



Cyngor Bwrdeistref Sirol
MERTHYR TUDFUL
MERTHYR TYDFIL
County Borough Council

MERTHYR TYDFIL COUNTY BOROUGH COUNCIL WELSH LANGUAGE ANNUAL MONITORING REPORT FOR 2020-2021

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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 2020-2021.

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 Andrew Barry
Cabinet Member for Governance & Corporate Services**

**Councillor Chris Davies
Welsh Language Champion for Merthyr Tydfil County Borough Council**

SECTION 2

INTRODUCTION AND BACKGROUND

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. This document sets out how MTCBC is meeting the standards.

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.

“The Welsh Language (Wales) Measure 2011 gives the Welsh language official status in Wales.

When exercising functions in accordance with this principle aim, the Commissioner must have regard to:

- The official status which the Welsh language has in Wales,
- The duties to use Welsh which are imposed by law, and the rights which arise from the enforceability of those duties,
- The principle that, in Wales, the Welsh language should be treated no less favourably than the English language in Wales, and
- The principle that persons in Wales should be able to live their lives through the medium of the Welsh language if they choose to do so.”

Extract taken from the: ‘Code of Practice for the Welsh Language Standards (No. 1) Regulations 2015’; Welsh Language Commissioner; 19th February 2020

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 structured around compliance with the Standards, translation and promotion of the Welsh language; it is made up of the following:

- Telephone and Reception
- Correspondence
- Social Media
- Website
- Welsh Language Training
- #Shwmaeronment Campaign
- Mystery Shopper Exercise
- Welsh Language Work Placement
- Welsh Language Translation
- Welsh Language Annual Reporting

The Welsh Language Programme forms part of the Council's Corporate Services work programme, supporting compliance with the Standards and delivery of the:

- Well-being 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, progress on the Welsh Language Programme is monitored through highlight reports that are reported as part of Corporate Services management meetings, feeding into the Council's Strategies on a Page (Change and Performance).

We have outlined below some of the key changes made when delivering the Welsh Language Programme.

Due to COVID19, it has not been possible to implement the above projects. A work placement arranged with University of South Wales for a Welsh Language Support Officer but due to restrictions with COVID19, this could not take place. The Council has not been able to undertake the Mystery Shopper exercise either.

ASSESSING IMPACT

Integrated Impact Assessment

In line with the requirements of the Well-being of Future Generations (Wales) Act 2015 (the Act) the Council has developed an Integrated Impact Assessment (IIA). The IIA includes an equality impact assessment in line with the requirements of the Equality Act

2010 (Wales) Regulations 2011 and Welsh Language (Wales) Measure 2011. The IIA now assesses against our socio-economic duty. The IIA accompanies reports to Cabinet and Council as part of decision making. IIAs are published on the Council's website along with the relevant Cabinet or Council report.

The IIA supports the Council in demonstrating how it is planning, delivering and monitoring services in line with the sustainable development principle and how it is seeking to improve the economic, social, environmental and cultural well-being 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
- Understanding the root causes of issues and **preventing** them from occurring



The IIA that was approved by Cabinet on 26th September 2018 replaced the EqIA process, and incorporates the Council's Well-being Objectives, the Sustainable Development Principle, Equalities, Welsh language and Biodiversity, to support effective decision making and ensuring compliance. The IIA has been updated further this year to ensure we assess our socio-economic duty. The IIA ensures compliance with the following legislation:

- Well-being 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
- Socio-economic duty (Section 1 of the Equality Act 2010)

The IIA has been applied to the MTCBC Project Management Framework and was implemented for Council and Cabinet Reports.

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

Implementing 5 Year Welsh Language Strategy and the Welsh Education Strategic Plan

Urdd Eisteddfod T

Due to the coronavirus pandemic, it was not possible to hold the annual Urdd National Eisteddfod in May 2020. A new online Eisteddfod T was held where all entries for all competition were submitted by video. Ysgol Gynradd Gymraeg Santes Tudful in Merthyr Tydfil took part and one of their pupils from came first in an individual creative dance competition. In 2021 the Urdd Eisteddfod T will once again take place online – three

schools have entered this year – Ysgol Gynradd Gymraeg Santes Tudful, PenyDre High School and Coed y Dderwen Primary School.

