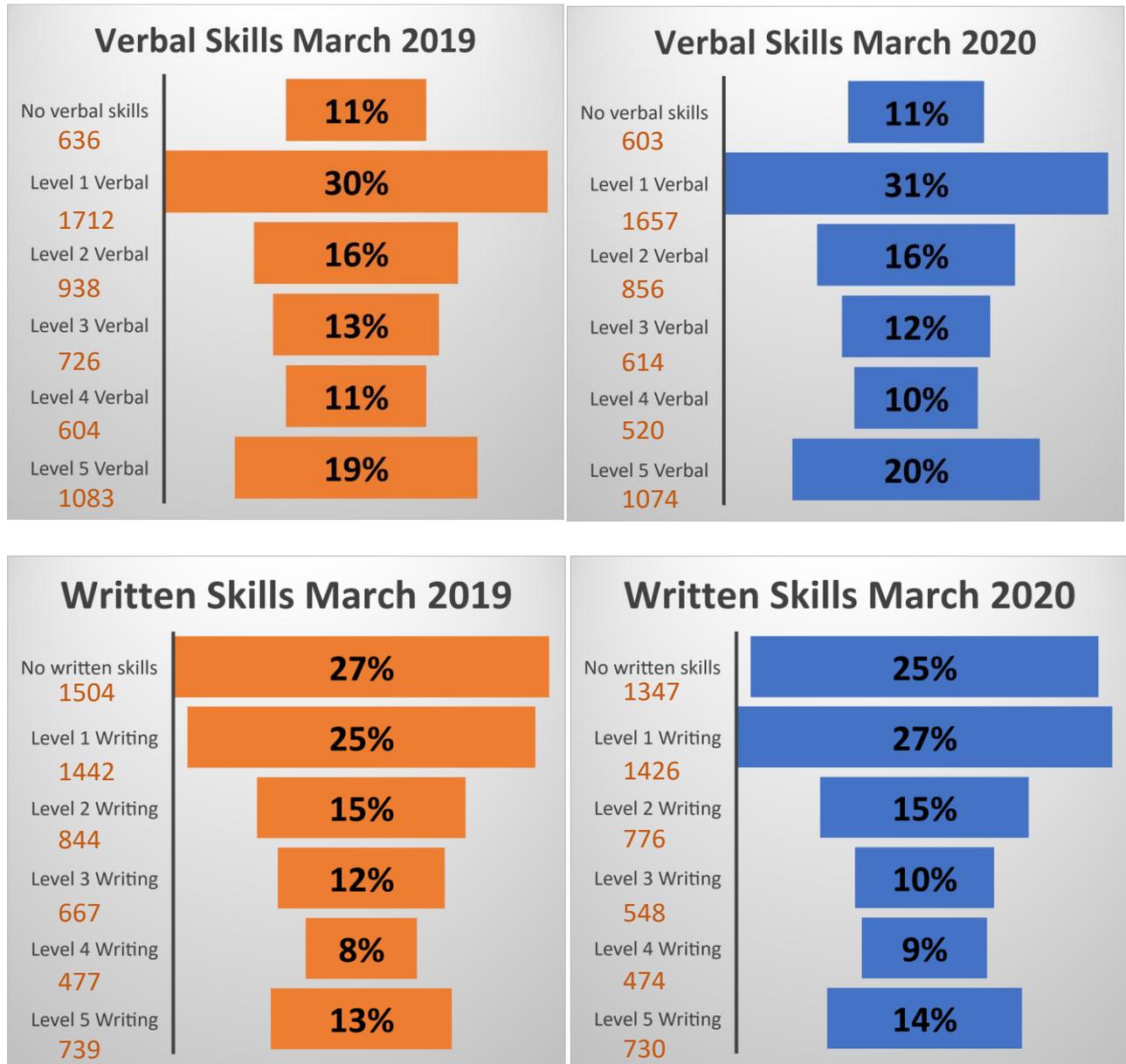
- (a) The number of members of staff who attended training courses offered in Welsh (in accordance with standard 128), and
- (b) if you have offered a Welsh version of a course in accordance with standard 128, the percentage of the total number of staff who attended that version of the course.

