

Welsh Language Annual Report

2021-2022

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Introduction

It is my pleasure to present Welsh Language Annual Report for Carmarthenshire County Council for 2021/22. This is the sixth year of implementing the Welsh Language Standards, in a period of adjustment and reconstruction following the pandemic lockdown and disruptions. The extremely high Standards were maintained throughout the year in the provision of online services and in communicating with our residents. Our communications were provided in accordance with the Standards without fail, throughout the storms experienced, with the weather warnings and all road closure information provided bilingually across our social media platforms, at the same time in both Welsh and English.

With many county council staff still working from home, internal operations continued to be conducted in accordance with the Standards. Real considerations of the Welsh language were incorporated into the new ways of working, with managers finding new and innovative ways of operating bilingually in the Council's internal operations as well as in the provision of services. The Council has made the most of the technical developments and expertise available to encourage the use of Welsh in our operations.

We are extremely proud of the way in which we put the Welsh language at the centre of the work of re-building services and re-establishing regeneration projects. There are several examples of new projects to promote the Welsh language in our work to regenerate the economy and community following COVID-19. The Council's unreserved commitment to the Promotion Strategy continued, coordinating the County Forum, and leading on the implementation of the Promotion Strategy Action Plan. In addition, the Council took the lead in assessing the impact of the Promotion Strategy 2016-21 gathering extensive information on the situation of the Welsh language within our communities. The forthcoming thorough report, together with the data from the Census next year will give us a complete picture of the situation of the Welsh language in the county. It will provide a sound basis for planning for the Welsh language in the future. The Council has already started coordinating contributions to compile the new Promotion Strategy for 2022-2027.

In presenting this report, we must acknowledge the tireless work of Councillor Peter Hughes-Griffiths, who was responsible for the Welsh Language, Tourism, Culture and Leisure portfolio on the Cabinet during the working period of this report. As the current portfolio member for the Welsh language and Education, I look forward to continuing, with the same tenacity, with the delivery, development and promotion of the Welsh language in the future.

Councillor Glynog Davies

Cabinet Member

Compliance with Service Delivery Standards

Ensuring general compliance

The delivery of correspondence, telephone services, web pages and social media in Welsh, in accordance with the Standards has been robust in the Council's operations for many years now. We make continuous efforts to ensure that staff maintain high standards generally, and we have assisted staff to deliver in accordance with the Standards in more obscure and complex situations throughout the year. A variety of red-letter days are used to remind staff of their duties, on the intranet. On the annual *Welsh language Rights Day*, for example, everyone was reminded of the need to have robust arrangements in place in each division and were referred to the Standards on the website and to the supporting guidance on the intranet.



Figure 1: Notification on the intranet on 'Welsh Language Rights' Day

To avoid any errors when transferring Welsh-language telephone calls to specific departments, we have established a new system this year where the Contact Centre keeps a record of the preferred language of incoming calls for more specific, or specialist, enquiries. Keeping this record on the system enables the contact centre to establish the preferred language with the specific department when transferring the call so that the customer does not have to re-establish their preferred language with the specialist staff.

Again, to avoid any errors in the more complex scenarios, we produced a new guide in the form of a flowchart, which details various possible situations where correspondence in Welsh is required (see Annex 1). This resource has been produced jointly between the Environment's Language Leaders and the Policy Team, in response to feedback from the department about procedures. In addition, a new general checklist was created for correspondence showing all the needs of the Standards for the Language Leader in the Housing Division and this was shared among all Language Leaders so that they could disseminate these basic messages in their departments on a regular basis. Training continued to be provided by means of online presentations in departmental staff meetings, reiterating the requirements of the Welsh language Standards and the support available to

staff on the intranet, e.g., a presentation in the Education Dept, third tier managers staff meeting in February this year.

In order to ensure a network of staff with a more comprehensive understanding of the Standards who can be advocates for Welsh language provision within the departments, training was provided for a new cohort of language leaders, mainly from the Communities Department. Four 2-hour sessions on Welsh language awareness and the Standards were held during April 2021, for 30 members of staff (see Case Study 1).