Being Bilingual Booklet

In July 2020, a working group consisting of partners from the Welsh Education Forum and officers was established to create a Being Bilingual Booklet. This marketing booklet provides information and advice to current and prospective parents on the benefits and advantages on sending their children to Welsh Medium Education. It provides information on organisations nationally and locally which can provide resources and answer any questions on Welsh Medium Education.

Diwrnod Shwmae Su'mae

To build on the success on the Diwrnod Shwmae Su'mae event organised in 2019 an event was organised again in partnership with members of the Welsh Education Forum. Due to the pandemic, the event took place online. The day promoted the use of the Welsh language from children and young people, the community, the workforce and the family. Cabinet members and the Mayor also participated in the event. The actress Donna Edwards, who attended Ysgol Vaynor and Penderyn, herself a Welsh learner, provided information on the experiences she gained of learning Welsh and what opportunities opened up for her. The viewings of performances on social media ranged from 254 to 2,100. The event also had television coverage.

Welsh Language Carol Concert

On 17th December, a Welsh Carol concert was shared on You-tube once again partnership with members of the Welsh Education Forum. There were items from the community and staff of Merthyr Tydfil County Borough Council and eight schools also provided items. There were performances from young people of Merthyr Tydfil who have received Welsh medium education illustrating how they now use the language in their career and on a social basis. The event received 1,332 views.

#SHWMAERONMENT Event

In March 2021 a #SHWMAERONMENT event was organised to promote the use of the Welsh Language across the County Borough within families, children and young people, the community and the workforce, once again online due to the ongoing pandemic. The event started on St David's Day and ran over three weeks with a few videos each day being shown on the Facebook event page of the Council with the Council's Welsh Language Strategy Officer being interviewed for television to promote the event. On the last day all the performances were repeated. The number of views reached 3,400 and the event was seen by the public as far afield as America and Australia. Activities included a question and answer session with Geinor Styles a former pupil at Ysgol Santes Tudful, now Director of Theatre Na-Nog – a national theatre group for education. Lord Dafydd Wigley also provided an item on his time and experiences in Merthyr Tydfil and how he fought for Welsh Medium Education although he was keen to say how pleased he was to see how attitudes have changed. Only Boys Aloud also participated in the event singing Calon Lan, this included members from Only Merthyr Aloud. All secondary schools, two early years settings and 12 primary school participated in the event by providing a video promoting the Welsh language. As part of the event a marketing competition was launched to all schools in the County Borough to create a banner to promote the Welsh

Language Strategy. The entries were judged by the leader of the Council and the Council's Welsh Language Champion and the winning entries came from Pen y Dre High School, Abercanaid Community Primary School and St Mary's RC Primary school.

Integrated Children's Centre

During February, the Early Language Development team joined in with the BookTrust Cymru Big Welsh Rhyme Time on Facebook. Each day we joined Emma 'Ar y Fferm' where she met all the animals for stories, songs and rhymes. Local Meithrin children from Ysgol Rhyd y Grug also joined in the fun telling us all about their favourite farm animals. Average viewing figures were 1,580.

Throughout March the Early Language Development team have introduced a Welsh word of the week with the help of lolo we have introduced lots of action words such as running, jumping, brushing, throwing. Average viewing figures 850.

Dysgu Cymraeg Morgannwg / Learn Welsh Glamorgan

The Council continues to work in partnership with Dysgu Cymraeg Morgannwg (Learn Welsh Glamorgan) to provide workplace training opportunities for staff and Councillors. This includes an ongoing promotional campaign to encourage staff and Councillors to undertake Welsh language training opportunities via drop-in sessions, through the intranet, by email, and taster sessions.

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

All courses and learning this year have been held online through Microsoft Teams informal learning has also taken place titles Sadwrn Siarad where learners have attend to practice use and speak Welsh in an informal environment.

The Council currently has 10 members of staff learning Welsh in the workplace ranging from Entry level to intermediate level 1 and 2. Level 1 Welsh e-learning courses are being promoted to staff as part of our Coronavirus recovery and wider improvement planning (Recovery, Transformation and Improvement Plan (RT&I Plan)) in developing a learning culture across the Council.

