



Cyngor Bwrdeistref Sirol  
**MERTHYR TUDFUL**  
**MERTHYR TYDFIL**  
County Borough Council

# **MERTHYR TYDFIL COUNTY BOROUGH COUNCIL WELSH LANGUAGE ANNUAL MONITORING REPORT FOR 2018-2019**

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## SECTION 1

### FOREWORD

Merthyr Tydfil County Borough Council received its final Compliance Notice from the Welsh Language Commissioner on 30th September 2015. This outlined the Council's duty to meet the statutory Welsh Language Standards established by the Welsh Government under the Welsh Language (Wales) Measure 2011.

This Measure gave equal status to Welsh and English so that Welsh cannot be treated less favourably than English. The introduction of the Welsh Language Standards is designed to ensure that those in Wales who wish to live their lives in Welsh can do by obliging Councils, and other public sector bodies, to deliver their services in Welsh.

The Welsh Language Standards require the Council to compile an Annual Report, in relation to each financial year, that deals with the way that it has complied with the Service Delivery, Policy Making and Operational Standards. Provision is also included within the Standards concerning publishing and publicity of the Annual Report.

This Report sets out the Council's progress towards complying with the Standards during financial year 2018/2019.

The Council is committed to encouraging all of its customers to use the Welsh language skills that they have, and to creating an environment where they feel they can use Welsh in their interaction with the Council.

The Council is working closely with the Voluntary Sector, in particular, Menter Iaith Merthyr Tudful to help us to successfully meet our obligations to the community under the legislation.

**Councillor Chris Davies**

**Cabinet Member for Social Services and Welsh Language Champion for Merthyr Tydfil County Borough Council**

#### **WELSH LANGUAGE STANDARDS**

In 2011 the Welsh Language (Wales) Measure replaced the Welsh Language Act 1993 and as part of the new legislation, in Wales, the Welsh language has equal legal status with English and must not be treated any less favourably. Public bodies are no longer required to develop and implement a Welsh Language Scheme, but must comply with a set of Welsh Language Standards instead.

The Standards explain how organisations are expected to use the Welsh language in different situations.

The Measure establishes a legal framework to impose a duty on some organisations to comply with standards of conduct on the Welsh language. The Measure notes that Welsh Ministers may, by regulations, specify Standards in the following areas:

- Service Delivery.
- Policy Making.
- Operational.
- Promotion.
- Record Keeping.

The Standards aim to:

- Make it clear to organisations what their duties are in relation to the Welsh language.
- Make it clearer to Welsh speakers about the services they can expect to receive in Welsh.
- Make Welsh language services more consistent and improve their quality.

## **SECTION 3**

### **PROGRESS ON IMPLEMENTING THE WELSH LANGUAGE STANDARDS**

The following summaries some of the key progress that the Council is making in implementing the Standards:

#### **WELSH LANGUAGE PROGRAMME**

The Council has developed a Welsh Language Programme that is made up of the following 10 projects listed below. The Programme is structured around compliance with the Standards, translation and promotion of the Welsh language.

- Telephone and Reception.
- Correspondence.
- Social Media.
- Website.
- Welsh Language Training.
- #Shwmaeronment Campaign.
- Mystery Shopper Work.
- Urdd Sports Development Apprentice.
- Welsh Language Translation.
- Welsh Language Annual Reporting.

The Welsh Language Programme forms part of the Council's Change and Well9being Programme supporting compliance with the Standards and delivery of the:

- Well9being Goal: A Wales of Vibrant Culture & Thriving Welsh Language.
- Council's Welsh Language Promotional Strategy and Welsh Government's Million Welsh Speakers Strategy.

As part of the Council's governance arrangements for its Change and Well9being Programme, progress on the Welsh Language Programme is monitored through monthly highlight reports that are reported to the Council's Change and Well9being Steering Group.

#### **MYSTERY SHOPPER PROJECT**

As part of the Council's Welsh Language continuous improvement programme and self regulation work for compliance with the Standards it has developed a mystery shopper project working in partnership with Menter Iaith Merthyr Tudful.

The aim of the project is to independently assess the Council's provision of Welsh language services to the communities of Merthyr Tydfil.

The project is undertaken by Menter Iaith Merthyr Tudful through the use of Welsh speaking volunteers and learners in Merthyr Tydfil. The project was first undertaken between December 2016 and February 2017, and have since been repeated between February and March 2019.

