

Annual Report on the Welsh Language

2020-2021

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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 2020/21. The report focuses on the fifth year of implementing the Welsh Language Standards in a year very different to all others. This report reflects those differences that came about as a result of Covid-19. It reflects the way in which we responded to the pandemic in relation to the Welsh language and how compliance with the Standards continued to be achieved despite the dramatically new way of working with many staff working from home for a long period of time.

As well as focusing on what we have achieved despite the practical *barriers* brought by the lockdown period, we have also included case studies to highlight the new projects implemented from the new *opportunities* that came as a result of the pandemic. We are very proud of the fact that we have continued to operate bilingually and promote the Welsh language throughout the lockdown and have supported our partners to do so as well. The Mentrau Iaith for example, and our Welsh Language Schools Development Team have produced new materials and many innovative, digital opportunities to encourage the use of the Welsh language. We also made the most of the new opportunities to teach Welsh to our staff online and we ensured that they were able to benefit from the new way of working by following Welsh language courses to develop their skills.

The transition from working in offices to working from home was significantly smoothed by the rapid and thorough distribution of the Microsoft *Teams* platform within the Council, and every possible opportunity was taken to promote the use of Welsh on this platform. Significant efforts were also made to create opportunities for staff to use Welsh socially through virtual means, but we remain aware of the effect of the reduction of face-to-face contact on the use of incidental Welsh and much work remains to be done in this area for the future.

As across all county Council departments, some of the staff who usually work specifically on promoting the Welsh language were transferred to contribute to efforts to support our vulnerable residents during the first lockdown. This hiatus in the work on the Welsh language did not have an impact on our bilingual service delivery, which testifies our resilience to provide through the medium of Welsh across all our departments.

As the lockdown periods ended, and the planning of reintroducing services resumed, the Welsh language was placed at the heart of strategic planning of all the Council's areas of work. Accountability at the highest level was given to directors and managers to consider the impact of reintroducing service delivery on the Welsh language.

Looking forward to 2021/22, and the following year, we aim to develop better Welsh-medium opportunities for our apprentices. We hope to undertake further work to increase the internal use of the Welsh language and will also work hard to measure the impact of our Promotion Strategy and produce a new Strategy for the next five years. In doing so we will be taking into account the results of the 2021 Census.

We hope to be able to continue to develop our work to promote the Welsh language within the Council and within the whole county with a renewed confidence that we are able to operate bilingually whatever the barriers that are placed in our way.

Cllr. Peter Hughes-Griffiths

Executive Board Member

Compliance with the Service Delivery Standards

We are extremely proud of the fact that we maintained our high standards, communicating fully bilingually during the period of great change brought about by the pandemic. Despite the significant changes in the services that we needed to prioritise, and the new working patterns caused by lockdown, we were able to operate bilingually on all our communication platforms. The same standard was reached when we were faced with emergencies during this period, including the severe weather and a fire at one of our Recycling Centres. As part of our continuous efforts to achieve the best possible standards of bilingual provision, we initiated a new practice on our Facebook platform of placing a comment under each post providing a link to the post in the other language. This has given us the ability to rectify a situation over which we formerly had no control, which language our residents encountered first on Facebook. Now, our residents can make an immediate language choice at the first point of contact.

Great efforts were made to continue to hold Council meetings bilingually even though the Chamber building with its translation booth could not be used. A system of using mobile phones to provide simultaneous translation to non-Welsh speaking Councillors was developed on the *Teams* platform, while the *zoom* platform was deemed to be too much of a risk to security to use for formal meetings. As the security improved on the *zoom* platform, council meetings were moved to *zoom* as it provided the ability to conduct simultaneous translation directly making the service easier to facilitate.

The new Covid-19 related business grants were administered bilingually, and some applications were received through the medium of Welsh. Those applications were administered as quickly as the English applications, with the digital system operating fully bilingually.

As well as continuing to provide our services in compliance with the Standards in the face of the pandemic, lockdown has also been used as an opportunity to deliver improved and new bilingual services. An online booking system has been introduced at the Recycling Centres to ensure social distancing. The system was designed to operate bilingually from the outset and the Welsh language service continues to be used consistently. The format of our Welsh Language webpages on our corporate website was redesigned and repopulated (see Case study 1). The increasingly technological world that Covid-19 produced was used to create and provide a brand-new series of Welsh medium band gigs online from our Theatres (see Case study 2).

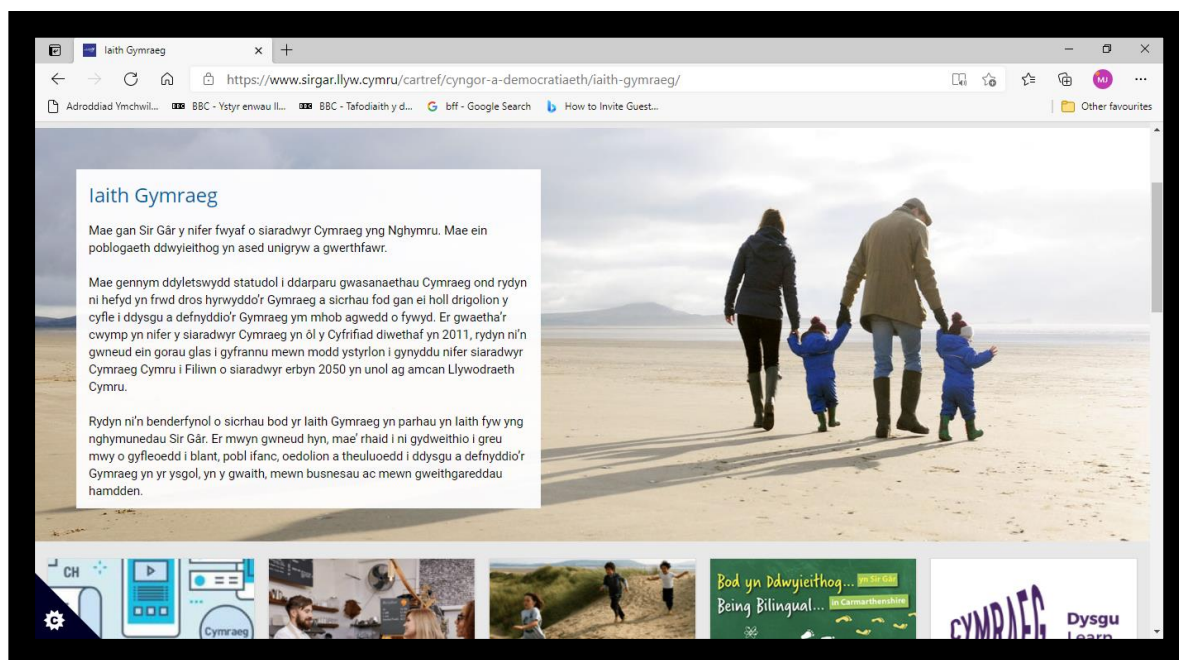
Case Study 1: Welsh Language Website

Background.