Working in partnership with Dysgu Cymraeg Morgannwg we also continue to provide ongoing social opportunities for learners to listen and practice using Welsh. Previously, learners of the Council have assisted Dysgu Cymraeg Morgannwg with the marketing of courses and offer any support to promote the Welsh language throughout the County Borough of Merthyr Tydfil.

As part of implement the 5 Year Welsh Language Strategy and the Welsh Education Strategic Plan 4 Welsh learners of the Council contributed to the implementation projects by undertaking an activities stating the reasons they decided to learn Welsh and the benefits they have seen from it

Adult Community Learning – Welsh Language

Following the Estyn Inspection of the MTCBC ACL Partnership (Feb 2020), recommendations were made to strengthen Welsh Language links. These have been

incorporated into the subsequent Action Plan. Dysgu Cymraeg Morgannwg is a key member of the ACL Partnership, and the main provider for Welsh language courses across Wales including the County Borough.

At a local level the Adult Education team have focused on how adult education tutors embed the welsh language dimension e.g. through the use of incidental welsh and including culture references.

As part of staff Continual Professional Development, tutors have attended cultural awareness sessions and completed the beginners welsh language course.

Welsh Word / Phase of the Fortnight

To support staff and Councillors learning and promote the Welsh language, the Council has developed a Welsh word / phrase of the 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 held 4 for Welsh Language in Nurseries for Early Years Practitioners Entry 3, and 1 for Welsh Reception Skills Entry 3 Welsh language skill courses.



WELSH SPEAKING VOLUNTEERS

To complement the Welsh Language Customer Telephone and Greeting Refresher Training the Council's list of Welsh speaking volunteers has 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 Coffee Morning

The Council have been working with staff at the Neighbourhood Learning Centre in Merthyr Tydfil County Borough Council to hold a coffee morning once a month for learners and staff who have lost their confidence to speak the language. It is an informal event where staff members speak about hobbies and social events. This has proven to be very successful and it is hoped that it can be rolled out in other departments of the Council.



Welsh Language Champions Group

In October 2019 a Welsh Language Champions group was established for staff members of the Council. The purpose of this group is to share ideas of good practice to see how departments can implement the Welsh Language Standards and discuss any issues in relation to the Welsh Language. Welsh Language Desk Stands have been created for all members of staff to have to help them with basic phrases and to give them the confidence, to speak the language.



Welsh Level 1

From April 1st 2021 all new members of staff will be required to undertake Welsh Level 1. This is called the Welsh Work 10 Hour online course. It provides basic training in Welsh on how the following:

- How to answer the phone
- Provide directions and information to external visitors when entering the building
- Learning pronunciation of numbers
- Place names and months of the year

All members of staff are encouraged to undertake the course as part of their focus on the future performance appraisal (annual appraisal).

MEETINGS

It is now general practice to open all Council 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.

URDD SPORTS

Due to the coronavirus pandemic, it has not been possible for the Urdd to carry out activities with schools and young people. However, plans are already in place to re-start this in summer 2021.

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
- Central South Consortium
- The Youth Service
- The College Merthyr Tydfil
- Mudiad Ysgolion Meithrin
- Adult Community Learning

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.



Since March 2020, it has not been possible to carry on with this Clwb event but this activity is resuming in summer 2021.

SERVICE DELIVERY STANDARDS

The Council is subject to 87 Service Delivery Standards.

No Service Delivery Standard are 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):

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

Reading Skills	Number of Employees
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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
Total	826

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

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

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 14 members of staff learning Welsh in the workplace ranging from Entry level to Intermediate level 1 and 2. Due to the Coronavirus. The National Centre for Learn Welsh have decided to hold oral exams this year, 6 learners will sit their oral intermediate exam in June 2021. In 2021/22 these learners will also attend a Welsh Language Residential Course in Nant Gwrtheyrn North Wales. This course is for Welsh in the Work Place and funded by the Welsh Government.

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 167 jobs, 0 had Welsh as essential and 167 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 1st April 2020 – 31st March 2021.

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 us on:

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