

# Carmarthenshire County Council's Welsh Language Annual Report - 2017/18

## Introduction

This is Carmarthenshire County Council's Annual Report for 2017/18 in relation to the Welsh language and focuses on the second year of the implementation of the Welsh Language Standards. This year's report follows a different format from previous years with the activity and actions divided by groups of Standards, as compliance with the Standards remains consistent and does not need to be repeated.

During 2017/18, the Executive Board Member responsible for developing the Welsh language has led and secured further progress in the Council's internal work as well as building on partnerships with other organisations to promote the Language across Carmarthenshire.

The Members' Advisory Panel on the Welsh Language has continued to receive regular updates regarding the Standards alongside continuing in its key role in offering advice, monitoring and calling for evidence of progress made by individual departments within the Council.

The County Strategic Forum, which is led by the Council and includes representation from the county's language promotion organisations, as well as public bodies with language policy officers, has also continued its role in developing a programme of promoting the Welsh language in the county and has contributed extensively to the preparation of the Promotion Strategy for Carmarthenshire, in line with the Promotion Standard.

A great deal of internal communication was done across the organisation again during 2017-18 and we continued to convey key messages to staff when attending roadshows across the county in different buildings to meet face to face with staff and discuss any issues that arose. The opportunity was taken to promote the audio clips, glossaries, videos and new templates as well as promoting the variety of courses available to learn or improve Welsh.

Promotional work was undertaken with the County Event Organisers' Circle to convey the importance of using Welsh when organising community events and to share information about the support available to operate bilingually.

An important development during the year was the appointment of a Learning and Development Advisor - Welsh Language, to be responsible for developing the language skills of the workforce. The officer is based in the Council's Learning and Development team but close liaison is maintained with the policy team, Managers, Heads of Service and the Council's learners. The officer has increased the opportunities available to staff by researching and delivering a variety of courses that meet the different needs of our staff. The officer has begun training mentors in order to support the Council's learners and has also started the process of agreeing and setting up Learning Agreements for newly appointed officers. Learning agreements are developed in partnership with line managers, Learning and Development and Human Resources for newly appointed members of staff who do not meet the linguistic level of a post when appointed.

Development work was carried out during 2017-18 with the Council's Language Leaders. For the first time, the training was provided internally over two intensive days. To this end a new course was created following advice from an external body. It was felt that this new training provision enabled us to convey more relevant messages to our staff. It was also an opportunity to promote all the help that is now on our intranet to assist in compliance with the Standards. Using this approach, new

Language Leaders from the Communities Department and some members of staff from the Children's Services within the Education department were trained. We have continued to work with the Language Leaders in the Leisure division and the Department of Environment. All Leaders worked with staff in their departments to raise awareness of the Welsh language, the variety of new opportunities available to staff to learn Welsh and the practical support available on the Council's intranet. The departmental Language Leaders meet each other every two months; however, all leaders came together to organise the internal St David's Day celebrations.

Similarly, regular meetings have continued with colleagues in Human Resources to ensure progress in accordance with the Standards and to receive regular feedback on the implementation of the Language Skills Strategy. The People Management Division monitors recruitment processes and supports managers in carrying out language assessments for all posts and are also responsible for the provision of training and employment support for all council staff. We will continue to meet regularly during 2018-19.

The Communities Department continues to lead on the More Than just Words Strategic Framework and ensures that progress is made in the provision of Welsh language services in care and social services. During the year, the departmental working group has met regularly to discuss areas such as workforce planning, commissioning of services and staff training.

The following pages present further information on the Council's work by group of Standards.

## Compliance with the Service Delivery Standards

**Correspondence (Standards 1 - 7), Telephone (Standards 8 -22), Meetings and events (Standards 24 - 36) Publicity, display material, documents and forms (Standards 37 - 51), Website and social media (Standards 52 - 59), Self-service machines (Standard 60), Signs (Standards 61 - 63), Reception service (Standards 64 - 68), Official notices (Standards 69 - 70), Awarding of grants and contracts (Standards 71 - 80), Public announcement systems (Standard 87), Standards for raising awareness of Welsh language services (Standards 81 - 82), Corporate identity (standard 83), Courses (Standard 84 - 86)**

The Council has created a number of guidelines that explain to staff what the requirements are in relation to compliance with the Standards. The guidance is available on the intranet so that all staff can access them readily. The Language Leaders are fully aware of them and refer members of staff within their teams and their departments. The Language Awareness e-module also refers to the Guidelines to ensure that staff comply with the Standards.