During 2019-20, we registered in accordance with Standard 152 (a), that there were 6,387 attendees to courses where Welsh language provision was offered. Of the 6,387 who attended the courses where the teaching was offered in Welsh, 204 followed the provision through the medium of Welsh or 3.19% (Standard 152 (b))

Language Skills Audit



The Council adopted a *Language Skills Strategy* in January 2016 which in turn supported compliance with the Standards on 30 March 2016. One of the actions of the Strategy was to update the audit of the language skills of the workforce which met the responsibility under Standard 127 to 'assess the Welsh language skills of your employees'. As staff receive training and move along the continuum, the record is updated and when appointing new members of staff, the record is placed on Human Resources software. The data on the system was as follows –



- The skills audit has been carried out in two parts. A meta-compliance survey was carried out on the Council's computers for all office staff and for staff working across the county without office contact, SNAP software and mobile devices and a paper version were used.
- All data is based on staff self-assessment of their language skills levels. In completing the audit, staff were asked to note any support they would like to have to improve their language skills.

Recruitment



In accordance with **Standard 136**, the following records have been kept during 2019/20 of the number of posts advertised and the level of **Spoken Welsh language skills** on those posts.

LEVEL ADVERTISED	NUMBER OF POSTS	FRAMEWORK DEFINITION
Level 1	92	<ul style="list-style-type: none"> • Able to pronounce place names and personal names correctly. • Able to greet customers at reception or on the phone. • Able to open and close a conversation.
Level 2	245	<ul style="list-style-type: none"> • Able to understand the core conversation. • Able to receive and understand simple messages on normal patterns, e.g. time and place of a meeting, request to talk with someone. • Able to convey basic information and simple instructions. • Able to open and close conversations and meetings bilingually.
Level 3	384	<ul style="list-style-type: none"> • Able to understand and participate in most normal day-to-day conversations in the office. • Able to offer advice to the general public on issues relating to the post. Referring to specialised or technical terms in English. • Able to contribute to a meeting or a presentation on general issues relating to the post; referring to specialised or technical terms in English.
Level 4	31	<ul style="list-style-type: none"> • Able to contribute effectively in internal and external meetings in the context of the work subject. • Able to understand differences in tone and dialect. • Able to argue for and against a particular case. • Able to chair meetings and answer questions confidently.
Level 5	27	<ul style="list-style-type: none"> • Able to contribute fluently and confidently with regard to all aspects of daily work, including negotiating and advising on technical, specialised or sensitive areas. • Can contribute to meetings and provide presentations fluently and confidently.
TOTAL	779 POSTS	

In accordance with **Standard 136**, the following records have been kept during 2019/20 of the number of posts advertised and the level of **Written Welsh language skills** on those posts.

LEVEL ADVERTISED	NUMBER OF POSTS	FRAMEWORK DEFINITION
Level 1	428	<ul style="list-style-type: none"> • Able to write personal names, place names, job titles and names of council departments.
Level 2	254	<ul style="list-style-type: none"> • Able to produce a simple short message on paper or email for a colleague within the Council or a familiar colleague outside the Council.
Level 3	62	<ul style="list-style-type: none"> • Able to prepare informal messages and reports for internal use.
Level 4	12	<ul style="list-style-type: none"> • Able to produce business correspondence, short reports, e-mails and promotional literature with editing assistance.
Level 5	23	<ul style="list-style-type: none"> • Able to produce business correspondence, short reports, e-mails and promotional literature to an acceptable level with the aid of standard language tools. • Able to draw up detailed notes while taking a full part in the meeting.
TOTAL	779 POSTS	

The following pages include **case studies** that highlight and detail specific pieces of work from 2019/20.

Case Study 1: Swimming Video



<https://vimeo.com/357654388/013bac4c4f>

Aim: To train staff on how to provide Welsh medium swimming teaching in a bilingual setting.

Standard 84: If you offer an education course that is open to the public, you must offer it in Welsh.

Process and timescale:

TIMESCALE	PROCESS
March 2019	<i>Optimwm</i> commissioned to undertake video after receiving quotations
April 2019	Draft Content, consult and script
June 2019	Filming begins
Sept 2019	<ul style="list-style-type: none">• Finish final version• Send the link to managers on the leisure department
Oct 2019	<ul style="list-style-type: none">• Launch on Shwmae Day• Administration of SNAP questionnaire for staff feedback
January - February 2020	one-to-one sessions on Welsh terms for swimming
Feb 2020	<ul style="list-style-type: none">• The <i>Active Roadshow Tour</i>: 100 of the three main leisure centre staff have seen the video• Follow-up email with vocabulary lists and audio clips• Permission given for Swim Wales to use

