

The Welsh Language Annual Report

2023-24



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Introduction

I am delighted to present Carmarthenshire County Council's Annual Report for 2023-24 in my role as Cabinet Member for Education and Welsh Language Portfolio within Carmarthenshire County Council.

It has been a busy year for us as a Council in implementing the Welsh Language Standards, and in launching our new Promotion Strategy for 2023-2028. I would like to sincerely thank all Council partners who have co-produced this Strategy, by weighing up our activity in the first Strategy alongside the 2021 Census data, in order to formulate a strategy and vision for the next phase of implementation.

I very much look forward to seeing the preparation of an action plan for each of the objectives facilitated through meetings of the Strategic County Forum, chaired by Meri Huws. We have seen that setting specific themes to the Forum meetings has worked well, but with this round of implementation of the Strategy, we will be asking the Forum partners to lead on appropriate areas, to gain from their expertise.

Personally, I'm very proud of the use of Welsh on the floor of the chamber and online, and we as a Council, have successfully integrated simultaneous translation into all the platforms used. The tireless work of the Translation Unit and the Digital Division has ensured that the Welsh language is normalised in this and wider digital areas. Staff were provided with guidance and facilitated bilingual meetings and the use of simultaneous translation over Teams, along with encouragement to use Welsh when working on a daily basis. As our staff have returned to offices, we have continued to encourage formal and informal use of Welsh. One of the opportunities was to collaborate with Bangor University as part of the ARFer pilot, to promote use within the Department of Education and Children's Services. I look forward to continuing those collaborations in the future.

The Clwb Clebran also continues, with a range of special speakers, and I encourage people to devote an hour a month to hearing and using Welsh informally, online.

I would like to sincerely thank everyone who creates a buzz about the Welsh language in our county. I look forward to another busy and full year of promoting the Welsh language by working with all our partners to make progress in Carmarthenshire. Similarly, I look forward to working with colleagues on Cabinet and the Welsh Language Advisory Panel, to ensure our compliance with the Welsh Language Standards, across the Council.

Cllr Glynog Davies

**Cabinet Member for Education and the Welsh language
Carmarthenshire County Council**

Welsh Language Standards

The standards we are required to comply with are in four categories:

- **Service delivery Standards** – the Welsh language services we provide for the public.
- **Policy Standards** – ensuring that the Welsh language is part of the decision-making processes by carrying out integrated impact assessments and ensuring that decisions have a positive impact rather than a detrimental effect on or increase opportunities to use Welsh.
- **Operational Standards** – promoting and facilitating the Welsh language in our internal administrative processes.
- **Record Keeping Standards** – record keeping to comply with standards requirements in areas such as staff Welsh language skills, training, complaints and recruitment.

Governance and monitoring of our Standards

The Policy and Involvement Team within the Chief Executive's Department offers support to all Council departments in terms of compliance with the Standards and progress. This team manages the council's Complaints process and therefore, any allegations of non-compliance come to our attention immediately.

The People Management division leads on human resources issues and on learning and development provision. The division leads on the implementation of the Language Skills Strategy and supports managers in our workforce planning and staff recruitment.

Regular reports are provided to the Corporate Management Team, where any compliance risks are highlighted to us as an organisation, together with opportunities to promote the Welsh language.

Our [Compliance Plan](#) sets out compliance procedures that are permanently in place rather than setting out annual actions. It notes how the Council complies with the Standards, how we oversee the compliance and promote and facilitate the use of our services. It will be a useful document for ensuring the consistency of our compliance procedures and has been published on our website to explain what the public can expect from the Council in terms of compliance.

Members Advisory Panel

There is a cross-party Advisory Panel of Elected Members to support and advise the Portfolio Holder on the Welsh language. The Panel sets a work programme of issues they would like to discuss and receive updates about the work of promoting the Language on a day-to-day basis within the organisation.

Over this reporting period the Panel has met 4 times and discussed the following issues:

- Welsh Language Promotion Strategy and the County Language Forum
- Welsh in Education Strategic Plan

- Work Welsh Plan
- ARFOR scheme and support for businesses to use Welsh
- Street and house names

Working in partnership on projects

During the year, we have had the opportunity to collaborate with other organisations on projects. These projects give us opportunities to share resources, knowledge, experience, skills, discuss ideas, issues and solutions that benefit all organisations as well as improve Welsh language services.