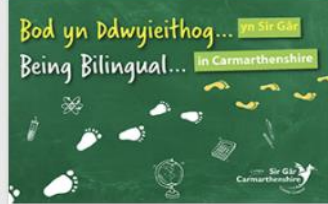
As the pandemic thrust us further into a technological world, it was felt that giving our citizens the best possible information and awareness about the Welsh language, especially for non-Welsh speaking parents of children in Welsh medium education, was becoming a priority, and we needed to do so electronically. With opportunities to distribute Welsh language promotion materials directly coming to a sudden stop, we needed to ensure access to everything on our corporate website.

Solution.

The Welsh language pages on the Council's corporate website were overhauled in order to convey positive messages about the Welsh language to our residents. Advice and assistance about the Welsh language was gathered in one place and its accessibility was ensured with links to other pages on the website relating to the Welsh language in order to create a seamless path for the user.



Creating a location on our website for our promotional leaflets for incomers, parents and businesses meant that we were able to promote the leaflets by disseminating an electronic link to the materials, in doing so we able to reduce the negative impact of not being able to distribute hard copies.

 <p>Y Gymraeg mewn Busnes Lawrlwythwch ein canllaw i ddefnyddio'r Gymraeg yn eich busnes.</p> <p>Y Gymraeg mewn Busnes</p>	 <p>Croeso i Sir Gaerfyrddin - Croeso i'r Gymraeg Darganfyddwch pa mor bwysig yw'r Gymraeg yn Sir Gaerfyrddin, yn ogystal â darganfod i ble y gallwch fynd i helpu i wella neu i ddefnyddio'ch Cymraeg yn ein sir.</p> <p>Croeso i Sir Gaerfyrddin - Croeso i'r Gymraeg</p>	 <p>Bod yn Ddwyieithog... yn Sir Gâr Being Bilingual... in Carmarthenshire</p> <p>Bod yn Ddwyieithog yn Sir Gaerfyrddin Gall pob plentyn yn Sir Gaerfyrddin ddod yn ddwyieithog drwy fanteisio ar addysg cyfrwng Cymraeg yn y Sir. Dyma sut...</p> <p>ADDYSG AC YSGOLION</p>
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Impact.

There has been a significant increase in the use of the web pages with the number of sessions on these pages this year more than doubling compared to the same period last year.

For the future.

A new area called the 'Language profile of the county' was created on the web page which houses information, advice, and the report on the Welsh language in Carmarthenshire. It is our intention to populate this area as the 2021 Census information is published. Placing accessible information in this area will facilitate our awareness raising and promotion work when the information becomes available.

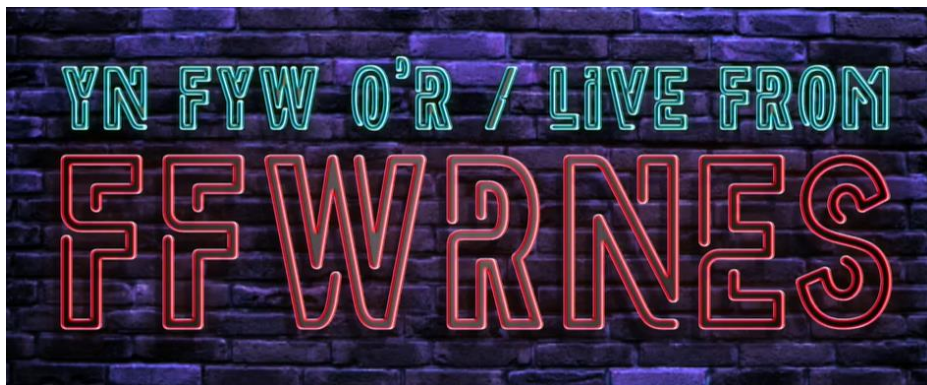
Case Study 2: Theatrau Sir Gâr Welsh language gigs

Background

Clearly, the lockdown forced the sudden and long-term closure of all forms of arts activity. Our theatre doors closed immediately. This produced a vacuum in cultural and social content, casting a threat to the major developments in our provision and a huge increase in our Welsh language content and audiences conducted in recent years.

Solution

The lockdown provided an opportunity to operate online, in an innovative way that would not only offer continuity to arts audiences at a time when no live events could be attended, but also that would support the well-being of Carmarthenshire residents during the difficult times. It was decided to hold Welsh medium live gigs that would appeal to a young audience and provide much needed work for young Welsh bands at the same time. A new brand was designed, and an investment was made to record a series of as-live gigs to be released monthly on YouTube and Facebook.



We made sure that the standards of productions were high by using a professional crew to film and edit, and the feedback reflected this.

Thorough marketing was undertaken internally to county Council staff as well as externally, ensuring that it should present residents with the best opportunity to hear Welsh and familiarise themselves with high quality Welsh, contemporary music.



Impact

There was a great response to these gigs and viewing figures were remarkably high.

		YouTube viewers	Facebook viewers	All viewers
4/12/2020	Alffa live from y Ffwernes	189	3566	3755
18/12/2020	Gwilym live from y Ffwernes	423	2894	3317
22/1/2021	Mellt live from y Ffwernes	265	944	1209
5/2/2021	Aedyth live from y Ffwernes	76	1920	1996
	All events	953	9324	10277

Table showing viewing figures of the events.