The project focuses on the following areas of compliance across a number of Council locations of the County Borough:

- Face to face visits.
- Over the phone services.
- Email responses.
- Online services.
- Social media.

The findings of the project are included in a final written report which includes recommended areas for improvement. Any areas for improvement are used to inform the Council's Welsh Language Programme for 2019/2020 and beyond.

## **ASSESSING IMPACT**

### **Equality Impact Assessments**

In line with the requirements of the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011 and Welsh Language (Wales) Measure 2011 the Council adopted an Equality Impact Assessment (EqIA) process, which was a mandatory accompaniment to reports on the Council's Change and Wellbeing Programme, and for Cabinet and Council.

This demonstrated how Councillors, Report Authors and Project Managers considered Equality and Welsh language as part of their decision making.

### **Integrated Impact Assessment**

In line with the requirements of the Wellbeing of Future Generations (Wales) Act 2015 (the Act) the Council has developed an Integrated Impact Assessment (IIA).

The IIA aims to support the Council in demonstrating how it is planning, delivering and monitoring services in line with the sustainable development principles and how it is seeking to improve the economic, social, environmental and cultural wellbeing of Merthyr Tydfil, now and for future generations by:

- Thinking about the **long term** impact of our work on people in Merthyr Tydfil;
- Taking an **integrated** approach to services, looking at the impact our work could have on other services and organisations;
- **Involving** people in the decisions that affect them;
- Working with others to find **collaborative** solutions; and
- Understanding the root causes of issues and **preventing** them from occurring.

The IIA (that was approved by Cabinet on 26<sup>th</sup> September 2018) has replaced the EqIA process, and incorporates the Council's Wellbeing Objectives, the Sustainable Development principles, Equalities, Welsh language and Biodiversity, to support effective decision making and ensuring compliance with the following legislation:

- Wellbeing of Future Generations (Wales) Act 2015.
- Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011.
- Welsh Language (Wales) Measure 2011.
- Section 6 of Part 1 of the Environment (Wales) Act 2016.

The IIA has been applied to project concepts, business cases and projects as part of the Council's Project Management Framework, and was rolled out for Council and Cabinet Reports from October 2018 onwards.

The IIA is supported by detailed guidance to support staff when completing the form, which is available on the Council's intranet.

### **Publishing Results**

All IIA forms are published on the Council's website along with the Cabinet and Council Reports.

### **WELSH LANGUAGE TRAINING**

#### **Welsh Language Customer Telephone and Greeting Training**

Working in partnership with Menter Iaith Merthyr Tudful a Welsh language customer telephone and greeting training course has been developed. The aim of the course is to upskill staff to support the Council's provision of Welsh language services to the communities of Merthyr Tydfil. During 2017/2018 over 75 members of front line staff received this training.

Again working in partnership with Menter Iaith Merthyr Tudful the telephone and greeting training course has since been reviewed and updated to ensure that it remains fit for purpose. During 2018/2019 over 40 members of front line staff have received the refresher training, which has included staff from the Council's Contact Centre and reception areas.

As part of the ongoing upskilling of staff the Council will continue to roll out this training as part of the Council's training programme for Welsh language.

#### **Dysgu Cymraeg Morgannwg / Learn Welsh Glamorgan**

The Council continues to work in partnership with Dysgu Cymraeg Morgannwg / Learn Welsh Glamorgan to provide work place training opportunities for staff and Councillors, which includes an ongoing promotional campaign to encourage staff and Councillors to undertake Welsh language training opportunities via drop in sessions, intranet and emails, and taster sessions for staff and Councillors.

Nine members of staff have successfully achieved the WJEC Entry Certificate in Welsh Second Language: The Use of Welsh.

The Council currently has 25 members of staff learning Welsh in the workplace ranging from Entry level to Foundation level 2. Seven of these members of staff will be sitting the Foundation Level 2 exam in June 2019.

As part of the Council's provision of Welsh language workplace training opportunities some Council learners have also taken part in the Cynllun Siarad / Speaking project. This is a project to help learners gain confidence in using the language outside of the working environment, and in normal, everyday situations, for example such as meeting for coffee and lunch.

They can meet almost anywhere as long as they are in public places. They are teamed up with a Welsh speaker who has agreed to provide 10 hours of “one to one” time with the learner over a period of 10 weeks.

This project has progressed well and the learners have really appreciated and benefited from being part of this initiative.