The projects we are involved in are as follows: -

- We have been invited by **the Welsh Language Commissioner** to take part in a two-year project which began in September 2023 looking at ways to increase the use of Welsh internally in public organisations. The project involves collaborating and sharing good practice and learning from others. This project will help us develop an internal model to fit our vision while developing ourselves into a bilingual organisation.
- **Carmarthenshire Public Services Board** is committed, through its Well-being Objectives, to help create bilingual, safe and diverse communities and has noted the Welsh Language Promotion Strategy as one of its action points. Similarly, there is an action point in terms of a future workforce plan that recognises the challenge in planning and recruiting skills for future workforces. Central to this work is a consideration of Welsh skills. This project will help us understand the key issues surrounding the recruitment of Welsh speakers by investigating the challenges and successes of designing and recruiting a bilingual workforce in public organisations. The compiled report will present evidence for developing a better understanding of the challenges and good practice in designing a bilingual workforce, and recommendations on practical steps to address different aspects of the process.
- It was reported last year about the promotion of the Welsh language carried out within the **Pentre Awel** economic project, in Llanelli. An opportunity to provide an evidence base for the concept of promoting and promoting the Welsh language was seen in the development of this economic plan, seeking to ensure the commitment of all project partners to promote the Welsh language at all stages of development. A detailed impact assessment on the Welsh language was completed, following which an action plan was prepared for the whole project, which has been approved by the project Board. Following the Impact Assessment, an Action Plan for the Welsh Language was drafted, the first of its kind for the whole project. The Action Plan recognises actions that will deliver a positive impact on the Welsh language from construction through to leisure provision and health and care. Bouygues, as developer, appointed a Community Benefits officer who is fluent in Welsh and has led on extensive community engagement with schools, colleges and local residents.
- Carmarthenshire County Council, as part of a wider consortium of local authority partners across Wales, has implemented a new Learner Experience Learning Platform and Management System called '**Thingi**' across the organisation. Through the Council's Transformation Programme, the aim is to improve access to learning initiatives, ensuring that all staff have access to 'Essential Learning' as part of the Council's commitment to its legal duties, including the Welsh Language Measure. The

system is designed to support accessibility, offering features such as captioned content and adaptive learning technology to meet the needs of staff with different learning styles. As a cloud system, staff can access learning on different devices, at home, at work, or on a personal device. In addition, the councils' basic HR system is fully integrated with Thinqi. This allows staff profiles to be synchronised with learner accounts, based on staffing structures within the organisation. The whole resource will be available in Welsh and the Language Awareness module is one of the core modules. During 2024-25, we will continue to build the system so that staff linguistic records are kept and analysed here.

Reporting on Language Skills

We report on language levels per department within the Council in order to help us better analyse the situation. We will continue to report in this format so that we can compare the numbers and plan our Learning and Development forward work programme.

This data does not contain information in relation to Schools (including primary, secondary, special, voluntary or aided schools).

	0	Level 1	Level 2	Level 3	Level 4	Level 5	No record	Total
Chief Executive	11	145	76	65	83	127	26	533
Communities	10	797	366	234	185	282	99	1973
Corporate Services	2	60	43	23	31	41	18	218
Education and Children	129	417	242	162	109	276	219	1554
Place and Infrastructure	150	200	95	98	91	123	242	999
TOTAL	302	1619	822	582	499	849	604	5277

	2022-2023	2023-2024	%
Level 0	382	302	-20.94%
Level 1	1576	1619	+2.73%
Level 2	762	822	+7.87%
Level 3	553	582	+5.24%
Level 4	468	499	+6.62%
Level 5+	778	849	+9.12%

There has been a reduction in the number of staff without Welsh language skills in our workforce, which reflects the willingness of our staff to develop their language skills along the language continuum.

We have seen steady progress across the other levels as well and we will be able to analyse this further as we review our Language Skills Strategy during 2024-25. As part of the review, we will take a closer look at our recruitment data, training and our staff's language skills records, to build on our workforce planning and provide learning opportunities.

Learn Welsh

A range of Welsh language learning opportunities will be provided virtually and, in a classroom, face-to-face atmosphere. A combination of learning methods can be created, to support work patterns and service needs when releasing staff. It takes around 120 hours of learning to reach the next level, and staff are involved in provision ranging from weekly

sessions between 2 and 4 hours, intensive provision over the course of a week or blended learning which is a combination of online learning and self-study.

The following learning methods are available in our workplace:

- Online mainstream virtual courses with the Centre for Learning Welsh
- Welsh Courses Work funded by the National Centre for Learning Welsh
- Say Something in Welsh.

Our staff also use more informal methods in conjunction with one of the aforementioned routes, such as Duolingo, Podcasts and YouTube.