The feedback was extremely positive - the comments on YouTube and Facebook, everyone enjoyed and missed live gigs. There was attention on the *Heno* programme, which was a great opportunity to promote the events and to highlight what we were doing.

For the Future

It is true that these gigs have reached a much wider audience than they would have done live, and this is something to remember. It must also be recognised, however, that there was no income attached to this series of gigs and therefore it is not fully sustainable for the future. Consideration needs to be given to the extent to which people would continue to

watch gigs online once it is possible to attend live events, and it is also important to remember that a live experience brings an additional dimension of socialising through the medium of Welsh too. However, there will be potential for further digital engagement in a post-pandemic landscape, and we will explore the possibility of hybrid events that could include live audiences and a digital option with the option to watch at home. This could help to make the most of audiences (especially as we try to restore the program under the constraints of social distancing). We will also consider whether further use can be made of the recorded materials to raise young people's awareness of Welsh medium music.

Compliance with the Operational Standards

We have continued to communicate internally with staff fully bilingually throughout the pandemic, with bilingual emails and newsletters from the Chief Executive updating staff on the pandemic situation. A comprehensive survey of staff willing to temporarily volunteer in new areas of work was conducted and it was administered, together with individual telephone interviews, with an equivalent language option in Welsh and English. A survey of preferences on working agile was also conducted bilingually.

As well as continuing to operate bilingually with our staff, specific efforts were made to keep track of the use of the Welsh language by staff in the face of the pandemic. Rather than conducting a survey ourselves, we supported Bangor University's ARFer survey in order to obtain useful information on the effect working agile has on staff's language practices.

Y Gymraeg a gweithio gartref

Tybed ydych chi wedi sylwi os ydych chi'n siarad mwy neu lai o Gymraeg ers i chi ddechrau gweithio o adref?

Mae Prifysgol Bangor yn cynnal ymchwil ar sut mae gweithio o adref wedi effeithio ar ddefnydd staff o'r Gymraeg.

A fydddech gystal â llenwi'r holiadur yma mewn os gwelwch yn dda?

Byddai cael darlun o effaith Covid ar ein defnydd o'r Gymraeg yn ein cynorthwyo i ymateb ar sail tystiolaeth. Ond yn y cyfamser, os oes yna rywbeth hoffech chi i ni wneud i gynyddu eich defnydd o'r Gymraeg, rhowch wybod i iaithgymraeg@sirgar.gov.uk

Llenwch yr holiadur

Our internal communications efforts resulted in 66 members of staff contributing to the survey.

In transferring to work on *Teams*, the features that facilitated working through the medium of Welsh were promoted internally and the 'Using Welsh on the Computer' Guideline was updated to include Microsoft machine translation as well as the translation button in the 'conversation' in *Teams*. The new advice has been promoted in the Council's staff newsletters a number of times to encourage the use of Welsh on the computer.



Ysgrifennu yn Gymraeg gyda'ch Cyfrifiadur

Gallwn ddefnyddio technoleg i'n helpu i ysgrifennu yn Gymraeg yn ein gwaith. Mae modd gwirio sillafu yn Gymraeg. Mae geiriaduron ar gael ar-lein ac mae templedi y gallwn eu rhoi ar waith i'n helpu i sicrhau bod pethau'n gywir.

Dyma sut...

Meithrin mwy o hyder i ysgrifennu yn Gymraeg

Mae nifer o offer ar gael ar y cyfrifiadur sy'n gallu eich helpu i ddod yn fwy hyderus i ysgrifennu yn Gymraeg.

- Oeddech chi'n gwybod bod gwirydd sillafu Cymraeg?
- Ydych chi'n gwybod y ffordd hawsaf o roi 'w' ar lythren?
- Oeddech chi'n gwybod bod botwm cyfieithu ar Teams sy'n golygu y gallwch ddeall negeseuon Cymraeg eich cydweithwyr?

Mae cyfarwyddiadau newydd ar y fewnwyd sy'n gallu dysgu hyn a mwy i chi.

Ewch i [Ysgrifennu'n Gymraeg a'ch Cyfrifiadur](#) a byddwch yn gweld sut i newid eich rhyngwyneb i'r Gymraeg, sut i ddefnyddio Microsoft Translate a llawer mwy. Os hoffech gael fersiwn pdf neu ragor o gymorth, anfonwch e-bost at iaithgymraeg@sirgar.gov.uk

Great strides have been made in highlighting the language skills of staff on our internal systems in order to encourage the use of Welsh internally. The orange speech bubble was successfully included on the profile of staff with skills of level 3 and above and now appears in teams and on email profiles and work continues to roll this out across the Council

Finally, specific efforts were made during the pandemic to engage with staff to encourage them to use their Welsh informally at work. A quiz was held on *Welsh Music Day* and events were held online on *St David's Day* (see case study 3).

Case Study 3: Internal St David's Day event

Background

On 1 March 2020, a large-scale event was held at County Hall to celebrate St David's Day, using the event to communicate with workplace staff about the Standards, about the Welsh language learning opportunities and to promote the Welsh language in general. Over recent years, the Language Leaders of our environment department have held similar events in some of the Council's other locations. These events give us the opportunity to do important internal communication about the Welsh language, but it also gives staff the opportunity to communicate in Welsh in a relaxed situation thus increasing the use of Welsh in the workplace. This year, we were still in lockdown when St David's Day came so holding a similar event was not possible.

Learning from the ARFer research as well as from informal conversations, it became clear that fewer of our staff are using their Welsh since starting to work from home. As the opportunities to use informal, incidental Welsh in common areas of Council buildings disappeared overnight, our *Teams* communication channels did not provide similar opportunities for staff to use their Welsh. While staff who used to work in Welsh still did so in *Teams* meetings, most work situations involve at least one non-Welsh speaking member of staff, so the opportunities to use Welsh at work greatly reduced.

Solution

Online St David's Day events were held with the main intention of giving staff the opportunity to hear Welsh informally in various situations throughout the day. It was possible to take part in one or a whole day of events. Some of the events were interactive and others were pre-recorded and released at a certain time.

The timetable was placed on all office staff's screensavers on the day.