The Guidelines include:

- Using Welsh – On the phone;
- Use of Welsh - Correspondence (on paper and electronic);
- Arrange a meeting open to the public;
- Arrange and hold meetings (which involve members of the public by invitation);
- Writing in Welsh and your Computer;
- Signs, leaflets, forms, etc.;
- What do I need to do if I recruit staff?

The County Council has applied a consistent approach in relation to use of headed paper and requires all staff to use the heading paper of their Director or Head of Service. This means that there is a consistent message on all the letters, which notes that 'Carmarthenshire County Council welcomes correspondence in Welsh or English'.

There are regular articles in the Council's newsletter and departmental newsletters to remind staff about the Standards and refer them to where help and advice can be obtained. The Council continues to promote its Welsh language services through the 'Pa bynnag ffordd / Learning the Language...' campaign showing posters on bus stops, advertisements in papurau bro and Carmarthenshire News and a rolling banner has also been displayed on the Council's website (see Appendix 1). The Council has prepared video clips of staff from different Council departments presenting themselves and referring to where they work to encourage the public to contact them in Welsh. The video clips will appear on the Council's social media streams during 2018/19.

As part of a marketing campaign to promote council services, the 'Pa bynnag ffordd / Learning the Language...' selfie board was used to promote the use of our Welsh language services. In the lead up to Christmas, social media was used to show pictures of Elffin, the small elf, promoting the Council's services using the 'Pa bynnag ffordd / Learning the Language...' frame.

On the Welsh Music Day on Friday, 9 February the County Council launched a campaign to play Welsh medium music in the reception area in three Leisure Centres - Carmarthen, Llanelli and Ammanford. One centre plays music through the Apton website and the other two centres broadcast Radio Cymru. Our aim is to raise the status of the Welsh language amongst the public and staff, promote Welsh medium music and encourage young people to positively link the Language with a recreational life.

## Compliance with the Policy Making Standards

### (Standards 88 - 97)

There are currently questions regarding the Welsh language in the Equality Impact Assessment template and the template is used in assessing the impact of our policies, projects and during the budget setting process. The Policy and Partnership team supports the departments with this work.

As a continuation of the original template, an Integrated Impact Assessment has been prepared which brings together the Well-being of Future Generations, Environment, Equalities and Welsh Language legislation and the United Nations Convention on the Rights of the Child. The assessment includes specific questions regarding the Welsh language and the impact of any policy on the ability of Welsh speakers to use the language and how we promote the Language.

Guidelines on the integrated assessment have been created with a specific section about the Welsh language.

During 2018/19, the council will introduce the new assessment and hold training for Elected Members and officers on the new integrated impact assessment and we will also undertake a 6 month pilot project to receive feedback on the new templates and guidelines.

## Compliance with the Operational Standards

### (Standards 98 - 144)

#### Internal Use

There is a 'Policy on the internal use of the Welsh language' available on the County Council intranet which staff can access to learn how the Council supports them to use Welsh in their working lives.

During 2017, we have been actively promoting the online resources that help our staff to make more use of the Language at work. The audio clips, which help staff to deal with Welsh queries on the phone, alongside the guidance on how to chair meetings bilingually were promoted, and feedback was received that these were useful for learners and Welsh speakers who lack confidence. The templates, which help staff to respond to Welsh medium e-mail queries, help keep bilingual records and how to organise email meetings bilingually, are also popular (see examples in Appendix 2). We hope that these will encourage staff to try to produce their own bilingual emails instead of sending an English email to the Translation Unit immediately. These resources have been promoted in e-newsletters for staff, and face-to-face in road shows, but work remains to ensure wider engagement and use.