Feedback from the Commissioner's Quality Survey indicated complete compliance in the provision of correspondence, documents, forms, social media posts and web pages. A meeting was held with the Commissioner's liaison officer in January to discuss the evidence, which gave the Council the opportunity to raise issues on obstacles that hinder compliance such as the use of a procurement framework prescribed by the government. It does not allow input of information in two languages and therefore makes it impossible for us to advertise tendering opportunities in Welsh. It was however noted that the information on the Council website on the Complaints procedure needed to be expanded, with clearer reference to the procedure of complaining against the Standards, in order to comply completely.

Public Events: Standard 35 + 36

The Council's Carmarthenshire Sports Awards' is an example of good practice in terms of effective delivery of a public event, post COVID-19, in compliance with the Standards. After a two-year hiatus, it was held once again to celebrate the contributions of individuals and groups in a variety of sporting arenas in the county over the past two years. All marketing materials for the event were prepared bilingually, including video clips from the shortlist that were shared on social media and played on the evening. The video clips were arranged with a Welsh and English voiceover every other, and with English subtitles over the Welsh clips.



Figure 2: The Awards Evening Marketing Materials

All marketing materials, promotional banners and electronic displays were bilingual, as was the program and a guest compere, Nigel Owens, addressed the audience on the evening, bilingually. The compere interviewed the winners who were Welsh speakers, bilingually in order to give them the opportunity to respond in Welsh.

The Housing Division holds regular Landlord Forum events, to disseminate important messages to the sector. This is usually done through roadshows, but due to COVID-19 the first one since this year's lockdown period was held on Zoom. All marketing materials were provided bilingually and all those invited were informed that they would be welcome to use Welsh or English at the event. An interpreter was provided, and all slides for the event were provided bilingually.



Figure 3: Social Media post

85 members of the public attended the information session and there were various contributions in Welsh. Although the chair of the forum, who is a private landlord, does not speak Welsh, the lead officer had ensured that he highlighted that the use of Welsh would be welcome. The Cabinet Member, who was a guest on the forum, conducted her speech in Welsh and supplementary comments were received from one of the county's private landlords in Welsh.

Consultation: Correspondence, consultation documents and meetings. Standards 4-7, 27-29, 44.

The Public Services Board (PSB) Well-being Assessment for Carmarthenshire was completed during the year. The work was led by the PSB team and there was co-operation with regional colleagues in Ceredigion and Pembrokeshire and the Regional Partnership Board throughout the year, particularly in the data engagement and analysis stages.

A regional survey was developed which was live from early August to early October. The survey was available in Welsh, online with printed forms also available and an easy read version. A number of engagement events were held during that period including a specific workshop with members of the Strategic County Forum looking at the economic, social, cultural and environmental factors and the Welsh language and how the PSB could maximise its contribution through the Well-being Objectives for 2023-28.

In addition, there were conversations with a number of schools, including Welsh-medium schools, across the county, so that the voice of Future Generations was strong within the assessment.

Communication: Publicity or information materials, and website. Standards 37-38, 43, 46-49, 52-58.

As part of our tourism strategy, a project has been set up which is an exciting international partnership with county councils in Ceredigion, Wexford, Waterford, and Wicklow as well as Pembrokeshire National Park. [Celtic Routes](#) is a good example of operating above and beyond the Welsh Language Standards. All elements of the service were provided fully bilingually (in this case in three languages). Contemporary marketing video materials were created using design techniques for bilingual settings, treating the Welsh language completely on a par with English. However, as well as providing the project bilingually, it is a project that promotes the Welsh language as a central part of the project highlighting the language, along with the culture and heritage of the county, as something to be proud of, and indeed to sell, to attract people to the county. In order to ensure a platform for the Welsh language in this project, specific clauses have been added to the tender paperwork (see below in Policy Standards). Following a major delay as a result of the pandemic, the second phase of the project began this year. Arrangements are currently in place to establish thematic groups of tourism businesses to co-design and develop products and experiences that fit with the themes of Celtic Routes, which include Celtic culture and heritage, and there will be an opportunity for the businesses to go on 'learning journeys' between Wales and Ireland. It is also intended to collaborate on tourism concepts relating more specifically to language in the near future.

Provision of Education Courses: Standard 84

The Transport and Highways Division provides driving courses in Welsh for mature drivers, and advanced driving instruction for young people. They market all the courses on social media, the website and the 'ageing well' newsletter, and indicate which sessions are provided in Welsh. Attendees receive training online and in person in Welsh from either freelance specialists or council staff. The department also promotes the opportunities to provide Welsh medium training in order to recruit instructors who can deliver in Welsh.