Some learners working at the Council also regularly:

- Enrol on additional Welsh language classes to continue their learning.
- Take part in a Welsh speaking group that meet up for walks around Cyfarthfa Park in Merthyr Tydfil

Working in partnership with Dysgu Cymraeg Morgannwg we also continue to provide ongoing social opportunities for learners to listen and practice their Welsh, for example:

- Through groups of learners attending the “Jonathan Show” on S4C.
- Coffee mornings and festive events being held at Canolfan Soar in Merthyr Tydfil.
- In November 2018 a group of Welsh learners from the Council attended a Welsh language event at Saint Fagans National Museum of History. The event “Llwybrau Llafar” was organised by Dysgu Cymraeg Cenedlaethol specifically for Welsh learners to practice their Welsh in an informal environment setting.

There were Welsh learners from all over Wales at the event. The learners were put into groups to walk around the Museum with different Welsh language tutors, again from all over Wales. There were activities planned for them and to be able to participate they had to use their knowledge of the Welsh language.

### **Welsh Word / Saying a Fortnight**

To support staff and Councillors the Council have developed a Welsh word / saying a fortnight initiative.

The short Welsh phrases appear on computer screens every fortnight designed to help staff and Councillors learn basic business Welsh. Staff and Councillors are also encouraged to practice the Welsh phrases with colleagues, friends and family.

### **Working Skills for Adults 2**

Working Skills for Adults 2 is a project that has been supported by the European Social Fund through the Welsh Government. The project is aimed at upskilling people across a variety of free accredited courses.

During the period 1st April 2018 to 31st March 2019, Working Skills for Adults 2 have delivered accredited Welsh language skills training to 36 individuals in Merthyr Tydfil.

Training have also been provided for individuals who work at the College Merthyr Tydfil and Cwm Taf Morgannwg University Health Board.

21 people have completed the Welsh reception skills course and 15 people have completed Welsh nursery skills.



In addition to this Working Skills for Adults 2 working in partnership with Adult Community Learning in Merthyr Tydfil delivered the Welsh reception skills course to forty learners at the College Merthyr Tydfil.

Further information on this story can be viewed in a published press release (which can be accessed below) entitled “Adult Learner Award ceremony”:

<https://www.merthyr.gov.uk/news9events/latest9news/adult9learner9award9ceremony/?lang=en9GB&>

### **Adults Learners’ Week 2018**

During Adult Learners’ Week 2018, Working Skills for Adults 2 offered Welsh taster sessions to staff. Staff were provided with the opportunity to learn or practice their Welsh in an informal friendly environment.

### **WELSH SPEAKING VOLUNTEERS**

To complement the Welsh Language Customer Telephone and Greeting Refresher Training, that is discussed above, the Council’s list of Welsh speaking volunteers have been reviewed, updated and made available on the Council’s staff intranet.

This list sets out the members of staff who have volunteered to assist the Council in speaking to customers through the medium of Welsh, consisting of both fluent speakers and learners to support them in practising their Welsh.

### **WELSH LANGUAGE WORK EXPERIENCE**

During the summer of 2018 a Welsh language speaking school student undertook work experience in the Council’s Welsh Language Department.

The student gained a broad and varied experience of working in the Council’s Welsh Language Department, which included:

- Attending meetings.
- Working on the Council’s website and intranet.
- Working with the Council’s Corporate Communications, Consultation and Engagement Department.
- Gaining an understanding of the Welsh Language (Wales) Measure 2011 and Welsh Language Standards.

### **MEETINGS**

It is now general practice to open meetings in Welsh and the use of the Welsh language in all forms is encouraged by Senior Managers and Councillors alike.

### **GRWP DEDDF**

The Council is an active member of Grŵp Deddf and regularly attend their meetings. Grŵp Deddf is a voluntary group consisting of Welsh Language Officers for public sector bodies who come under the compliance requirements of the Welsh Language (Wales) Measure

2011. The aim of Grŵp Deddf is to discuss and share information and good practice on Welsh language.

### **WELSH IN EDUCATION STRATEGIC PLAN**

The Council has a Welsh in Education Strategic Plan (WESP) for 2017/2020 that is supported by an Action Plan. The WESP sets out the following seven outcomes listed below, the delivery of which are monitored by the Council's WESP Forum:

- **Outcome 1**  
More seven-year-old children are being taught through the medium of Welsh.
- **Outcome 2**  
More learners continuing to improve their language skills on transfer from primary to secondary school.
- **Outcome 3**  
More students aged 14-16 studying for qualifications through the medium of Welsh.
- **Outcome 4**  
More students aged 14-19 in study subjects through the medium of Welsh, in schools, colleges and work-based learning.
- **Outcome 5**  
More students with advanced skills in Welsh.
- **Outcome 6**  
Welsh medium provision for learners with additional learning needs (ALN).
- **Outcome 7**  
Workforce planning and continuing professional development.