**Ymunwch â'n dathliadau
Dydd Gŵyl Dewi, 1 Mawrth**

- 9:30** Cystadleuaeth ysgrifennu limrig y Cyngorydd Peter Hughes Griffiths
- 10:00** Fideo dysgu sut i wneud Pice ar y Maen
- 11:00** Sesiwn Ilesiant gyda Canna Consulting
*Cynhelir y sesiwn hon yn Gymraeg
- 12:00** Canu'r anthem 'Hen Wlad Fy Nhadau'
- 12:15** Cwis byw gyda Marci G
*Cynhelir y sesiwn hon yn Gymraeg
- 1:30** Cyfle i gael rhagor o wybodaeth am ddysgu Cymraeg neu wella eich sgiliau Cymraeg
- 2:30** Sesiwn holi ac ateb gyda Jonny Clayton, pencampwr dartiau (recordiwyd ymlaen llaw)
- 4:00** Sesiwn Clocsffit

Gallwch weld rhagor o wybodaeth a'r doleenni i ymuno â'r sesiynau ar [mewnwyd/beth-sy-mlaen](#)

Join in with our **St David's Day celebrations on **March 1****

- 9:30** Cllr Peter Hughes Griffiths' Limerick Competition
- 10:00** Welshcakes cookery demo video
- 11:00** Wellbeing session with Canna Consulting
Session will be held in Welsh
- 12:00** Singing of the anthem 'Hen Wlad Fy Nhadau'
- 12:15** Live quiz with Marci G
*This session will be held in Welsh
- 1:30** Find out more about learning or improving your Welsh language skills
- 2:30** Q&A session with darts champ Jonny Clayton (pre recorded)
- 4:00** Clocsffit session

More info and the links to join in can be found at [intranet/whats-on](#)

Cyngor Sir Gâr
Carmarthenshire
County Council

Dathliadau Dydd Gŵyl Dewi



Mae llawer yn digwydd i ddathlu Dydd Gŵyl Dewi heddiw (dydd Llun, 1 Mawrth) – felly dewch i gymryd rhan!

Mae llu o wahanol ddigwyddiadau'n cael eu cynnal drwy gydol y dydd ar Teams – rhai sesiynau byw ac eraill wedi recordio ymlaen llaw.

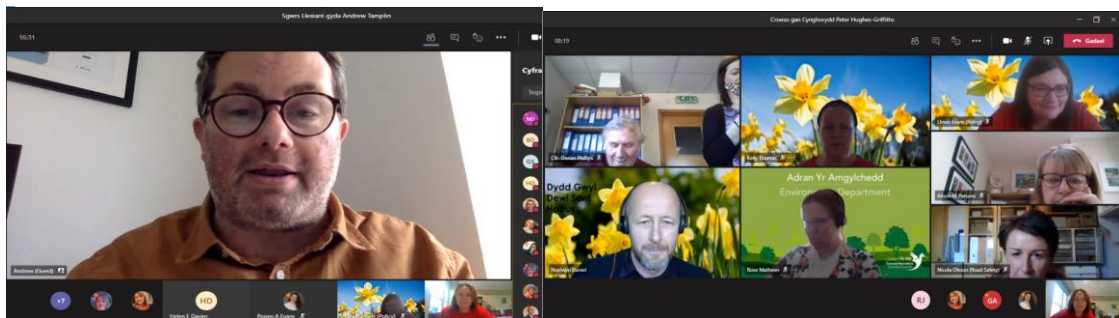
Does dim angen cofrestru ymlaen llaw, y cyfan sydd angen ei wneud yw clicio ar y dolenni isod ar gyfer pob sesiwn.

Gall y teulu cyfan gymryd rhan hefyd - bydd cystadleuaeth am y ffenestr sydd wedi'i haddurno orau ar thema Cymru. Anfonwch eich lluniau i iaithgymraeg@sirgar.gov.uk erbyn canol dydd, **ddydd Gwener, 5 Mawrth** i gael cyfle i ennill gwobr.

I gael rhagor o wybodaeth a'r holl ddolenni i ymuno â'r sesiynau ewch i'r tudalennau Beth Sydd Mlaen ar y [fewnrywd](#).

Mae llu o wahanol ddigwyddiadau rithwir yn cael eu cynnal o amgylch y sir yn y cyfnod cyn Dydd Gŵyl Dewi a thwy gydol y dydd. I gael rhagor o wybodaeth ewch i dudalen [Facebook Darganfod Sir Gâr](#).

All the information was shared on the intranet and through the Council staff newsletter



Impact

Following the event, a SNAP survey was conducted to gather feedback on the events. It was possible to ascertain which communication efforts had been successful and which departments had taken part in the events as well as which events, they suggested for the future. All but one noted that they would like to see similar activities next year.

Following the event, the videos were placed on the intranet with subtitles, and everyone was encouraged to listen to them in their own time.

Staff yn ymuno â dathliadau Dydd Gŵyl Dewi

Ymunodd staff ar draws yr holl adrannau yn nathliadau Dydd Gŵyl Dewi ar-lein eleni, ar ddydd Llun (1 Mawrth).

Cafwyd sesiynau byw yn ystod y dydd gan gynnwys sesiwn lles, cwis byw a sesiwn ffitrwydd 'Clocsfrit' yn ogystal â chyfle i ddarganfod mwy am sut y gall staff ddysgu neu wella eu sgiliau Cymraeg yn y gweithle.

Peidiwch â phoeni os gwnaethoch chi fethu unrhyw un o'r sesiynau, byddant ar gael i'w gwyllo eto'n fuan - daliwch ati i wirio **tudalennau gweithio'n ddwyieithog** ar y fewnwyd.

[Darllenwch fwy](#)

For the future

Since the events were held, further feedback has been received that informal opportunities are needed for hearing and using Welsh in the workplace. Attendance at the events was lower than expected this year but we intend to establish the day in the staff calendar. As they become familiar with the event and with the procedures of attending online events, more will take the opportunity to hear and practice their Welsh in this way.

We have established a further 4 dates for promoting the Welsh language in the Council during the year, namely Santes Dwynwen, Dydd Music Cymru, Diwrnod Shwmae and Mae gen i Hawl. The focus of these dates will either be to promote the Welsh language internally and sometimes to the public and the language Leaders will be instrumental in conducting them.