During 2023-24, the Council was very fortunate to receive funding from the National Centre for Learning Welsh to employ a Working Welsh tutor within the Education department. There has been an opportunity to be innovative in responding to the demands of our staff and run short workshops such as 'Yes and No' sessions, to help staff with answering questions. There were also refresher sessions, to help staff with different grammar elements.

Here is a list of all courses provided, with figures who completed the provision.

* Please note that with the courses in the Learn Welsh programme, enrolment figures only are noted as these courses have not been completed.

Welsh Language Learning Course	Level reached	Brief description	Total
Welcome and Welcome Back - Self Study	Level 1	Self-study through the Learn Welsh website	29
CYMRAEG GWAITH PROGRAMME			
Welcome Welsh	Level 1	Informal workshop to reach level 1	50
Refresher – Writing	-----	4-hour workshop to improve Welsh Writing skills	11
Using Welsh at meetings	—	Short 40-minute workshop to use more Welsh in meetings	3
Yes and No	—	Short 40-minute workshop on how to answer a question	38
Little Things	—	A short workshop to focus on the little things in Welsh	2
Mynediad 1+2		Mynediad Course with tutor – learning with other staff	20
Sylfaen 1+2	3	Sylfaen Course with CSG tutor – learning with other	19

Welsh Language Learning Course	Level reached	Brief description	Total
		staff (second group following from Access)	
Intermediate 1+2 (Canolradd)	4	Intermediate Course with CSG tutor – learning with other staff (second group following from Foundation)	8
Intensive 1 Week Entry	Level 1	1 week provision	8
Confidence Building	—	To encourage CSG staff who understand Welsh but lack confidence to answer. 1.5 hour per week programme for 15-20 weeks	19
Access - Self Study	Level 2	Self-study through the Learn Welsh website with tutor support on a weekly basis	25
LEARNING WELSH PROGRAMME			
Mynediad	Level 2	Learn Welsh for beginners with various providers Learn Welsh	11
Sylfaen	Level 3	Learn Welsh with various providers Learn Welsh	8
Canolradd	Level 4	Learn Welsh with various providers Learn Welsh	4
Uwch	Level 5	Learn Welsh with various providers Learn Welsh	5
Cynllun Siarad	Level 4+	Pair with someone outside the organisation to speak Welsh for 10 hours	4
Total:			264

By receiving tutor funding directly to staff, we have increased the numbers committed to learning Welsh through short and long courses, from 173 to 264, representing an increase of 52.6%.

E-learning through the medium of Welsh

Active Storytime	8
Autism and Understanding How to Communicate Effectively	1
Chairing a Disciplinary Hearing	5
Carbon Net Zero	2
Carmarthenshire County Council context	1

Introduction to Procurement	5
Disclosure of Malpractice	8
Understanding Autism	3
Ask and Act Group 2	13
Data Protection UK GDPR	18
Personal Resilience	1
Energy Essentials	1
Mental Health in the Workplace	8
Climate Change and the Nature Crisis	3
Time Management	2
Contract Management	2
Food Hygiene Awareness	3
Awareness of the Welsh language	12
Renewable Energy and Low Carbon Technologies	1
TOTAL	97
Awareness of Welsh (through the medium of English)	533

It is also important to note that although the content is not delivered in a single language, most courses include Welsh and give attendees the opportunity to speak Welsh. The Social Care Workforce Development Partnership ensures that all their resources are bilingual, welcomes everyone bilingually as appoints Welsh medium instructors as necessary.

In terms of training for Elected Members, the resources are bilingual. Some courses were provided exclusively in Welsh and some bilingual, where part of the session was delivered in Welsh and part in English. In addition, across Learning and development we offered Welsh discussion groups to our staff during workshop exercises.

Complaints received 2023/24

The feedback we receive from our residents is vital for improving our services and we make every effort to learn from all the complaints, compliments and comments we receive as a Council.

The Corporate Complaints Team manages any complaints received about non-compliance with the Welsh Language (Wales) Bill 2011 or by the Welsh Language Commissioner and their office. During 2023-24, eight complaints were received in relation to a lack of Welsh-medium services.

Investigations of non-compliance under Welsh Language Standards were carried out by the Office of the Welsh Language Commissioner. Noncompliance was found in two investigations. Arrangements have been put in place to help ensure compliance and learning from these investigations are put in place in the future.