On 'Shwmae Su'mae' day in October 2017, an e-mail was sent to all staff from Councillor Peter Hughes- Griffiths to introduce himself as the new portfolio member with responsibility for Leisure, Sport and Tourism alongside developing the Welsh language. The message encouraged staff to join a Welsh language learning course and drew their attention to all of the new resources on the intranet. The Council also printed photo 'selfie' boards to place pictures of staff supporting the campaign on social media (Appendix 3).

On St David's Day, the Language Leaders organised events in various Council buildings including a quiz about local history, a famous Welsh people quiz, the largest leek competition and a coffee morning. In these events they showed the resources on the intranet, they collected names of staff who want to be Mentors for learners, and they shared materials such as the Standards Guidelines and dictionaries etc. There was also a Welsh quiz held by email for all office staff and a large number

of entries were received. Also to celebrate St David's Day, we worked with the Information Technology department to insert a message at the bottom of all e-mails sent on St David's Day saying 'Dydd Gŵyl Dewi Hapus ~ Happy St. David's Day '.

As Windows 10 was rolled out to all council staff, we ensured that the necessary language packs were distributed alongside it, so that the staff are still able to use the Welsh spell-check etc. with the updated software. This work continues to take place along with encouraging staff to use their computers in Welsh. The council commissioned and published a Welsh video on the intranet to advise staff on how to use Skype, in the hope that staff will take advantage of its informal format in order to communicate with other members of staff in Welsh and in doing so practise their written Welsh at the same time.

### **Increasing the Welsh language skills of our staff**

Following the audit of the Council's staff language skills, all data is held on the HR system and we continue to monitor the data to update and identify learning opportunities. The latest information from the language skills audit is available on page 11 of this report.

Standard 154 requires the county council to keep a record of all posts categorised as requiring essential Welsh language skills. Following the approval of the Council's language skills strategy, all posts require language skills in Welsh, with a scale from level 1 to level 5 depending on the individual description of each post.

Although a full set of guidelines for the Standards already exist, in conjunction with the HR and Learning and Development teams, the policy team has re-written the guidance relating to recruitment, learning and development, as there have been changes since the first one was written. The new guidance refers to the range of courses available to staff and draws particular attention to the learning agreements which commit the Council's new employees to learning Welsh, if they do not reach the required level at the point of appointment. All the guidelines will be printed as a brochure during 2018/19.

The learning and development Adviser has worked on clarifying the courses in terms of how they correspond to the Council's language levels and has found a number of additional courses which provide more opportunities for staff to learn Welsh.

The work of promoting the 10-hour on-line Welsh language taster course has paid off as over 170 have enrolled on this new course. The course is intended to introduce working Welsh to staff and to enable them attain level 1.

7 members of staff attended the residential course for learners in Nant Gwrtheyrn in North Wales. The seven had a unique opportunity to practise all elements of the Welsh language, speaking, reading, listening and writing, but particular emphasis was placed on developing confidence to speak the language.

An event to celebrate the Welsh language was held in the Ffwrnes, Llanelli on Santes Dwynwen's day to celebrate the success of the learners, the language leaders and mentors and to congratulate the staff who are learning Welsh, to encourage them to continue and to offer support to all those present. A number of activities were held as well as a limericks writing workshop which was conducted by the portfolio member with responsibility for the Welsh language, Councillor Peter

Hughes Griffiths. The guest speaker was Efa Gruffudd-Jones from the National Centre for Learning Welsh.

The Learning and Development team sent a survey to staff asking for their views on being and on having a mentor. There was a very positive response from learners asking for a mentor to help them with learning Welsh and also from Welsh speakers interested in being a mentor in order to practise with the learners. The new officer has tailored a new course for all mentors but there is still some work to do on matching learners with mentors.

A summary of all the training provided to council staff during 2017-18 is on page 10.

## Complying with the Promotion Standards

**(Standards 145 – 146)**

### **Carmarthenshire's Welsh Language Promotion Strategy 2017-18**

Following the publication of the promotion strategy during 2016-17 an action plan has been drawn up in order to implement it. A series of meetings were held between the Executive board member responsible for the development of the Welsh language and the relevant departments within the Council to agree actions. In addition, specific actions were identified for the county forum, relating to the promotion and marketing of the Welsh language and working in the priority areas in particular. All were accepted by the advisory Panel but work remains to be done to set a timetable for all the action points.