A quiz on Welsh music was shared with the staff on Dydd Music Cymru and the opportunity was used to highlight ways of accessing Welsh language music.

Compliance with the Promotion Standards

We continued with the work of promoting the Welsh language in Carmarthenshire despite the major changes brought to the Council's work following the pandemic. Meetings of the Welsh Language Strategic Forum moved online immediately. Indeed, in line with the Forum's wishes, we held 5 meetings rather than 4 with around 20 organisations represented at each meeting. The following areas were discussed:

- June 2020 – The challenges of promoting the Welsh language in lockdown
- September 2020 – Apprenticeships and post-16 education
- November 2020 – Housing, and the selling of houses since lockdown
- February 2021 – Evaluation of the Priority Areas Project
- March 2021 – Planning and the LDP

Alongside these meetings, *laith* was commissioned to gather potential indicators for a framework to measure the impact of the 5-year Promotion Strategy. This work has been completed and although there are weaknesses in the indicators and work to be done on improving the data sources to make them more reliable, we have a framework for establishing a baseline of data for measuring the impact of the Promotion Strategy which we hope will improve as time goes on.

The early lockdown was used to work closely with *Hello Blod* officials to create a new leaflet to promote the Welsh language in business. The hiatus in the face-to-face work of the *Hello Blod* staff was a good opportunity for us to work together on this resource. (See Case study 5).

Further work was done to promote the Council's Welsh language services this year, although obviously we were obliged to do so electronically. A statement was released to the press and on our website on 'Mae gen i hawl' day and Flying Start staff and our Family Information Services have continued to distribute materials to promote Welsh-medium and bilingual education using the promotional materials that we have produced, including the new 'Welsh Homework. No Problem' leaflet, (See Case study 6).

Case Study 4: Welsh Language in Business Booklet

Background.

The Council had produced a booklet to promote the Welsh language amongst businesses in 2015, in partnership with the County Strategic Forum. The booklet was now out of date. Following the work undertaken with the multi-agency group on promoting the Welsh language in businesses, it was noted that a more up-to-date resource was needed to distribute among our contacts. Now that the structure of business support is in place, with the government funding support for SMEs and the Welsh Language Commissioner providing support to large businesses, it was now possible to offer clear advice and support to businesses and this needed to be communicated at a cheerful level in Carmarthenshire.

Solution.

We worked with the *Helo Blod* officers to create a brand-new e-booklet that would be relevant and of practical use to the county's businesses. We decided to focus on the message that everyone can use Welsh in their business. The booklet was divided into three parts to introduce the 'Small but important steps', which are a recognition of the bilingualism of the county and is within everyone's reach. The second section gave tips and suggestions for using more Welsh, and the final section explained how a business could be 'Working fully bilingually: Striding Ahead'.



Two case studies were included under each section by the *Helo Blod* officers, taken from businesses they had worked with, to give the whole booklet a local flavour and to give businesses confidence that operating bilingually is indeed within their reach.


Astudiaeth Achos 5, Jin Talog

Cefndir:
Sefydlwyd y cwmni yn 2018 ac o'r cychwyn cyntaf roedd y perchnogion yn awyddus i gynwys y Gymraeg yn eu busnes. Roedd y ddau wedi symud yn ôl i gafn gwlad o'r ddinas. Roedd un o'r perchnogion yn siarad Cymraeg iaith gyntaf a'r llall yn ddwygwi. Mae'r elfen gymunedol yn bwysig iawn iddynt fel busnes ac mae'r Gymraeg yn rhan fawr o hwnnw.

Camau:
Wrth adeiladu eu gwefan, label i'r cynnyrch ac unrhyw nwyddau marchnata, roeddant yn meddwl am y Gymraeg ar bob adeg ac felly wedi safydlu hunaniaeth Gymreig a Chymreig i'r busnes o'r cychwyn. Wrth i chi ymweld â gwefan y cwmni, mae ganddynt ddevis i newid rhwng y ddwy iaith. Mae'r mwyafrif o'r postïadau ar eu cyfryngau cymdeithasol hwnnw hefyd yn ddwyieithog.

“ Mae defnyddio'r Gymraeg wedi bod yn sylfaenol i lwyddiant ein busnes cychwynol. Mae wedi rhoi hunaniaeth glir inni ac wedi ein helpu i sefyll allan. Cawsom ymateb anhygoel gan siaradwyr Cymraeg sy'n gwerthfawrogi cyfathrebu â ni yn y Gymraeg, ac maent wedi dod yn gwsmeriaid ffyddlon arbyn hyn. Mae defnyddio Cymraeg wedi helpu ni i gryfhau ein brand a'n safle mewn marchnad orlawn. ”

Llwyddiannau:
Mae Jin Talog wedi datblygu mewn adeg cymharol fyr i fod yn frand adnabyddus gan ennyn sylw cylchgrawn Vogue yn ystod cyfnod y Nadolig 2019. Maent hefyd wedi ennill amryw o wobrau am ei jin.



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Live links were included in the document to direct businesses to the support available and the Welsh Language Commissioner's latest research, 'Welsh in the Shopping basket' was used to persuade that the use of the Welsh language was beneficial to businesses in Carmarthenshire.

Impact.

The production of this new e-resource meant that we were able to develop new partnerships and influence other organisations to promote the Welsh language in businesses. Having a document containing all the support in one place, it was now possible to forge new links with Menter a Busnes, Antur Teifi and Shopping Centres. It was also distributed through the Council's Economic development links with businesses, the Council's Trading Standards unit, through business newsletters and through town and community councils.



The Marketing Officer for the Menter a Busnes *Cywain* project arranged for the booklet to be sent to 860 email addresses involving Cywain clients and stakeholders including the Welsh Government'. Menter a Busnes also distributed the booklet by email to 'farming connect' members.

Menter Môn enquired about the possibility of recreating our document and we agreed that they could use all the materials that were of use to them as long as they acknowledged Carmarthenshire County Council as the original source of the materials.

For the Future.

We will explore the possibility of further work distributing this document with the developments of the economic development projects that the County Council will be operating in the next period, such as the 'Ten market towns' project and within the county's three main town centres.