1	A complaint about a lack of Welsh-medium service and awareness from a member of staff, when contacting the Council Tax team. No Welsh-medium service was offered, and the call was continued in English.
2	<p>An inquiry through the Office of the Welsh Language Commissioner, following a complaint from a member of the public regarding Standard 47 and the publication of two documents (the Second Homes and Empty Property report and an update on Arfor 2) in English only, through the Council's democratic papers.</p> <p>Following the investigation, the Commissioner ruled that the Council breached Standard 47.</p> <p>Standard 47: <i>If a body produces a document for public use, and no other standard already imposes a duty to a body to produce the document in Welsh, it must assess:</i></p> <ol style="list-style-type: none"> whether the subject of the document suggests that it should be compiled in Welsh or whether the anticipated audience and its expectations suggest that the document should be produced in Welsh <p>The proposed report notes that the failure to comply was based on the determination that the Council had published Cabinet papers for public use in English only, although their subject matter and audience are likely to suggest that the documents should be produced in Welsh.</p> <p>As part of the notice, the Council was required to take action in accordance with section 77 of the Welsh Language Bill:</p> <ol style="list-style-type: none"> The Council must adjust its internal arrangements to act in accordance with a correct interpretation of standard 47 and ensure that Cabinet papers are produced in Welsh if we reach the threshold under standard 47. The Council must produce a guide or guidance to its staff that clarifies the requirements of standard 47 in relation to Cabinet papers and bring that document to the attention of relevant staff.
3	Complaint about a lack of Welsh-medium services at Carmarthen Leisure Centre reception. Also, regarding the display of Union Jack flags on site.
4	Complaint about a misspelling of Ferryside on the Discover Carmarthenshire sign.
5	<p>Complaint about new road signs at Trostre roundabout in English only. The New signs were painted to include 'Town Centre' 'West' and 'East' without the Welsh equivalent.</p> <p>The signs were corrected immediately.</p> <p>Non-compliance with the Standards has been upheld.</p>
6	A complaint regarding the provision of transport to a Welsh-medium School and the safety of the collection point for the pupils.
7	Investigation through the Office of the Welsh Language Commissioner, following a complaint from a member of the public regarding correspondence from the Electoral Services team – an English medium address but to use to correspond and no demographic option to identify the individual as Welsh/Welsh (British option only).

	It was decided not to continue the Investigation and that the Commissioner's Office would further investigate the software used to manage the Electoral information.
8	Complaint regarding toggle and language continuation options on the Council's website. Clicking on the relevant Welsh-medium Council and Democracy pages on the website, the user's toggle went to the English medium equivalent.

Case Study 1: Website and Social Media

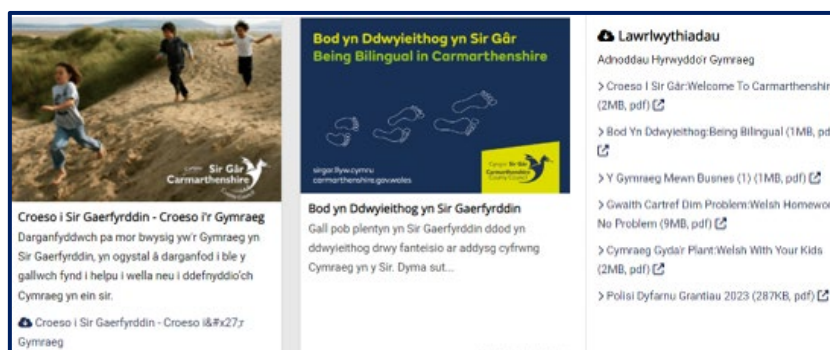
Background

With the digital world changing and developing on a daily basis it is key for us as a local authority to ensure that providing county residents with the latest and most up-to-date information is our priority through our website and social media. Especially for the non-Welsh speaking parents with children in Welsh language teaching or those who are considering delivering their children to teach Welsh and residents who have moved to the County. In recent years, we have moved away from using hard copies, and it is therefore it is our duty as a Council to ensure that access is available to everything in Welsh on our corporate website and social media.

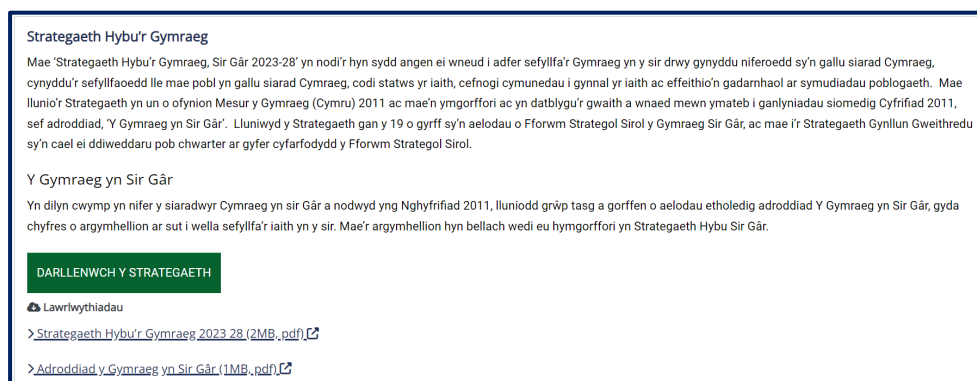
Action

The Welsh language information pages have been revamped to make it more accessible to residents and to provide positive messages about the Welsh language.