Figure 4: Social Media advert for freelance trainers

Similarly, the Leisure Division provides Triathlon, cycling and athletics training in Welsh. Having placed sufficient language skill requirement on the posts, the 3 new members of staff are able to provide train the trainer courses in Welsh to the staff of the Welsh-medium schools, as well as the follow-up support. For example, the athletics development officer, appointed with post-COVID-19 recovery funding, is providing a 0 – 2k program in Welsh to Welsh-medium schools in the area, to prepare them for a new Parkrun activity for children being established in Ammanford. The triathlon development officer is setting up a pilot project to introduce triathlon to primary school children in two primary schools, and one of the schools is a Welsh-medium school.

Ysgol Ffwrnes had the opportunity to work with Miss Amy Rees from Cardiff University, Guto Morgans from Actif Sir Gâr and Amy Jenner from Triathlon Wales over a 4-month period to raise awareness of, and improve the triathlon skills of Year 4 pupils at Ysgol Ffwrnes. The whole process from start to finish was extremely enjoyable and had a very positive impact on all the pupils. The fact that Guto was at the end of an e-mail to give any advice on the sessions or available to take sessions in Welsh was particularly helpful. All the pupils had improved triathlon elements and took part in a challenging duathlon at the end of the unit. I would like to thank Guto for his assistance throughout the unit.

Steff Rogers (Physical Education Coordinator Ysgol Ffwrnes).

Case Study 1: Training language leaders

Background

The network of Language Leaders within the County Council is key to ensuring our compliance with the Standards. The staff nominated by their managers and trained to be Language Leaders are ambassadors for the Welsh language within their departments. The training they receive encourages them to remind their colleagues of the requirements of the Standards in their everyday work. However, the cyclical nature of staff turnover within such a large organisation as the council, means that language leaders often either leave their jobs. It is also common for their commitment to the role to wane after a while for a various reasons, but mainly due to workload. This was particularly true of our language leaders in the Communities Department.

Solution

As we are now delivering the leaders' training in-house rather than commissioning an external provider, we were able to make a number of practical changes in their organisation, having learnt from previous delivery. Firstly, the training was organised online due to the new working circumstances, and the length of each session was adapted to be two hours in order to create suitable circumstances for online delivery.

Learning from the efforts in previous years, an administrative officer from the Communities Department was appointed to provide a practical link with the trainer from the Policy Team, so that the Communities Department took responsibility, shouldered the administrative burden and was able to do so through avenues already familiar to the staff involved.

Finally, contact was kept with the line managers of the staff trained to ensure that they understood what training they had received, what the potential of their new roles was and to try to encourage management to support staff in acting for the Welsh language within the department.

Good Morning. Just a brief note to update you on the position of your department's Language Leaders.

Of the 22 Communities Department staff who received Language Leaders training during the last month, 6 were from your department.

Rhys Jones, Oliver Smart and Catrin Walters from Adele's team, Celyn Bowen and Nia E Owens from the Les' team and Maria Brookfield from Jonathan's team completed the training. Not everyone was able to attend each session, but a recording of each session was provided to those who were absent. (Maira Tucker is already a language Leader in your department)

The content of the 2 hour sessions was:

Session 1: Us, the Welsh language and our history

Session 2: The Welsh language in Carmarthenshire

Session 3: Service Delivery Standards

Session 4: Operational Standards and operating as a Language Leader.

The 6 now understand the requirements of the Welsh Language Standards and know where to find support on the intranet and internet to ensure that staff are able to provide services and operate aptly in Welsh. I hope that you will see that their new information can help to improve procedures within the department that will further protect the department from receiving complaints through the Welsh Language Commissioner. They also understand the need and means of promoting the Welsh language within the organisation and beyond and they also know how to advise staff on developing their Welsh language skills. I hope that you will make use of your new Language Leaders and provide them with support as they gain confidence. We, in the policy unit, look forward to working more closely with them over the coming years. The first thing that would be for them would be if it were possible to inform the staff in the department of their new roles by email, newsletter or internal statement of some kind.