While the Action Plan was being formulated as a document, work on further implementing the actions identified in the Strategy continued. Following the mapping of the priority areas identified in the strategy, the Mentrau Iaith we were able to apply for LEADER funding (rural communities Welsh government-rural development programme for Wales 2014-2020) to employ officers to act upon the identified needs. 1 Full-time officer has been appointed to each Menter Iaith with the work of coordinating the efforts of all the Forum's partners, and to deliver an action plan that will respond to the linguistic challenges of each area.

Work was undertaken on the distribution of the 'Being Bilingual' leaflet through members of the Forum and through the 'Flying Start' project and this work will continue into 2018-19. Further work has been undertaken on measuring the county's awareness of the Welsh language by drawing up and starting to administer a questionnaire (see Appendix 4) to gather data that will give us a picture of the status of the Welsh language in the county. It is hoped that the questionnaire (having identified a comprehensive baseline) will also enable us to measure the success of the promotion strategy as we re-administer it after 5 years of the project's implementation. A considerable amount of work remains to be done to identify a meaningful baseline over the next year. Work has also begun on creating an information pack for people moving into the county. In collaboration with Welsh Government, which has piloted an information package for newcomers to Anglesey, the County Forum has agreed a format for a similar package for Carmarthenshire. The pack contains statistical information about the Welsh language, information about where a person can go to learn Welsh, to receive Welsh-medium education and to join the Welsh-speaking community, as well as information on e-resources and media resources that will facilitate people's use of Welsh in their every-day life. The brochure is being designed to include images from Carmarthenshire and will be completed during 2018-19. There will then be a discussion on the best ways of distributing it on

paper and electronically, and we hope that we can learn further from Anglesey's experiences in this respect.

The Council held a Welsh language evening in the workplace in conjunction with the Atom, the University of Wales Trinity Saint David, the Welsh Government and local businesses to promote the importance of bilingualism in the workplace. A panel of local businesses discussed the practical ways of a bilingual operation as well as the practical challenges. There was a good response from the town's businesses, with over 35 people taking part in the evening.

## Complaints received during 2017/18

Listed below are the complaints received during 2017/18 together with a summary of the action following receipt. 12 complaints were received directly to the Council and the Commissioner conducted an investigation into the Council's service following a direct complaint.

The complaints were dealt with in accordance with the council's Complaints Procedure.

|    | Complaint   | Response and action   |
|----|---|---|
|    | <b>Received directly by the Council</b>   |   |
| 1. | Complaint regarding delayed Welsh medium communication with the Registration Office   | <ul style="list-style-type: none"> <li>An apology was sent for the delay in responding to the application. It was explained that there had been delays due to the search for certificates through a handwriting index rather than a computerised search.</li> </ul>   |
| 2. | Complaint regarding a lack of bilingual music in a public place   | <ul style="list-style-type: none"> <li>An apology was sent and it was noted that work was under way to stream Welsh medium music.</li> <li>As a result, there was a campaign on 'Welsh Music Day' to play Welsh music at our leisure centres. We will continue to work to improve the provision at other sites during 2018/19.</li> </ul>   |
| 3. | Three complaints regarding new signs places on the highway outside the town of Llandovery   | <ul style="list-style-type: none"> <li>The Council worked with the South Wales Trunk Road Agency (SWTRA) and the Welsh Government to remove the incorrect signs and replace them with new signage. The Welsh Government was responsible for commissioning the signs, SWTRA were responsible for their design and the Council were responsible for placing them.</li> </ul>  |
| 4. | Complaint regarding a lack of Welsh medium / bilingual provision during the Community and Town Council Code of Conduct training and English only feedback forms | <ul style="list-style-type: none"> <li>It was noted that the relevant officer was aware that a mistake had been made. A Welsh copy of the feedback form was provided on an email and it was explained that the other officer who normally attended the course could speak Welsh but was unable to attend the training on this occasion. The division will ensure that two officers attend in the future with at least one able to present and speak Welsh and that any material is available in Welsh and English.</li> </ul> |
| 5. | Complaint that Welsh language spoken skills are required when applying for posts.   | <ul style="list-style-type: none"> <li>It was explained that the Language Skills Strategy had been approved and that there was a workforce planning commitment to place all posts advertised at a minimum of level 1, depending on the expectations of the specific post. It was explained that the</li> </ul>  |