The first step was to redesign some of our information packs such as Being Bilingual in Carmarthenshire and Welcome to Carmarthenshire. Following on from this, a new spreadsheet was created and uploaded to the website, including a link containing all downloads for easy access.



The Welsh Language Promotion Strategy 2023-28 was launched at the Urdd Eisteddfod in Llandovery in May 2023. After the launch, it went live on the website immediately so that everyone could access it and so a new link was created which summarised all the necessary information including a link to download the strategy.



During 2023-24, we supported the 'Use your Welsh' campaign. Posts were shared on the Council's Facebook and Tweets summarising residents' rights to use / encourage to speak Welsh on authority sites over the media or in person.



Result

Sharing on social platforms especially Facebook received a very positive response. The message was posted in English and Welsh and 7,183 contacts were reached between the two. Over 30 people responded to what was posted and many shared and left messages. Promotion on social media is seen as an effective way to reach a wider audience and outside the Council.

Future

Looking towards the future the intention is to continue to update the website and keep it up to date. We are looking to add about activities for Adults or Children in their local area which will provide an opportunity to use or practise Welsh in an informal surrounding. It would be useful to be able to create a live map so that Welsh medium activities can be found. We are also hoping to add some important issues that have arisen through the Welsh Language Advisory Panel, such as Place Names. Adding a spreadsheet on place names would make it accessible for members and Council residents to find up-to-date information.

We will be looking to work closely with the marketing team to monitor the use and progress of Welsh language posts on social media to see how many County residents are reading the posts through the medium of Welsh and responding to articles and consultations.

Case Study 2: Hwb Bach y Wlad

Background

Back in September 2023 as a further development of the Hwb we established Hwb Bach y Wlad which has become a great example of promoting good practice of the Welsh language. Hwb staff work closely with County residents to ensure comprehensive support and continue to help our residents with the cost of living crisis by increasing their income, financial stability and ensuring their well-being needs are met. Hwb staff are able to help customers to County with Council tax, benefits, any housing and cost of living issues.

Action

Hwb Bach y Wlad visits the ten rural towns in the County. All conversations are started in Welsh, with "Shwmae, ydy chi'n siarad Cymraeg". This is a proactive offer for our county's Welsh speakers. Any appointments are offered through the medium of the Welsh language and all forms, either at the visiting point and the town fair venues or on the computer are bilingual.

One of the trends that has been seen is that customers living in the county feel more comfortable talking to Hwb Bach y Wlad staff through the medium of Welsh and that the Language is an integral part of the service they provide. For those customers who do not speak Welsh but are interested to start learning, the Hwb refers them to the support available. All staff speak Welsh together every day.

As the Hwb visited the towns, one of the trends observed is that the Language is mainly used in the agricultural markets. One example is noted from Llandovery, where a member of the public noticed that a member of staff was able to speak Welsh. Being able to converse in Welsh was essential for this person, due to the sensitive nature of the issues discussed. Without the opportunity to speak Welsh, the person may not have come for help. Feedback came from one customer who visited Hwb Llandeilo, who said that they were extremely happy that both Hwb consultants could speak Welsh as it was his first language and immediately said they felt comfortable.

Result

By employing staff who are bilingual we have been able to provide the Hwb's services bilingually to over 5,000 customers here in Carmarthenshire. The team has completed 152 country visits, attended 22 community events, and picked up over 150 'Claim what's your's'. referrals all offered bilingually.

Future

Hwb Bach y Wlad will continue to provide all services and develop resources bilingually in all locations. All posts made attached to the Hwb on social media will also continue to be published bilingually. We look to work closely with the marketing team to monitor Welsh option numbers on the website and complete surveys and questionnaires through the medium of Welsh.

Over the Summer months, the Hwb will attend agricultural events across the County along with other events and will ensure that the Language is used during these events.

We are keen to look further at the number who use the Welsh language when receiving our services.