Diolch,

Figure 5: Email to managers following the course

Result

20 staff from the Housing, Performance, Integrated Services, Adult Social Care and Business Support Services divisions were trained over four 2-hour sessions. All resources were adapted to work online with group work in smaller discussion rooms and interactive Kahoot quizzes. Feedback indicated that 100% of attendees were confident or very confident with the historical context of the Welsh language, the context of protecting minority languages and the context of Carmarthenshire's bilingualism following the training. Also 100% of attendees indicated that their attitude was positive towards the Welsh language and the need to promote it since attending the course. Following the training, a number of the new language leaders took immediate steps to promote the Welsh language within their divisions, including one who sent a summary to her manager of what needed to be reinforced within the teams to ensure compliance, and sent a reminder of the needs of bilingual correspondence to their manager also, for circulation.

A *Teams* channel was established for the Language Leaders to keep in touch with them and to provide them with regular information about internal opportunities to learn Welsh, to use Welsh and to share resources with them about the Standards.

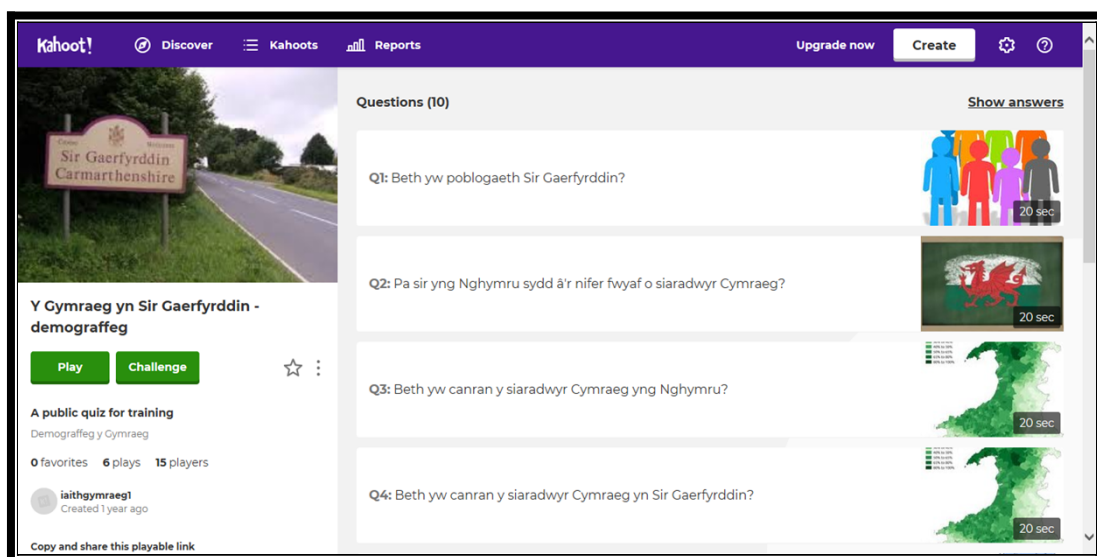


Figure 6: Kahoot Quiz on the demographics of the Welsh Language

For the future

The *Teams* channel did not stimulate the level of interaction and engagement that had been intended. This is a consideration for the Policy Team in the near future, as we plan to offer more consistent aftercare to the Language Leaders after the training.

Compliance with Operational Standards

Purposeful efforts have been made this year to ensure that council staff can still operate in Welsh and to encourage and promote the use of Welsh in the workplace despite the limitations presented by the new ways of working following the pandemic.

A strategic group was established led by the Director of Communities Department to consider the impact of the pandemic on new ways of working; on our assets, buildings, IT structures, recruitment policies and staff support policies. The Integrated Impact Assessment tool was used in this planning, which includes consideration of the impact of the proposed decisions on the number of Welsh speakers and on the use of the Welsh language internally and in the community. In addition, the research undertaken by Bangor University on the impact of working from home on the Welsh language was fed into the body of evidence for the planning and the Welsh language was also considered in accordance with the well-being objective for the language and culture under the Well-being of Future Generations Act.

Instead of communicating new procedures following the pandemic in written form only, the Chief Executive addressed staff by means of a webinar. The webinar was a new way of providing information to staff about the nature of the changes to their employment and working arrangements and, in line with the Standards and in an effort to encourage the use of Welsh in the workplace, we successfully experimented with the provision of the information bilingually, and in a way that ensured that the Welsh language was treated no less favourably than English (see Case Study 2).