Conclusions and decisions from above process:

- To include instructions on the whole process; from registering children onto courses to providing the lessons themselves
- The importance of reception staff viewing the video as well as swimming instructors
- The extent of the potential of Welsh language provision in terms of instructors but a need to boost their confidence and that of colleagues and managers

Successes:

The video was visually engaging and purposeful and conveyed a strong message to staff about the expectations placed upon them to provide in Welsh, even in mixed linguistic situations and not to repeatedly slip back into English. All the staff who answered the questionnaire liked the format of a video for training and felt that the resource was interesting. The resource had reinforced the current practise of some instructors who were already instructing through the medium of Welsh and it introduced the idea of using Welsh to others. Most of the staff had learnt something new from the video; the need to offer feedback in Welsh to parents, that the children need to be asked at first point of contact by the instructor whether they speak Welsh. We were particularly pleased with the visual quality of the video, the suitability of the message and the fact that we had obtained as much input as possible from practitioners in the field when putting the script together.

The endeavour to obtain feedback following the dissemination of the training video was a laborious but valuable exercise as it ensured that staff considered what they had learned when discussing the questionnaire. A response was received from 17 members of staff, resulting in face-to-face follow-up sessions to look at swimming terms and to build the confidence of staff to use their Welsh.

Gwersi nofio yn Gymraeg
Ydych chi'n teimlo fod angen rhywbeth arall arnoch chi i fedru darparu gwersi nofio dwyieithog?
confidence! Increased vocabulary.
Fi'n iawn, ond falle byddai termau yn ddefnyddiol - handouts/resources ar pool side
Na
CPD Welsh that is specifically directed at swimming
Mae Cath yn gwneud fel mae'r fideo'n dweud beth bynnag Mae angen cardiau fflach Cymraeg i'r byddar
In process of flash cards and familiar phrases. More language training in December on this
Popeth gyda nhw nawr. Jyst mater o neud e o hyd. Dim ond angen magu hyder.
Term for swimming specifically in December- key words. Terms are on ipads has been done.
refresher in welsh language after living away from wales for 16 years and not using the language
Ddim yn gwybod pwy yw'r staff dysgu. Bydde hi'n hoffi adnabod y staff nofio a gwbod os yn siaraCymr
yes some translation work for key teaching points
Course to develop the basic swimming terminology- No desk/ computer time available here at the LC
Efallai bydd rhai hyfforddwyr yn gweld sesiwn terminoleg yn help.
Yes. Welsh lessons. Handouts to instructors

In order to meet the staff's requirements for further training, we collated all the swimming terminology lists and created a new one with audio clips to accompany it. These were shared at sessions in Llanelli, Llandovery and Ammanford leisure centres.

Launch: The training video was launched as part of a 'celebration of learning' event on Shwmae Day in the Egin, Carmarthen.

Feedback:

Thank you for yesterday and for the materials. The instructors from the teachers was excellent. One instructor said that the video was very valuable, and she can now understand the importance of speaking Welsh. Another was asking about having another session like this because the time had gone quickly.

Case Study 2: Learning to ride a bike; *Ready, Set, Ride*



Aim: Ensure that current training materials are available in Welsh. This will enable us to provide training for our schools, so that they can provide training for children in Welsh with resources that are as attractive and up to date as the English resources.

Standard: 84 If you offer an education course that is open to the public, you must offer it in Welsh.

The process and timetable:

TIMESCALE	PROCESS
December 2018	Leisure division language leaders identified the gap internally
January - March 2019	Lengthy communication with Cycling Wales, British Cycling and the Youth Sports Trust about the possibilities of translating their resource <i>Ready, Set Ride</i> into Welsh
May 2019	Agree to pay for translation costs and organise translation
May 2019	Organise translation work
June – December 2019	Coordinate with British Cycling the designing of versions of the translated resource
December 2019	Finalise a final set of training cards and certificates
28 February 2020	Provide Pilot training session with Youth Sports Trust introducing the new resource for the first time to schools in the Llanelli area

Conclusions and decisions from the above process:

- Crucial to have one person driving the process forward, persisting and coordinating between the 4 involved organisations
- The importance of being able to offer a practical contribution to the solution. Being able to offer to pay and organise the translation in this situation gave impetus to the project and also put us in a situation in which we could insist on the completion of the resource
- Having an individual to check the Welsh versions as all the amendments were made, rather than having to take each version back to a translator as the design work proceeded was key

- It was important for us to have a direct link in British Cycling with both the staff designing the resource as well as those making strategic decisions regarding its use. This facilitated the whole process, allowing decisions to be made that would influence elements of the design and the translation as they arose.