Case Study 3: Developing an Early Years Welsh Support Officer role

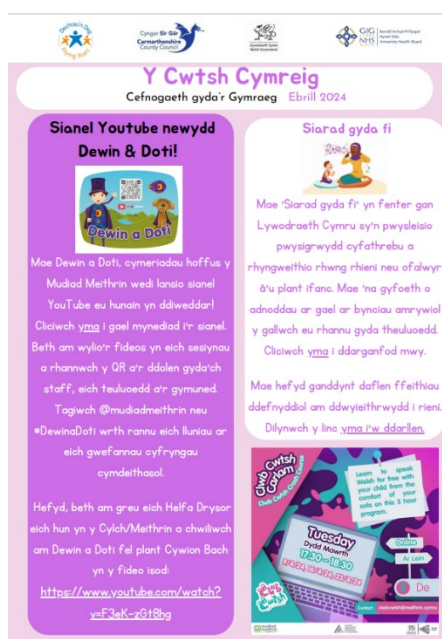
Background

In 2023 a new post was developed within the Department for Education and Children, for an Early Years Welsh Language Support Officer. Enfys John was appointed to the post. The main purpose of the post is to work with Flying Start to increase awareness and improve understanding of the Welsh language, and to encourage families to recognise the benefits of raising bilingual children. We are aiming to build confidence among the early years childcare workforce to provide high quality Welsh childcare services. Alongside this, the officer collaborates and engages with other early years services and support organisations, to provide opportunities for families to take part in Welsh language activity to encourage and support access to Welsh language provision.

Action

One of the main projects that has been underway since developing the post is to work closely with childcare settings to develop their Welsh language provision. There have been several tasks to develop and below is a brief summary:

1. **Visiting and Support Plans:** Visits conducted with locations that offer a Flying Start childcare service to families. Through observations and discussions with staff, provision development plans were created for each location setting out their current objectives, and an action plan to reach each objective. Resources and feedback will be provided to support each point in their action plan and the officer will return to visit each location in 2 terms to review objectives.
2. **Monthly newsletter 'Y Cwtsh Cymraeg':** On a monthly basis a newsletter is created to support venues with their Welsh language provision identifying links to vital information and any upcoming training opportunities. It was also shared with education settings and the Family Service. An example from the April 2024 newsletter is shown below.



- 3. Focus group support (Ffa-la-la programme – 2 days):** Offered the Fan-la-la training from all childcare settings offering Flying Start, which is a programme for childcare staff who introduce language patterns through Welsh songs. As a follow up to this, 6 childcare settings have received follow-up sessions from Carys Gwent (Ffa-la-la) to ensure the successful delivery of the programme.

Enfys John collaborates closely with community groups, specifically families and has held Welsh language training days and sessions to introduce the range of support and resources available to support practitioners within family centres to develop their Welsh language provision.

Enfys John has already developed some resources such as a Spotify playlist of Welsh music for children and offers direct support to families through Language and Play / Pre-natal sessions. A family information website has been updated by working alongside members of the Welsh in Education Strategic Plan focus Group to create an online portal for all childcare providers to access relevant resources and information to support placements with their Welsh language provision.

Result

A pilot family programme 'Cymraeg yn y Cartref' was designed. which was a 5-week programme for families to support them and help learn Welsh together. Sessions will be held in Carmarthen and Gorslas until March. There were 32 families attending across the 5 weeks and the long-term vision is to implement the sessions regularly. Feedback has been overwhelmingly positive with members who attended noting some comments in a questionnaire below.

"My son has really enjoyed the classes, he gets very excited listening and watching the singing. Although my wife is a Welsh speaker it's given him more exposure to Welsh, which is brilliant as he will be going to a Welsh school."

"I was very impressed with the 'Cymraeg yn y cartref' sessions as even as a fluent Welsh speaker, I also learnt new Welsh words, phrases and songs, which is very beneficial for me to then teach to my child. My child also really enjoyed the sessions and would continue to sing every song used in the sessions after leaving the sessions. The sessions have been extremely beneficial for mine and my child's Welsh and for my child's development. We would love for these sessions to be an ongoing weekly session for us to attend as it is the only place to offer the opportunity of a full Welsh session."

Future

The future looks very positive with a number of exciting projects in the pipeline. One is to create a video that promotes supporting an employee who is learning and who will share the experience of learning Welsh with locations to further promote learning Welsh. There will be a particular focus on employer experience and the support for staff in pursuing the learning path.

We are looking to strengthen the Welsh provision of the County's Family Centres by carrying out audits and creating support schemes for centres. The plan is to set up sessions that will

have a focus on the Welsh development affliction of parents with their children through groups within the family centres. The possibility of using the 'Ffa-la-la' resource / program was explored to act on this.