[Welsh \(llyw.cymru\)](http://Welsh (llyw.cymru))

Case Study 5: Welsh Homework. No Problem

Background

At the end of 2020, a booklet was produced with the main aim of alleviating the concerns of non-Welsh speaking parents about not being able to help their children with homework as they attended Welsh-medium education. Following consultation, it was decided to create a slightly different Welsh version, which would advise Welsh-speaking parents on how to support children with homework and encourage them to use their Welsh with the children in the home. Hard copies of the booklet were successfully distributed before the end of 2020 to headteachers, but the lockdown prevented any further distribution of hard copies just as we were starting the work.

Solution

An electronic communication plan was produced and implemented during the year. The document was placed on the County Council's education web pages and a presence on the website enabled easier distribution of the electronic version to outside organisations. It was also posted on the Family Information Services website and Facebook. All headteachers received an electronic version by email and were recommend to share with parents via the school app before the end of the summer term. They were reminded again by e-mail in early September in case it would have been forgotten with re-opening arrangements after the major lockdown.

The document was shared with the Council's heads of children's services and with Meithrin and Cymraeg i Blant officers. It was shared by the Welsh Language Schools Development Team who are also responsible for supporting latecomers. Finally, it was shared to all registered care providers in the county.

Homework in Secondary School

Quote from a year 7 pupil...

"Parents CAN help with homework. Just talk to them in English about what you're doing, and then write it in Welsh!"

As young people mature, they may not want much help from parents but you can still show interest in their work even when the work becomes more specialised.

1. Ask the child to **explain** the task to you in English. Check any difficult vocabulary to make sure you understand each other properly.
2. Discuss the work in **English**.
3. Encourage the child to **translate** what was discussed back into Welsh. You can assist if needed using an online lexicon.
4. Encourage your child to check their answers using **Cysill online**.

Gwaith Cartref yn yr Uwchradd

1. Gofynnwch i'ch plentyn egluro'r dasg i chi yn Saesneg neu yn Gymraeg. Gwiriwch unrhyw eirfa neu dermau anodd gyda'ch gilydd os oes angen gan ddefnyddio geiriaduron ar-lein neu'r **Ap Geiriaduron**.
2. Trafodwch y gwaith yn **Gymraeg** neu'n **Saesneg**. Peidiwch poeni os ydych chi'n gorfod defnyddio geiriau technegol yn Saesneg wrth drafod.
3. **Peidiwch poeni** os ydych chi plentyn yn cywiro eich Cymraeg. Bydd hyn yn maqu eu hyder iethyddol nhw.
4. Anogwch eich plentyn i wirio ei atebion drwy ddefnyddio **Cysill ar-lein**.
5. Awgrymwch i'ch plentyn lawrlwytho'r ap yma ar ei ffôn Android, iPad neu iPhone am ddim. Fe fydd yn rhoi'r eirfa gywir yn Saesneg ac yn Gymraeg iddo ar flaenau ei fisedd.

Impact

Positive feedback was received on the resource and Cronfa Glyndwr Fund, which had contributed to the initial printing costs, asked us to share them with all the other county

councils. We cooperated with WLGA to do this and they shared the resource with every county as well as the School Improvement Consortia Managers. Following this, Flintshire and Neath Port Talbot contacted us to obtain permission to recreate the document for their county use. Our graphics department, therefore, placed the logos of both counties on new versions of the document so that they could emulate our work at no cost to them.

For the Future

The next step is to resume the distribution of hard copies of this booklet and explore possibilities of sharing them further especially when moving the schools along the language continuum in accordance with the WESP. Furthermore, we have not resolved the issue of offering access to this document and others as members of the public look to register place at a school online. These possibilities will need to be explored during 21-22.

Complying with the policy making Standards

Overall, the Welsh language remained a strategic priority for the County Council during the year despite the major change of direction in the priorities of the services provided. From a corporate perspective, practical work has been undertaken to ensure that the process of considering the impact of the Welsh language on policy decisions and new projects is clear to managers by including these considerations in the Council's new Impact Assessment Tool.

Particular attention was given to the Welsh language and to the Standards in a management template to be completed as services were reintroduced following lockdown. All Service Managers had to complete the template for the approval of the gold command chaired by the Chief Executive.

In the economic development policy document, 'Moving rural Carmarthenshire forward' specific and robust emphasis was placed on having a positive impact on the use of the Welsh language, ensuring that the aim of developing the economy alongside the Welsh language becomes a priority for our rural areas. The report recognises, our 'unique culture associated with the Welsh language, which has intertwined with community life in this part of Wales for centuries'. And it states that it will 'place an emphasis on creating jobs and business opportunities at the heart of this regeneration strategy so that we can keep our young people in Carmarthenshire and encourage those who have left the county to develop their talents elsewhere to return and help us grow our economy'.

Renewed attention was given to the Welsh language when preparing new *Flying Start tender documents* for the procurement of childcare for the next period. More robust and clearer conditions have been set for childcare centres on the need to be able to provide through the medium of Welsh. The ambiguity in the old tender specification was removed and the term 'bilingual provision' replaced with the terms 'Welsh-medium provision' and 'Welsh and English provision'. This means that all providers must demonstrate the ability to either provide childcare in Welsh or in Welsh and English side by side rather than being able to provide English-medium care with elements of Welsh and call it 'bilingual'. It was noted that all settings would have to -

- Provide childcare through the medium of Welsh and have sufficient staff with Welsh language skills to provide Welsh-medium key workers for children who wish to have them. Settings should consider Welsh at least Level 3, as a benchmark for adequate Welsh language skills,
- Have the means to communicate with families through the medium of Welsh if they wish,
- Have bilingual materials for promoting Welsh culture and traditions and be able to provide Welsh-medium visual stimulation at the setting as well as Welsh instructions/signs,
- Developing the Welsh language skills of all looked after children,
- Have suitable materials about the language preferences of local primary schools so that children can continue to develop their Welsh language skills when they enter formal education.

Progressive and thorough work has been done to ensure adequate considerations of the Welsh language when developing the County's new Local Development Plan. (See case study 6).