|   | <b>Complaint</b>   | <b>Response and action</b>   |
|---|--|--|
|   |  | Council offered training opportunities to meet the expected levels.  |
| 6.  | Complaint regarding the Festival of Senses in Llandeilo, as the Council has provided some financial support for the event  | <ul style="list-style-type: none"> <li>It was noted that conditions regarding bilingualism were set before the grant was released. The department will consider ways of working with the Festival in the future.</li> </ul>  |
| 7.  | Complaint that an individual had only received an e-mail through the medium of Welsh only  | <ul style="list-style-type: none"> <li>A Welsh and English medium e-mail was sent to the complainant and advice was given on the future language choice of email newsletters.</li> </ul>   |
| 8.  | Complaint regarding a mistake on the Council Tax form  | <ul style="list-style-type: none"> <li>The complainant was thanked for bring the error to our attention and it was noted that the error will be rectified as soon as possible.</li> </ul>  |
| 9.  | Complaint regarding an English medium letter sent from the Trading Standards team  | <ul style="list-style-type: none"> <li>It was noted that the team needed to send letters to businesses bilingually and the team apologised for the error.</li> </ul>   |
| 10.   | A complaint was received that a housing officer had spoken to a member of the public in front of another member of the public who did not understand Welsh   | <ul style="list-style-type: none"> <li>It was explained to the complainant that the member of the public was entitled to receive a service from the housing officer in Welsh.</li> </ul>   |
| <b>Complaint received through the Welsh Language Commissioner</b> |  |  |
| 11.   | The Commissioner investigated an allegation of a failure to comply with the Welsh Language Standards regarding the lack of provision of a Welsh version of a letter about 'Notice of a challenge refusal' following receipt of a parking fine. | <ul style="list-style-type: none"> <li>After receiving all the evidence from the Council, the Commissioner decided that the County Council had complied with the Standards as the Council had responded in English to an English letter from the complainant.</li> </ul> |

## Learning opportunities provided

|  | <b>2017-18</b> |
|--|----------------|
| Welcome to Work Welsh (e-learning)       | 66             |
| Welcome to Work Welsh (face to face)     | 10             |
| Welcome to Work Welsh (Housing Division) | 6              |
| Work Welsh (Housing Division)            | 3              |
| Mynediad                                 | 27             |
| Mynediad (catch up course)               | 8              |
| Sylfaen                                  | 20             |
| Canolradd                                | 6              |
| Uwch                                     | 1              |
| Language Improvement: Spoken A           | 12             |
| Language Improvement: Spoken B           | 4              |
| Language Improvement: Spoken & Written   | 4              |
| Language Improvement: Written            | 10             |
| Rust busters                             | 7              |
| Mentoring skills course                  | 31             |
| Language Leader training                 | 31             |
| Language Awareness for Managers          | 48             |
|  |                |
| <b>TOTAL NUMBER OF LEARNERS</b>          | <b>294</b>     |

Please note that some courses run by academic year rather than calendar year; they will be reported on in the 2018-19 report.

## Reporting on Standards 128 and 152

Standard 128 requires the council to provide training in Welsh in the following areas, if we provide such training in English - (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (d) induction; (d) dealing with the public; and (f) health and safety.

The option to follow any Welsh language learning is included on our Learning and Development application forms. We are in the process of reviewing all of the e-learning modules that support the areas named in the Standards and they will all be updated by April 2019.

Standard 152 places a responsibility on the council to keep a record, for each financial year, of - (a) the number of staff who attended training courses offered in Welsh (in accordance with standard 128), and (b) if you have offered a Welsh version of a course in accordance with standard 128, the percentage of the total number of staff who attended that version of the course.

During 2017-18, the following records were kept in accordance with Standard 152 (a); there were 7962 employee attendances to courses where provision was offered in Welsh. Of the 7926 employee attendees, 1280 or 16% attended the Welsh medium provision (Standard 152 (b)).