### **INTEGRATED CHILDREN'S CENTRE BILINGUAL FAMILY FUN DAY**

During August 2018, children in Merthyr Tydfil were given the opportunity to enjoy Welsh activities during a Family Fun Day.

This was the eleventh Family Fun Day at the Cwm Golau Integrated Children's Centre in Merthyr Tydfil, and, as in previous years, was a great success. The day included a variety of activities such as bouncy castles, climbing wall and magic show and was supported by key partners, allowing opportunities for fun and family engagement.

The Welsh activities were run in efforts to support the Council's Welsh Language Promotional Strategy, and attracted 1,227 people. The event was attended by a number of children who attend Ysgol Gymraeg Rhyd-y-grug and Ysgol Gynradd Gymraeg Santes in Merthyr Tydfil, as well as children who attend Ti a Fi provisions within the County Borough.

### **URDD SPORTS DEVELOPMENT APPRENTICE PROJECT**

The Council's Welsh language service and Active Merthyr Tydfil continue to work in partnership to support an Urdd Sports Development Apprentice Project.

The key purpose of the project is for the Welsh language to continue to become more prevalent in the community by providing a range of opportunities for children and young people to take part in sport and physical activity through the medium of Welsh which will take the form of after school clubs, community clubs and holiday provision.

Children and young people will benefit through the provision of opportunities in Welsh as follows:

- Adopting Welsh language as an important part of their self-identity.
- Enabling children, young people and families to have opportunities to develop leadership and sporting skills and also their use of the Welsh language.
- Children and young people will have the opportunity to take part in sport and physical activity outside school through the medium of Welsh.

For 2018/19, some of the key developments of the project include the following:

### **After School Provision**

- There are five after school clubs in Merthyr Tydfil based at the following schools listed below. The after school clubs are multi sports clubs where a variety of different sports are delivered every week. English medium schools also work on Welsh literacy skills.
  - Ysgol Gynradd Cymraeg Santes Tudful (Welsh Language).
  - Ysgol Gynradd Rhyd9Y9Grug (Welsh Language).
  - Dowlais Primary School (Bilingual).
  - Pantysgallog Primary School (Bilingual)
  - Edwardsville Primary School (Bilingual).

### **Community Clubs**

- There are five community clubs in Merthyr Tydfil. These clubs are all run bilingually and are run from different venues across Merthyr Tydfil.

During the summer a tennis club was run from Merthyr Tennis Club. This ran for 10 weeks during the summer term. The club will start again this summer, which will increase the number of community clubs to six running weekly.

### **Family Engagement**

- Family Engagement is one of the projects that forms part of the community clubs. The club is aimed at:
  - Improving the confidence of adults to be physically active with their children.
  - Helping parents to learn Welsh words and phrases that will allow them to help their children with school work and homework.

### **Welsh on the Yard Project**

- This project is devised for English medium schools to encourage the use of Welsh on the school yard.

The project has been run with nine schools to get a group of 10 pupils to deliver Welsh games on their school yards.

The schools that took part in the project are visited once a term to offer any support that may be needed to ensure the continued success of the project.

### **Partnership Working**

As part of the project there are partnerships in place with the following key stakeholders to provide opportunities to support and develop the Welsh language:

- Menter Iaith Merthyr Tudful.
- Urdd.
- Welsh and English medium schools in Merthyr Tydfil.
- Ysgol Gyfun Rhydywaun in Penywaun.
- Active Merthyr Tydfil.
- The Youth Service.
- The College Merthyr Tydfil
- Merthyr Tennis Club.

### **CLWB DYSGU CYMRAEG CALFARIA**

Supported by the Council and the Council's Cabinet Member for Community Regeneration and Public Protection a community Welsh class has been set up in the village of Heolgerrig in Merthyr Tydfil. The class is called *Clwb Dysgu Cymraeg Calfaria* that is owned and run by the community.