Case Study: 6 Local Development Plan

Background

Carmarthenshire County Council are currently preparing its Revised Local Development Plan (LDP) which, when adopted, will be the document against which all land use and development proposals will be assessed until its end date in 2033. When preparing the LDP, it must be assessed for its anticipated impacts – be they positive or negative - upon the Welsh language, including the policies and sites allocated for development within it.

In preparing the LDP, a balance must be struck between ensuring that enough land is made available in the right places to accommodate the housing and employment needs of its residents and to sustain the local communities without allocating to such an extent that it would have a detrimental impact on the prevalence of the Welsh language in Carmarthenshire.

There is currently no standardised approach to undertaking such an assessment and there were concerns over the robustness and accuracy of existing methodologies and the risks that these would present. Furthermore, the relationship between the Welsh language and land use planning is poorly understood, with a significant proportion of evidence available being anecdotal and inconclusive.

Solution

Carmarthenshire County Council therefore set out to find a suitable methodology which could be used to assess the anticipated impacts of the LDP upon the Welsh language which would comply with legislative and national policy requirements. The assessment would also need to draw upon information sources which would be robust enough to withstand examination by an independent planning inspector and any challenges by third parties.

The Forward Planning Team, working collaboratively with Corporate Policy Officers, commissioned the consultants *laith* and *Burum* to prepare a suitable methodology and to assess the anticipated impacts of the LDP throughout its preparation, assessing the following elements: the level of growth identified by the LDP; the spatial distribution of development; the Plan's policies; and the sites allocated for development.

Impact

Using their expertise in language planning and land use planning, *laith* / *Burum* produced a suitable methodology for the assessment of the LDP. The work undertaken to date provides an assessment of the Deposit version of the LDP and is available on the LDP's webpage:

[Evidence Base \(gov.wales\)](#)

The assessment undertaken scored the growth strategy as likely to have a 'minor negative' effect upon the Welsh language and the spatial strategy as having a 'minor positive' effect. The consultants made recommendations on how to limit the negative impacts, which included a review and amendments to the LDP's Welsh Language policies. The suggested amendments were duly incorporated into the Deposit Plan prior to its publication.

The work to date and the content of the Welsh Language Impact Assessment has been presented to Carmarthenshire's Welsh Language Strategic Forum for their information and it is anticipated that there will be further opportunities to engage with Welsh language groups.

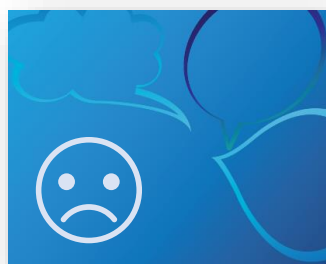
For the future

As the LDP continues to evolve, its impacts will continue to be assessed to ensure that the Plan maximises the opportunities to positively contribute towards the vitality and viability of the Welsh language.

The focus will now move towards firstly addressing any evidence gaps which remain the LDP's assessment, and secondly, the implementation of the LDP. This is likely to involve a collaborative approach to producing Supplementary Planning Guidance (SPG). The SPG will provide further guidance to developers on how to meet the LDP policy requirements and set the framework for how the language should be considered at the planning application stage.

Whilst a significant amount of work has been done, several challenges remain, and the Welsh language will continue to be a consideration in the land use planning system in Carmarthenshire.

Complaints received 2020/21



Below is a list of the complaints received during 2020/21 together with a summary of the action following receipt.

Complaints were received directly to the Council and through the Office of the Welsh Language Commissioner. The direct complaints were dealt with in accordance with the Council's complaints procedure.

Complaint Service Delivery Standards	Response and action
1. Complaint about road signs on the B4317 between Trimsaran and Pembrey	<ul style="list-style-type: none">• An Investigation was carried out by the Office of the Welsh Language Commissioner• It was noted that the signs were historic (in place prior to the Standards) but arrangements were made for the installation of new signs
2. Complaint about an English only prepaid return envelope from the Benefits Team	<ul style="list-style-type: none">• We explained that we as a council cannot use a bilingual address as Royal Mail does not allow us to include them. A limited number of words that can be used when setting the address• Guidance has been received from the Office of the Welsh Language Commissioner that Welsh-medium addresses only should be used in the future
3. Complaint about English only correspondence from 'Barchester' care home. The complainant claimed that the council gave the addresses of its residents' homes to private companies such as 'Barchester', and therefore that there is a relationship between the companies and the council which creates a suspicion that the companies are supplying a service on behalf of the council.	<ul style="list-style-type: none">• It was explained that the council does not have a formal working relationship or information sharing arrangement with 'Barchester' care homes.• The only possibility identified is that we are aware that some organisations buy the Electoral register from the council and sell the details on to other third-party bodies – we have no control of this as a council and we cannot impose terms or conditions on any sale of the register.