## Welsh Language Skills Audit

The Council adopted the Language Skills Strategy in January 2016 with it being very timely due to having to comply with the Language Standards on 30 March 2016. One of the actions of the Strategy was to update the language audit of the workforce and it coincides with Standard 127 which places a

responsibility on the Council 'to assess the Welsh language skills of your employees'. As staff follow training and move along the continuum, the record is updated and when appointing, the individual records are placed on our Human Resource software.

The data below was captured on the system at the end of March 2017 -

|                                  | Number | Percentage |                                   | Number | Percentage |
|----------------------------------|--------|------------|-----------------------------------|--------|------------|
| <b>No spoken language skills</b> | 840    | 15%        | <b>No written language skills</b> | 1624   | 29%        |
| <b>Level 1 Spoken</b>            | 1474   | 27%        | <b>Level 1 Written</b>            | 1304   | 24%        |
| <b>Level 2 Spoken</b>            | 929    | 17%        | <b>Level 2 Written</b>            | 803    | 15%        |
| <b>Level 3 Spoken</b>            | 682    | 12%        | <b>Level 3 Written</b>            | 653    | 12%        |
| <b>Level 4 Spoken</b>            | 579    | 11%        | <b>Level 4 Written</b>            | 449    | 8%         |
| <b>Level 5 Spoken</b>            | 1009   | 18%        | <b>Level 5 Written</b>            | 671    | 12%        |

The data below was captured on the system at the end of March 2018 -

|                                  | Number | Percentage |                                   | Number | Percentage |
|----------------------------------|--------|------------|-----------------------------------|--------|------------|
| <b>No spoken language skills</b> | 636    | 11%        | <b>No written language skills</b> | 1504   | 27%        |
| <b>Level 1 Spoken</b>            | 1712   | 30%        | <b>Level 1 Written</b>            | 1442   | 25%        |
| <b>Level 2 Spoken</b>            | 938    | 16%        | <b>Level 2 Written</b>            | 844    | 15%        |
| <b>Level 3 Spoken</b>            | 726    | 13%        | <b>Level 3 Written</b>            | 667    | 12%        |
| <b>Level 4 Spoken</b>            | 604    | 11%        | <b>Level 4 Written</b>            | 477    | 8%         |
| <b>Level 5 Spoken</b>            | 1083   | 19%        | <b>Level 5 Written</b>            | 739    | 13%        |

- The staff survey was carried out in two parts. A meta-compliance survey was carried out on the Council's computers for all office based staff. For staff without office contact, SNAP software, mobile appliances and paper versions were used.
- All data is based on the self-assessment of staff of their linguistic levels. When completing the audit staff were asked to indicate any support they would wish to receive in order improve their language skills.
- So far, 86% of staff have responded and the data has been uploaded to the Payroll / Human Resources System. Reaching the staff who do not have regular office contact or computer access is an ongoing challenge for us as an employer. We have regular contact with departmental co-ordinators and efforts continue to deliver a full response in all service areas. Once the data is uploaded, we will be able to run reports profiling the language skills of the workforce to assist with any skills gap analysis.

## Appendix 1

### Campaign to promote the Council's Welsh Language Services to Welsh speakers and learners

#### Pa bynnag ffordd...



...mae 'na groeso i chi **gysylltu** â Chyngor Sir Gâr yn **Gymraeg**



**EICH CYNGOR arleinamdani**  
www.sirgar.llyw.cymru/trafodiath  
**YOUR COUNCIL doitonline**  
www.carmarthenshire.gov.wales/trafodiath

#### Learning the language?



...you are welcome to **contact** us in **Welsh**



**EICH CYNGOR arleinamdani**  
www.sirgar.llyw.cymru/trafodiath  
**YOUR COUNCIL doitonline**  
www.carmarthenshire.gov.wales/trafodiath

### Promoting the Council's Welsh Language Services on bus stops



## Appendix 2

### Intranet resources to support staff to use the Welsh language in the workplace

Safonau Iaith Cyngor Sir Gâr  
Carmarthenshire County Council Welsh Language Standards

### Templed e-bost ateb ymholiad Template for an e-mail reply to an enquiry

|   |  |
|---|--|
| Annwyl  | Dear   |
| Diolch i chi am eich ymholiad.                          | Thank you for your enquiry.                              |
| Ymddiheuriadau am yr oedi wrth ymateb.                  | Apologies for the delay in our response.                 |
| Byddaf yn trosglwyddo eich cais i'r adran berthnasol.   | I will transfer your enquiry to the relevant department. |
| Byddaf yn trosglwyddo eich cais i'r swyddog perthnasol. | I will transfer your enquiry to the relevant officer.    |

Arwyddion, taflenni, ffurflenni ayb.

