



Cyngor Bwrdeistref Sirol
MERTHYR TUDFUL
MERTHYR TYDFIL
County Borough Council

**MERTHYR TYDFIL COUNTY
BOROUGH COUNCIL
WELSH LANGUAGE
ANNUAL MONITORING
REPORT FOR 2019-2020**

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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 2019-2020.

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.

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.

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 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) has replaced the EqlA 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 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

The IIA has been applied to the MTCBC Project Management Framework and was implemented for Council and Cabinet Reports from October 2018 onwards.

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

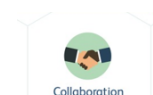
WELSH LANGUAGE TRAINING

Welsh Language Customer Telephone and Greeting Training

Working in partnership with the Welsh Language Training Unit at Cardiff City Council 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 2019-2020 13 members of front-line staff received this training. This has been enhanced with our Customer Service Agents undertaking Level 1 Welsh to reinforce previous learning.

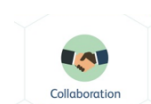
As part of the ongoing upskilling of staff the Council will continue to roll out this training as part of the Council's training programme for Welsh language. This was training organised by the Grwp Deddf Local Authorities.

Learning from our Mystery Shopper exercise (working in partnership with Menter Iaith Merthyr Tudful – Collaboration) is being built into our working practices.

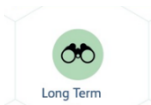


Dysgu Cymraeg Morgannwg / Learn Welsh Glamorgan

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.



The Council currently has 14 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 (RT&I) Plan) in developing a learning culture across the Council.

Some Council learners have also taken part in the Cynllun Siarad / Speaking project (as part of the Council's provision of Welsh language workplace training opportunities). 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. Learners 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; informal feedback from learners has shown that they really appreciate the experience and they have benefited from being part of this initiative.

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.

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

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.



Urdd School Eisteddfod Success 2019

The National Urdd Eisteddfod 2019 Cardiff and the Vale took place in May. First and Second Language Schools participated in the local and county district. It was delighted to see the County Borough being represented at National level.



Our schools achieved magnificent success in reaching the stage, the results of which can be seen below:

- Ysgol Gynradd Gymraeg Santes Tudful – Mixed Medium Dance (3rd place).
- Ysgol Uwchardd Pen y Dre - Learners Dialogue year 7 – 9 (1st place).
- Ysgol Uwchradd Pen y Dre - Individual recitation for Learners year 10 and below 19 years old for learners (3rd place).

Eisteddfod Gorsedd Honours for 2019

Two members of the Community were honoured into the Gorsedd Bardd in August 2019 for their contribution to the Welsh Language in Merthyr Tydfil. The honours, presented annually, provide an opportunity to recognise individuals from all parts of the country for their achievements and commitment to Wales, the Welsh language and their local communities.



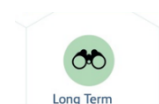
Working Skills for Adults 2

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 2019 to 31st March 2020, Working Skills for Adults 2 have delivered accredited Welsh language skills training to 36 individuals in Merthyr Tydfil.

Training has 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/news-events/latest-news/adult-learner-award-ceremony/?lang=en-GB&>

WELSH SPEAKING VOLUNTEERS

To complement the Welsh Language Customer Telephone and Greeting Refresher Training (during 2018-2019 over 40 members of front line staff have received the 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.



MEETINGS

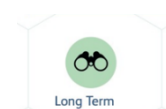
It is now general practice to open meetings in Welsh and the use of the Welsh language in all forms is encouraged by Senior Managers and Councillors alike.

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 seven outcomes as 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.

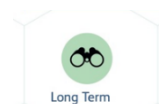
Outcome 5 - More students with advanced skills in Welsh.

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 2019, children in Merthyr Tydfil were given the opportunity to enjoy Welsh activities during a Family Fun Day.



This was the twelfth 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 1,153 people. The event was attended by a number of children from Ysgol Gymraeg Rhyd-Y-Grug and Ysgol Gynradd Gymraeg Santes Tudful in Merthyr Tydfil, as well as children who attend Ti a Fi provisions within the County Borough. Menter Iaith Merthyr Tudful also participated in the activity.

In December 2019, a Santa's Grotto event took place at the Cwm Golau Intergrated Children's Centre. Children were offered the opportunity to receive a Welsh book from Santa's Grotto.

URDD SPORTS

The Council's Welsh language service and Active Merthyr Tydfil continue to work in partnership to support the Urdd Sports Team.

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. This 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 2019/20, some of the key developments of the project included the following over the page:

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 Rhyd-Y-Grug (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.

Welsh National Book Quiz for Welsh Medium Schools

In June 2019 Ysgol Gynradd Gymraeg Santes Tudful were very successful to reach the national round of the Welsh National Book Quiz arranged by the Welsh Book Council for Wales named “Book Slam over Wales”

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:

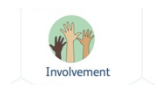


- Menter Iaith Merthyr Tudful
- Urdd
- Welsh and English medium schools in Merthyr Tydfil
- Ysgol Gyfun Rhydywaun in Penywaun
- Active Merthyr Tydfil

- The Youth Service
- The College Merthyr Tydfil

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.

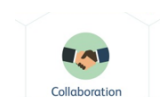
EVENTS

Diwrnod Shw'mae Su'mae

In line with promoting the Welsh Language, on the 15th October 2019, the Council organised a 'Diwrnod Shw'mae Su'mae' event to promote the Welsh Language in the County Borough. The event focused on Welsh Medium Education where Ysgol Gynradd Gymraeg Rhyd-y-Grug and Santes Tudful participated by performing Welsh Medium items. This event was organised through working in partnership with Cymraeg Byd Buses, Menter Iaith Merthyr Tudful and Dysgu Cymraeg Morgannwg to promote the language in the County Borough.

St David's Day Event

Working in Partnership with Merthyr Tydfil College and Menter Iaith Merthyr Tudful a St David's Day event was held on March 2nd at Merthyr College. Ysgol Gynradd Gymraeg Santes Tudful participated by performing items. The Deputy Welsh Language Commissioner was present to promote the Welsh Language. The Mayor, and Councillor Chris Davies Welsh Language Champion for Merthyr Tydfil County Borough Council were present.



Feedback from the Commissioner

MTCBC has received positive feedback from the Welsh Language Commissioner in the report "Rights in use The Welsh Language Commissioner's assurance report 2018-19". MTCBC is recognised for the good work undertaken with partners including the work we have done with the local Menter Iaith and our work experience and further opportunities; *"Merthyr Tydfil CBC is working with the Coleg Cymraeg Cenedlaethol to identify opportunities for similar work in future."*

SERVICE DELIVERY STANDARDS

The Council is subject to 87 Service Delivery Standards.

1 Service Delivery Standard was found to be breached. An action plan has been developed to address this. The action plan is being implemented.

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
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 not to hold exams this year, but 6 learners would have been sitting their intermediate exam. In 2020/21 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 236 jobs, 0 had Welsh as essential and 236 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 2019 – 31st March 2020.

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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