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4. A complaint from a member of the public about the fact that they sent a letter to the Housing Department in February this year, but that they received a call back from a member of staff from the department in English
 - An Investigation is underway by the Office of the Welsh Language Commissioner
 - It was explained that the team had failed to contact the individual by telephone and had sent him bilingual correspondence.
 - As the individual contacted us back, they were offered a Welsh contact, but they continued with the conversation in English.
 5. Complaint relating to English e-mail and an English "Housing Options Plan" document.
 - An Investigation was carried out by the Office of the Welsh Language Commissioner.
 - The Council was found to have breached the Standards for service delivery and the Council was asked to take appropriate action to resolve this.
 - Actions include reminding all council staff of the Standards regarding correspondence and sending out standard council forms
 6. A complaint from an individual about the fact that they received a 'Council Tax Breakdown' e-mail in English only from the Council Tax Division of Carmarthenshire County Council through a 'Wallich' tenancy support worker
 - The complaint was submitted through the Office of the Welsh Language Commissioner.
 - It was explained that the council provides a fully bilingual copy of the Council Tax details to all households.
 - Due to the individuals receiving tenancy support, the email that referred to it in the complaint was a conversation between two officers, not a public message.
 - The Office of the Welsh Language Commissioner decided not to continue with the case.
 7. A complaint from a member of the public about their receipt of a letter in English only from the Council relating to 'Prevention of Damage by Pests Act 1949, Section 4/ Environmental Protection Act 1990, Section 80'.
 - It was noted that the complainant had been in contact with the appropriate officer / Environmental Protection team to complain and had received our sincere apology for the error in sending them an English only letter.
 - A Welsh medium copy of the letter was provided, and a specific record of the individual's linguistic choice was created on the Environmental Protection team system.
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| <p>8. Complaint from an individual regarding receipt of an English only e-mail from the BlueBadge@carmarthenshire.gov.uk address. The e-mail related to the registration for a blue badge.</p> | <ul style="list-style-type: none">• The complaint was submitted to the Office of the Welsh Language Commissioner. An Investigation was carried out and actions were set to correspond with another case in relation to the Service Delivery Standards.• The complaint was submitted by the Office of the Welsh Language Commissioner. It was confirmed that they would investigate this complaint hand in hand with the complaint below in relation to Travel Tickets. |
| <p>9. Complaint from an individual regarding receipt of an English only letter 'Concessionary Travel Pass' and an English only 'Disabled Eligibility Assessment Form'</p> | <ul style="list-style-type: none">• The Inquiry continues• The complaint was made by the Office of the Welsh Language Commissioner and it was decided to investigate the case.• The council has provided evidence about the complaint and the actions that were in place to support the individual• The Inquiry continues |
| <p>10. Complaint by an individual relating to an English only letter received from an individual through Llesiant Delta Wellbeing</p> | <ul style="list-style-type: none">• The complaint was made by the Office of the Welsh Language Commissioner and it was decided to investigate the case.• The Council was found to have breached the Standards for service delivery and the Council was asked to take appropriate action to resolve this.• Following receipt of the final report from the Commissioner's Office, the Policy and Partnership team will work with Delta Wellbeing to complete the actions |
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Overview of Welsh language training and training through the medium of Welsh

Overall, lockdown provided us with more opportunities than barriers to developing the Welsh language skills of our staff. With the ability to provide so much more online and the fact that staff undertaking new ways of working were able to use their time to also develop their skills, it was very encouraging to see this year's figures in terms of learning Welsh, with a third more of our staff committing to increasing their Welsh language skills and a thousand more staff taking other courses through the medium of Welsh. Our hard work in this regard was reflected by an award allocated to Carmarthenshire County Council by *Dysgu Cymraeg Ceredigion Powys Sir Gâr*, 'the Welsh Language Learning Employer of the year', for the support and opportunities we offer our staff to develop their Welsh language skills.

Welsh Language training:

In broad terms, our staff attend one of the following three types of formal courses:

- Traditional courses, the community Welsh language learning courses with the *Centre for Learning Welsh*
- Welsh in the Workplace Government funded Courses through the *Centre for Learning Welsh*
- *Say Something in Welsh*,

And within these types of courses, there is a variety of opportunities at all levels from 0-5 to suit various patterns of learning, with some learning in weekly lessons of 2 to 4 hours and others committing to an intensive week for example.

Under this year's circumstances, all courses were delivered online. Our staff have coped excellently and note that they like this way of learning, although they miss the element of hearing the language in a working environment. To support them with practicing Welsh in the workplace, we have recruited more staff available to be mentors.

Opportunities for 'Improving your Welsh' courses became available in the last quarter of the year as this provision was developed from traditional residential courses to virtual courses.

New this year, a session was provided for managers who are involved in the Work Welsh program. A session was held to explain to them what was expected of the staff they were releasing to learn, and also how they could support those staff with their efforts. These staff are not included in the figures below as they will be included next year as they complete the course.

Figures from our staff who have completed Welsh language training 2020-2021 are:

Learning Welsh Course	The level expected to reach on completion of course	Number completed
Welcome and Welcome back	Level 1	96
Beginners Welsh 1 -2 (entry)	Level 2	177
Foundation Welsh	Level 3	9
Intermediate Welsh	Level 4	13
Improving your Welsh (1 intensive week)		8
Say Something in Welsh	Level 1	8
	Level 2	3
Cyfanswm		314
Other courses		
Welsh Language awareness (English)		2251
Mentoring		23
Your Staff – Work Welsh		11
Cyfanswm		2285

Learning through the medium of Welsh:

These are the council's course figures that have been completed through the medium of Welsh through e-learning.

Chairing disciplinary hearings	1
Welcome to Language Awareness	278
Introduction to Procurement	7
Revealing misconduct	94
Data Protection (GDPR)	189
Protection: Awareness	19
Personal resilience	3
Food hygiene	23
Mental Health in the workplace	108
Drivers' handbook	1
Behaviour Standards in the workplace	8
Violence against women, domestic abuse and sexual abuse	363
Awareness of Carers	26
cyfanswm	1120

It is also important to note that other courses are not delivered in English only. Many courses include elements of Welsh and give attendees the opportunity to speak Welsh. The Social Care Workforce Development Partnership, for example, ensures that all their resources are bilingual, welcoming everyone bilingually and appointing Welsh language trainers as necessary.

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

Language Skills

This was the data that was on the system at the end of March 2020

	Number	Percentage		Number	Percentage
No spoken skills	603	11%	No writing skills	1347	25%
Level 1 Speaking	1657	31%	Level 1 Writing	1426	27%
Level 2 Speaking	856	16%	Level 2 Writing	776	15%
Level 3 Speaking	614	12%	Level 3 Writing	548	10%
Level 4 Speaking	520	10%	Level 4 Writing	474	9%
Level 5 Speaking	1074	20%	Level 5 Writing	730	14%
Total	5324		Total	5301	

This is the data for 2020-21:

	Number	Percentage		Number	Percentage
No spoken skills	664	12%	No writing skills	1347	25%
Level 1 Speaking	1701	31%	Level 1 Writing	1445	27%
Level 2 Speaking	859	15%	Level 2 Writing	779	14%
Level 3 Speaking	637	11%	Level 3 Writing	585	11%
Level 4 Speaking	545	10%	Level 4 Writing	495	9%
Level 5 Speaking	1148	21%	Level 5 Writing	792	14%
Total	5554		Total	5443	

A Language record exists for the numbers noted above, out of 8604 members of staff. However, this figure includes 2460 school-based staff for whom we do not hold a language record.