---

Recriwtio

---

Clipiau sain

---

Cwestiynau Cyffredin

---

Sefydlu Staff

---

Strwythur sefydliadol

---

Democratiaeth >

Adnoddau Dynol >

Dysgu a Datblygu >

Iechyd Galwedigaethol >

Iechyd a Diogelwch >

Cymorth TG >

Rheoli Prosiectau >

Rheoli Perfformiad >

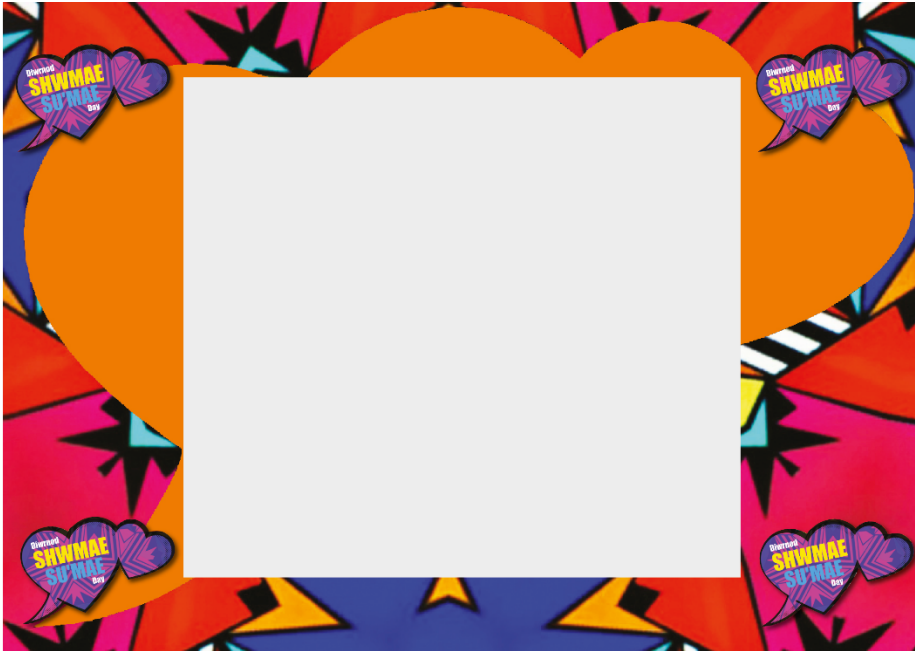
Strategaethau a Chynlluniau >

Chwarae

|   |  |         |
|---|--|---------|
| Adran X                                     | X Department                                 | Chwarae |
| X yn siarad                                 | (Your name) speaking                         | Chwarae |
| Sut galla i eich helpu?                     | How may I help you?                          | Chwarae |
| Gyda phwy hoffech chi siarad?               | With whom would you like to speak?           | Chwarae |
| Beth yw pwrpas yr alwad?                    | What is the purpose of the message?          | Chwarae |
| Ga i gymryd neges?                          | May I take a message?                        | Chwarae |
| Rwy'n trosglwyddo'r alwad                   | I am transferring the call                   | Chwarae |
| Dydw i ddim yn siarad Cymraeg yn rhugl      | I don't speak Welsh fluently                 | Chwarae |
| Rhdda i chi drosglwyddo i rywun sy'n siarad | I will put you through to someone who speaks | Chwarae |

## Appendix 3

### Promotional material for 'Shwmae Su'mae' Day



## Appendix 4



### Questionnaire on the Awareness of Welsh in Carmarthenshire

The following demographic questions are asked within the survey so that we can find out the views of people with different characteristics, such as those listed in the Equality Act 2010. Your responses cannot be traced back to you as an individual.