The class meets one evening a week and encourages the whole community to come along and learn, practice, improve or use their Welsh in a sociable and welcoming environment. The class has its own volunteering tutor who facilitates the classes and promotes awareness and understanding of the culture and history of the Welsh language locally and nationally.

The Council's Cabinet Member for Community Regeneration and Public Protection attends the classes each week, whilst the Council's Welsh Language Officer also regularly attends to support the Group.

Posters have been produced and a dedicated page and group have been set up on Facebook to promote the classes across the County Borough.

### **SERVICE DELIVERY STANDARDS**

The Council is subject to 87 Service Delivery Standards.

1 Service Delivery Standard is under investigation.

### **POLICY MAKING STANDARDS**

The Council is subject to 16 Policy Making Standards.

No Policy Making Standards are under investigation.

## **OPERATIONAL STANDARDS**

The Council is subject to 53 Operational Standards.

No Operational Standards are under investigation.

### **WELSH LANGUAGE SKILLS OF EMPLOYEES (ON THE BASIS OF THE RECORDS KEPT IN ACCORDANCE WITH STANDARD 151):**

<b>Listening Skills</b>	<b>Number of Employees</b>
All work conversations	108
Majority work conversations	22
Routine conversations	38
Basic social conversations	142
Basic enquiries	431
No skills	85
<b>Total</b>	<b>826</b>

<b>Reading Skills</b>	<b>Number of Employees</b>
All work material	103
Majority of material	40
Routine material (using a dictionary)	61
Basic work material	103
Basic words and phrases	461
No skills	58
<b>Total</b>	<b>826</b>

<b>Speaking Skills</b>	<b>Number of Employees</b>
Fluent 9 all conversations	104
Majority of situations	30
Converse with others	45
Answer simple queries	110
General conversation	413
No skills	124
<b>Total</b>	<b>826</b>

<b>Writing Skills</b>	<b>Number of Employees</b>
Skilled 9 do complex work	86
Majority of written text	36
Routine text, with help	41
Basic messages	378
Simple correspondence	78
No skills	207
<b>Total</b>	<b>826</b>

**THE NUMBER OF MEMBERS OF STAFF WHO ATTENDED TRAINING COURSES OFFERED IN WELSH DURING THE YEAR (ON THE BASIS OF THE RECORDS KEPT IN ACCORDANCE WITH STANDARD 152):**

Over 40 members of front line staff have received Welsh language telephone and greeting refresher training, which has included staff from the Council's Contact Centre and reception areas.

Nine members of staff have successfully achieved the WJEC Entry Certificate in Welsh Second Language: The Use of Welsh.

The Council currently has 25 members of staff learning Welsh in the workplace ranging from Entry level to Foundation level 2. Seven of these members of staff will be sitting the Foundation Level 2 exam in June 2019.

**IF A WELSH VERSION OF A COURSE WAS OFFERED DURING THE YEAR, THE PERCENTAGE OF THE TOTAL NUMBER OF STAFF ATTENDING THE COURSE WHO ATTENDED THE WELSH VERSION (ON THE BASIS OF THE RECORDS YOU KEPT IN ACCORDANCE WITH STANDARD 152):**

Not Applicable.

**THE NUMBER OF NEW AND VACANT POSTS ADVERTISED DURING THE YEAR WHICH WERE CATEGORISED AS POSTS WHERE - (I) WELSH LANGUAGE SKILLS WERE ESSENTIAL, (II) WELSH LANGUAGE SKILLS NEEDED TO BE LEARNT WHEN APPOINTED TO THE POST, (III) WELSH LANGUAGE SKILLS WERE DESIRABLE, OR (IV) WELSH LANGUAGE SKILLS WERE NOT NECESSARY, (ON THE BASIS OF THE RECORDS YOU KEPT IN ACCORDANCE WITH STANDARD 154):**

Out of 191 jobs, 2 had Welsh as essential and 189 as desirable.

**THE NUMBER OF COMPLAINTS RECEIVED DURING THE YEAR WHICH RELATED TO COMPLIANCE WITH THE STANDARDS WITH WHICH WE WERE UNDER A DUTY TO COMPLY:**

The Council's Complaints Department received no formal complaints in relation to the Welsh language during the period 1<sup>st</sup> April 2018 – 31<sup>st</sup> March 2019.

## SECTION 4

### CONTACT DETAILS

#### **How to contact us**

If you would like a copy of this Annual Report in any other format or translated into another language, please contact:

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