Successes:

Representation from 19 schools were present in the training in Llanelli Leisure Centre at the end of February, and 11 of them were going to use the resource in Welsh.

Following the collaboration, British Cycling asked if we would be interested in translating more resources on their behalf. This was precisely the aim of giving them so much practical assistance along this journey – we hoped it would open their eyes to the need for Welsh medium resources and show them how easy the process can be. We hope to draw attention to this resource next year and that this might urge other sports governing bodies to undertake similar work. The knock-on effect of the work is that our translation unit has received more work from the organisation directly

Feedback:

- Youth Sports Trust: This is brilliant news, great to hear that we are now at this stage! Thank you for your time and input into helping to make this happen and agree would be great to get the certificates design up too.
- Active Communities Manager Carmarthenshire Council: Thank you for all your work sorting this. Hopefully this will be a good example for other sports governing bodies to follow
- Cycling Wales: This is fantastic – thank you for your help with making this happen, it's fantastic that we have Welsh resources.
- Ysgol Penrhos Classroom assistant:



Cynorthwydd Ysgol
Penrhos, Llanelli.MP

We will be launching this resource during 2020-21.

Case Study 3: Learning Celebration



Standard 98: You must develop a policy on using the Welsh language internally, with the intention of promoting and facilitating the use of the Welsh language, and you must publish that policy on your intranet.

Aim: Celebrate our efforts to promote the use of Welsh in the workplace

The Process:

- Policy team and Learning and Development Officer agree on event date: decision to combine the 'Shwmae' day and 'Learning Welsh week' to celebrate the use of Welsh internally within the Council
- Decision on event location and content – the Theatre in Yr Egin, Carmarthen. Launch i) Mentor pack, ii) Care Service Flash cards, iii) Swimming Training video, iv) SSiW Learning opportunities, v) Presenting certificates to council learners
- Invite speakers – Efa Gruffudd Jones, Cllr. Peter Hughes Griffiths, Cllr. Mair Stevens, Ian Jones, Iestyn ap Dafydd
- Prepare contents of presentations
- Invite attendees through 'Tocyn Cymru
- Organise certificates for learners: 21 learners who attend the Community Education and the Work Welsh provision
- Hold event
- Place vimeo of the event on our intranet



Digwyddiad
DAthlu.ppt

Agenda

12:00	Cyrraedd Arrive
12:30	Cyng. Cllr. Peter Hughes Griffiths
12:40	Efa Gruffudd Jones Ganolfan Dysgu Cymraeg Genedlaethol National Centre for Learning Welsh
12:55	Cyng. Cllr. Mair Stephens
13.05	Ian Jones
13:20	Iestyn ap Dafydd Say Something in Welsh
13:35	Tystysgrifau Certificates
13:45	Cau Close



EICH CYNGOR arleinamdani
www.sirgar.llyw.cymru
YOUR COUNCIL doitonline
www.carmarthenshire.gov.wales

Successes:

- Raising status of Welsh Language within the Council

Diwrnod Shwmae Su'mae; Diwrnod Ymwybyddiaeth Iechyd Meddwl a mwy...



Newyddion staff <Carmarthenshire.County.Council@cmp.dotmailer.co.uk>

At Llinos Evans (Policy)

Os oes problem gyda dangos y neges hon, cliciwch yma i'w gweld mewn porwr gwe.

[» Darllenwch mwy](#)



Diwrnod Shwmae Su'mae

I ddathlu Wythnos Dysgu Cymraeg a Diwrnod Shwmae Su'mae (15 Hydref) byddwn yn lansio nifer o adnoddau newydd i gefnogi'r defnydd o'r Gymraeg yn y gweithle.

[» Darllenwch mwy](#)

- Highlight how much work is being done within the Council to increase the staff's Welsh Language skills and to provide staff with resources to facilitate their use of the Welsh language
- Celebrate the wide range of Welsh Language courses available since the establishment of the National Centre
- Recognise the efforts of our learners and increase their sense of pride for their Learning successes



Feedback:

Only a word of very sincere thanks to you for the event at lunch time today – excellent – and a reminder of all the good work happening within the Council and the positive spirit amongst the staff.