1 What is your age group?

- |                                |   |
|--------------------------------|---|
| <input type="radio"/> Under 16 | <input type="radio"/> 55 - 64           |
| <input type="radio"/> 16 - 24  | <input type="radio"/> 65 - 74           |
| <input type="radio"/> 25 - 34  | <input type="radio"/> 75 - 84           |
| <input type="radio"/> 35 - 44  | <input type="radio"/> 85+               |
| <input type="radio"/> 45 - 54  | <input type="radio"/> Prefer not to say |

2 What is your gender?

- Female  Male  Prefer not to say

3 The Equality Act 2010 states that a person has a disability for the purposes of this Act if he/she has or has had 'a *physical or mental impairment which has had a substantial and long term adverse effect on his/her ability to carry out normal day to day activities*'.

Long term has been defined as meaning having lasted 12 months or is likely to last at least 12 months

Do you consider yourself to be disabled?

- Yes  No  Prefer not to say

4 Which is your preferred language?

- Welsh  English  Other

Please specify

This survey is an attempt to find information on the residents of Carmarthenshire's awareness of bilingualism and Welsh medium provisions in order to assist our future planning

## About You

5 Please note your postcode.

6 Can you speak Welsh?

- Yes  No  A little  Learning

7 Do you have children in education? *(If you have answered 'No', please go to question 10)*

- Yes  No

8 What type of education are your children receiving?

- Nursery  Primary  Secondary  Higher or Further

9 Do you have children in *Welsh medium* education?

- Yes  No

## Bilingualism

10 Is being bilingual an advantage?

- Yes  No  Don't know

10a Please explain your answer.

11 Is it important to develop the Welsh language in order to keep it alive?

- Yes  No  Don't know

12 Are you aware of the Welsh Government's vision of a million Welsh speakers by 2050?

- Yes  No

13 Do you have any suggestions on how to achieve this aim?



## Education

14 Do you know where to find the following:

|  | Yes                   | No                    |
|--|-----------------------|-----------------------|
| Pre-school Welsh medium childcare        | <input type="radio"/> | <input type="radio"/> |
| Welsh medium education for your children | <input type="radio"/> | <input type="radio"/> |

15 In your opinion, will every child in Carmarthenshire become bilingual whatever school they attend?

- Yes
  No
  Don't know

Please give a reason for your opinion:

## The Welsh Language

16 How often do you hear the Welsh language being used?

- Always
  Sometimes
  Never  
 Often
  Rarely

17 Where and how often do you hear Welsh being used? *(Please tick all that apply).*

|  | Always                | Often                 | Sometimes             | Rarely                | Never                 |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| At home or with relatives                        | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| In the community                                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| At work  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| In school  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| In shops   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| In local businesses                              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| In the media                                     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| When taking part in sport                        | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| When taking part in another leisure activity     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| In health locations (surgery, dentist, hospital) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Somewhere else (please specify)                  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Please tell us where else do you hear the Welsh language being used:

18 Are any of the listed branches in your area?

|                                      | Yes                   | No                    | Don't know            |
|--------------------------------------|-----------------------|-----------------------|-----------------------|
| Urdd                                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Cylch Meithrin                       | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Cylch Tl a Fl                        | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Young Farmers Club                   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Cangen Merched y Wawr neu Glwb GWAWR | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Menter Iaith                         | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Other Welsh medium provision         | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Welsh for Adult course               | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

19 How often do you access the following media in Welsh? *(Please tick all that apply)*

|            | Always                | Often                 | Sometimes             | Rarely                | Never                 |
|------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Television | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Radio      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Internet   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

If you have selected **'Never'** for any of the above, please explain why?

20 Name one business that uses the Welsh language visually.

21 Name **three** public bodies where you have received a Welsh medium service.

1.

2.

3.

22 Name **three** public bodies where there was no opportunity to receive a Welsh medium service.

1.

2.

3.

- 23 If you would like more information on Welsh medium events and activities in your area, include your email address below. This email address will be shared with your local Menter Iaith who will contact you with relevant information.

Thank you for completing the survey