Enfys John is currently communicating with health visitors across the County to attend a variety of drop-in clinics. This is a way of connecting with families as supporting with decisions about the Welsh development of their children and their family and the intention is to continue and develop this further.

Case Study 4: Wales Graduate Network Event

Background

Back in September 2023 Sioned Raymond, our Policy and Partnership graduate officer was invited to be part of the Wales Graduate Trainee Network group set up by Gwynedd Council. This is the first time such a network has been established here in Wales. The purpose of the network was to pull together the schemes of Welsh public sector graduates. The long-term intention was to organise a conference which was an opportunity for trainees and coordinators of the various schemes to share ideas, experiences and good practice and identify opportunities for collaboration. Membership of the group included the representation of 'Cynllun Yfory', Gwynedd Council, Academy Wales and Carmarthenshire County Council.

Action

The group had a membership of ten people, and after initial meetings for everyone to get to know each other, future meetings were scheduled every two weeks to start putting plans in place for the event. Aberystwyth was decided to be the best venue to host the event as graduates were expected to travel from several Public sector organisations in Wales. Tasks were split amongst members and one of the tasks Sioned Raymond had was to organise an opening for the event by Carmarthenshire Chief Executive, Wendy Walters. Below is an overview of all that was prepared for the conference:

- Question-and-answer session with Carwyn Jones-Evans, Strategic Lead for the Mid Wales Growth Agreement.
- Presentation by Dr Olwen Williams OBE (Director of NHS Clinical Leadership, Professor at Cardiff University, and former Clinical Consultant on HIV Medicine) on the NHS "Compassionate Leadership" campaign.
- Ian Govier, Academi Cymru, presenting "Leadership, summarised".
- Panel discussion with former trainees now in senior or management positions:
 - Daniel Minister, Head of Government Business (Department for Economy), Welsh Government.
 - Sara Griffiths, Education Modernisation Manager at Carmarthenshire County Council.
 - Miriam Williams, Solicitor at Gwynedd Council.
- A presentation by the Office of the Future Generations Commissioner on the Well-being of Future Generations (Wales) Act 2015, its importance and how to lead sustainable change.
- An open discussion on how co-working between the graduate schemes could be increased in Wales.



Result

The event was held on Thursday, 25th January, with over 50 trainees including 5 from Carmarthenshire County Council attending from across Wales with representation from:

- Welsh Councils
- Welsh Government and Civil Service
- NHS organisations in Wales
- Transport for Wales
- Audit Wales
- Academi Cymru.

It was an informative and helpful day with very positive feedback received after the event. Sioned Raymond led the final discussion of the day where she focused on how the Graduate Schemes could work together in Wales. Below are the Carmarthenshire County Council graduates.



Future

Going forward, the group is keen to keep the momentum going giving the Network a formal structure. Following the final discussion of the day, Osian Prys, the group Co-ordinator has started formulating an action plan which will be shared with the Welsh graduate scheme co-ordinators to gain their support and build ownership in the Network. The extended group has been established, with Sioned Raymond continuing to be involved.

Case Study 5: Impact Assessment and the Council's Digital Strategy

Background

Impact assessments are an important practical tool to help us understand and mitigate the potential impact of our decisions on our residents, customers and services. They help us to ensure that we have considered how different groups and services may be affected by our proposals, enabling us to strengthen positive attitudes and mitigate any potential negative impacts.

Ultimately, impact assessments are an opportunity for us to evidence our thought process and to challenge assumptions when developing new proposals. In line with the Welsh Language Standards, we, through our integrated impact assessment seeking are trying to 'Consider what effects, if any (whether positive or adverse), the decision would have on:

1. Opportunities for persons to use Welsh, and
2. Treat the Welsh language, no less favourably than English'.

We are also asking officers to consider the following points to support the aim of increasing the use of Welsh:

- Enabling and empowering Welsh speakers and learners to use their Welsh language in everyday life, access services in Welsh, be able to learn and improve their Welsh language skills, plan and ensure proper access to quality education and training through the medium of Welsh, making sure our communities are places where Welsh is used freely and often.
- Ensuring compliance with the Welsh Language (Wales) Measure 2011 and the Welsh Language Standards - this includes the rights of Welsh speakers to use the Welsh language when dealing with us and for staff to use the Welsh language at work.
- Actively encourage and promote the use of our services in Welsh to see an increase over time e.g. website visits, number of consultations in Welsh, use of simultaneous translation at meetings.

