

## Carmarthenshire County Council

### Welsh Language Standards Action Plan 2021 – 22

This Action Plan fulfils the requirements of Carmarthenshire County Council's Supplementary Standards 157, 159, 163, 165, 169, 171 and 175.

#### Class of Standard: Service Delivery

<b>Compliance Arrangements</b>	Advise and support the Welsh Language Leaders of the Communities Department, Environment and Children's Services to enable them to ensure the general implementation of the Standards in their departments and teams.
	Update and promote the guidance to staff on compliance with the Standards relating to correspondence, telephone communication, holding closed meetings and public events, signage, forms and recruitment.
	Produce, publish and promote guidance on Recruiting, appointing and assessing staff language skills.
	Update the electronic system relating to the council's first point of contact, to include a question about language choice, when referring enquiries to departments.
	Provide specific checklists and guidance on the Standards to suit specific services within various departments

	Work with the Economic Development department to ensure that the grants and projects of the 'Ten Rural towns project' are implemented in accordance with the Standards
	Work with Economic Development and Leisure to ensure that the 'Pentref Awel' project is established in accordance with the Standards
	Explore technological possibilities of including a sentence on the English versions of all our e-forms indicating that the form is available in Welsh
	Language Leaders to promote the Welsh language internally on dates such as 'Dydd Music Cymru' to raise awareness of the Welsh language
<b>Compliance supervision arrangements</b>	Around 60 Language Leaders to keep an informal eye on the implementation of the Standards in the Departments of Environment, Communities and Children's Services, identifying gaps and barriers and promoting general compliance
	The Welsh Language Advisory Panel to oversee compliance by receiving presentations on different areas at the quarterly meetings and by scrutinising the annual Report before it is approved. They will also report through the quarterly meetings on weaknesses in the Welsh language provision of services delivered in their localities.
	Corporate Management Team to oversee compliance through meetings; by receiving various reports, scrutinising specific complaints and scrutinising the annual Report.
<b>Promotion Arrangements</b>	Ensure that a language choice is conveniently available on all web pages and online services

	Promote the rights of our residents on 'Mae gen I hawl' day
	Pilot projects to increase the use of our Welsh language web pages and Welsh language on-line recycling centres booking system in an attempt to change the language habits of the public

### Class of Standard: Policy Making

<b>Compliance Arrangements</b>	Develop the use of the Integrated Impact Assessment in the Council's Democratic process
	Ensure consideration of the impact on the Welsh language in the Council's main Housing and Regeneration Plan
	Share consultations with the County forum where the consultation is likely to have a significant impact on the Welsh language
	Ensure that questions about the Welsh language are on all e-consultation forms
<b>Compliance supervision arrangements</b>	Corporate Management Team to oversee compliance through team meetings; through receiving of various reports, scrutinising specific complaints and scrutinising the annual Report.
	The whole Democratic process, starting with the Corporate Management Team to consider the content of the Integrated Impact Assessment on all the council's key strategic decisions.

## Class of Standard: Operational

<b>Compliance Arrangements</b>	Update Internal use of Welsh Policy
	Implement efforts to reduce the gap between posts advertised at language levels 3+ and staff appointed without the required language skills
	Ensure that the Council's 'Better ways of working' programme, following Covid 19, is communicated bilingually
	Ensure that the Council's 'Better ways of working' programme following Covid 19 gives due consideration to the impact on the use of Welsh in the workplace
	Maintain an overview of the developments within information technology to ensure that we take advantage of opportunities to increase staff's use of Welsh through technology
	Continue to develop the use of the Welsh Language speech bubble on staff's profiles on Teams to increase internal use of the Welsh language
	Offer opportunities to use Welsh informally online, in order to maintain staff's Welsh language skills and increase the confidence of staff learning Welsh to use it
	Organise online events to celebrate St David's Day that will increase the use of the Welsh language among staff
	Continue to promote and facilitate diverse learning opportunities for our workforce in partnership with the National Centre for learning Welsh
	Continue to develop the mentoring partnerships between staff who are learning Welsh and fluent Welsh speaking staff

	Refine and develop the process of agreeing and monitoring progress against the Learning Plans that are agreed with new staff
	Welsh Language Leaders to promote the Welsh language internally on days such as Dydd Miwsig Cymru to raise awareness of the Welsh language
<b>Compliance supervision arrangements</b>	The Welsh Language Advisory Panel to oversee compliance by receiving presentations on different areas of work at the quarterly meetings and by scrutinising the annual Report before it is approved. They will also report through the quarterly meetings on weaknesses in the Welsh language provision of any operational matters relevant to them.
	Include data in the annual report that will compare the year with the previous one to keep track of increase in the members of the workforce with Welsh language skills and the number of staff that commit to Welsh learning courses
	Corporate Management Team to oversee compliance through the team's meetings; receiving various reports, scrutinising specific complaints and scrutinising the annual Report data.
<b>Promotion Arrangements</b>	Promote learning and development opportunities and training opportunities through the medium of Welsh through the council's internal newsletters and through the Language Leaders <i>Teams</i> channel.

## Class of Standard: Promotion

<b>Compliance Arrangements</b>	To hold, implement and administer the quarterly meetings of the county Strategic Forum to plan and scrutinise the Welsh language in the county
	To assess the impact of the Carmarthenshire Promotion Strategy 2017-21
	To produce a new 5 year Strategy for promoting the Welsh language in Carmarthenshire
	Start Drawing up a new Action Plan for the Strategy
	Implement the Council's action points from the Action Plan
	Commission a report on the Welsh language in the county following the results of the 2021 Census
	Fund grants to the County's Mentrau Iaith, put a programme of work in place for the year and implement a monitoring and reporting process.
	Language Leaders and a Media and marketing team to promote the Welsh language through specific days such as 'Dydd Miwsig Cymru' and 'Diwrnod Shwmae'.
<b>Compliance supervision arrangements</b>	County Forum plans content of new Strategy and Action Plan
	The County Forum to scrutinise the implementation of the Action Plan at the Forum's quarterly meetings
	Update the new Promotion Strategy action plan with progress on a regular basis

## Class of Standard: Record Keeping

<b>Compliance Arrangements</b>	Parhau i weithredu system gwynion y Cyngor gan fwydo'r wybodaeth ddaw o'r system honno i adroddiad blynyddol y Gymraeg 2021-22
	Bydd yr adroddiad blynyddol yn adrodd ar nifer y cwynion a wneir yn ymwneud â'r Gymraeg yn ystod y flwyddyn
	Bydd data yn cael ei gasglu ar gyfer yr adroddiad blynyddol erbyn diwedd y flwyddyn ariannol
	Bydd yr adroddiad blynyddol yn adrodd ar y data ar nifer y swyddi a hysbysebir ar bob lefel iaith, sgiliau iaith y gweithlu a nifer y staff sy'n mynychu cyrsiau Cymraeg a chyrsiau trwy gyfrwng y Gymraeg
<b>Compliance supervision arrangements</b>	Bydd y Tîm Rheoli Corfforaethol a'r Bwrdd Gweithredol yn sicrhau bod yr Adroddiad blynyddol yn cynnwys y data a nodir uchod ac yn cael ei lunio a'i gymeradwyo yn unol â'r amserlen ac yn ymddangos ar wefan y Cyngor