In relation to promoting the Welsh language, we ask officers to consider the following points:

- How does the policy/project support the aim of increasing the number of Welsh speakers in the county? How does it mitigate any further reduction?
- How does the policy/project fit into the Council's Welsh Language Promotion Strategy?
- Which national objectives are supported?
- How do you intend to empower and encourage people to use Welsh when engaging with you on this policy/project?

Action

During the year 2023-24, the council's first Digital Strategy was prepared, and in the process, a detailed impact assessment was carried out in terms of potential impacts and opportunities to promote language use in the digital sphere.

It is essential to emphasise and incorporate Welsh into the Digital Strategy to ensure consistency with cultural, legal, economic, educational and social considerations. The Welsh

language is an integral part of Carmarthenshire's holistic development and well-being in the digital age. We will ensure that all our online and digital services are provided bilingually and promoted to our residents and the local economy in line with the Welsh Language (Wales) Measure, 2011.

Future

Cymraeg 2050: One million Welsh speakers, makes clear that the Welsh language must be part of the digital revolution, which spans all 5 priority areas of our strategy.

The Welsh Government is committed to ensuring that the Welsh language is given a core place in digital technology innovation, so that the Welsh language can be used in all digital contexts, and as a Council, we will support and deliver accordingly. Our aim is consistent with the aim in the 'Welsh Language Technology Action Plan', which derived from Cymraeg 2050, and we will ensure that we plan technological developments so that the Welsh language can be used in a wide variety of contexts, whether by using voice, keyboard or other form of interaction between a person and computer.

Case Study 6: Urdd Eisteddfod

Background

One of the highlights in 2023 calendar was the Urdd Eisteddfod coming to Carmarthenshire. The Urdd Eisteddfod is one of Europe's largest touring festivals attracting around 90,000 visitors across six days. Annually, over 15,000 children and young people under the age of 25 are seen competing. The Eisteddfod was welcomed to Llandovery and the Council tent was located at the entrance. It consisted of 4 different pads, with varying focus and activities during the week.

Action

The biggest pinnacle of the week for us was the launch of the Second Promotion Strategy. The Promotion Strategy's vision is to increase the proportion of Carmarthenshire residents who can speak Welsh and use their Welsh consistently. We aim to see the Welsh language as the norm of working and functioning in the County's public organisations.

4 objectives were set in the Strategy, and as part of the launch it was decided to organise a Panel and invite guest speakers from the County who could be able to voice an opinion on the objectives and discuss the action steps of the new strategy. Attendees had the opportunity to network over a cuppa after the discussion. Below is a list of Panel speakers.

- **Objective 1 – Increase in Welsh speakers:**
Leanne March (Head of Nursery Services Development Department and Gwenllian Stephens (Owner and Manager of Cwtsh y Clos Nursery).
- **Objective 2 – Maintain pride, use and confidence:**
Pupils from Bro Myrddin and Maes y Gwendraeth Sixth Form who talked about all the informal opportunities they have benefited from.
- **Objective 3 – The Welsh language is the norm in the workplace and workforce.**
- **Objective 4 – Thriving communities:**
Carys Ifan (Director of yr Egin) mainly for Economic developments and the Welsh language.

Members of the Policy Team formed part of the Council's 'Ar y Maes' Committee led by the Council's Marketing and Media Team. The Committee organised the activities for the week within the Council tent. With the Eisteddfod in Carmarthenshire a challenge was set to get all schools in the County to compete in the Eisteddfod. As a result of this, it was decided that it would be nice to have a performance stage in the Council Tent which gave schools the opportunity to rehearse and perform after preliminaries. One of the main responsibilities of the Policy Team Officers was to organise the performance stage and prepare a schedule. We contacted all the schools that were coming to Llandovery to compete offering them this opportunity.

Result

The launch of the Promotion Strategy took place on Thursday the first of June from 2:30-3:30 in the Council's tent. The launch was chaired by Meri Huws, Chair of Carmarthenshire's Welsh Language Strategic Forum. The launch was attended by 36 people with attendees representing a number of different organisations and boards from across the County. It was

a very successful afternoon in reflecting on the positive work that has been done, and the exciting times ahead in working on the action plans.



Very positive feedback was received with a number of visitors calling in to see the performances. From the challenge set we managed to get 90% of the County's primary schools to compete at the Eisteddfod, and 100% of the County's Secondary schools.



Future

Following the launch of the Promotion Strategy the next step is to produce an action plan for each of the objectives of the Strategy with the help of key partners. We hope to implement these actions immediately and review and monitor regularly.

We hope that the momentum can continue to support the schools to continue competing annually and do something similar when the Eisteddfod visits Carmarthenshire again.