Internal communications have also been undertaken to disseminate information about the possibilities of using the 'Microsoft Translator' application. With a view to encourage the use of Welsh by staff in their work, the provision of the machine translation was promoted on our intranet and in the central staff newsletter. The limitations of machine translation and the importance of using the translation unit to ensure consistency and accuracy in communication with the public was reinforced. But the possibility of using 'Microsoft Translator' for working bilingually was promoted internally, signposting staff to the guidance already on the website for advice on how to use it.

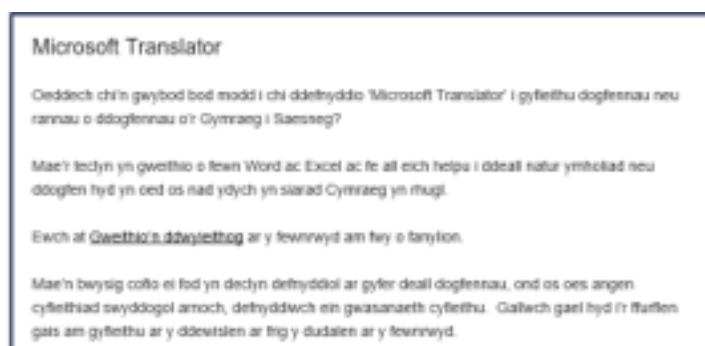


Figure 7: Post on Microsoft translator in staff newsletter

It was reported last year (Annual Report 2020-21) that we had supported and contributed to Bangor University's survey on the impact of the new ways of working on the workforce's use of the Welsh language. This year, Clwb Clebran was established, an opportunity for Council staff to hear and use Welsh informally online (see Case Study 3).

While arranging a seminar for all staff in the IT and Policy Division, in the Chief Executive's Department, an opportunity arose to increase the use of the Welsh language internally when experimenting with the discussion group arrangements in the breakout rooms. For the first time, the information from the Council's language skills audit was used to identify all staff at level 3 or above and place them automatically in Welsh medium discussion groups, with a Welsh facilitator. There was no negative feedback from the experiment and the groups worked smoothly. There were two Welsh and two English medium discussion groups in the morning and one Welsh and one English in the afternoon. In the past, staff would have had a choice of Welsh or English option, and many would not have chosen the Welsh option. Some would think that their Welsh was not good enough to discuss their work in Welsh, some would also be reluctant because they still did not want to work with the same people all the time. The experiment proved successful, and we will disseminate the practice across the Council in the future. In addition, a Welsh Government official gave a presentation to discuss IT developments and the Welsh language, and a discussion about the Welsh language was held at the subsequent discussion session.

Significant work was undertaken during this year to prepare for a project to develop the council's departments' capacity to administer through the medium of Welsh. Having investigated similar efforts by public bodies in the past and held meetings with the Welsh Government and the Office of the Welsh Language Commissioner, a framework for effecting Language Change was created, which drew together all the necessary components that need to be put in place to create meaningful and wide-ranging change within the departments' procedures. The framework was based on behavioural change thinking and the 'Llais y Gymraeg' strategy was incorporated. Consideration was also given to the Council's current procedures and policies, in order to ensure the permanence of the changes made. An action plan was also produced to take the project forward. Considerable work remains to be done before embarking on the project. The ultimate intention is to establish a toolkit of interventions to support changing the working practices of specific groups of staff, and in planning the toolkit, we hope to undertake research with Bangor University.

Case Study 2: Chief Executive's Event

Background

Communicating consistent messages and clear information to all Council staff is one of Wendy Walters, the Chief Executive's priorities, and after lockdown, she was keen to acknowledge the work of those challenging times as well as present plans for remote, office and hybrid working in the future. Due to working patterns, this had to be done virtually and the webinar was conducted fully bilingually, setting an excellent example and precedent on operating bilingually and using Welsh naturally in the workplace.

Solution

It was decided to use an experimental format of delivery and, in order to ensure a relaxed atmosphere, Marc Griffiths was commissioned to hold a question-and-answer session with Wendy Walters, our Chief Executive. The interview was conducted mainly in Welsh with English subtitles. The interview was recorded in advance so that it could be broadcast online at different times, in order to engage with staff across patterns and working hours. However, it gave the impression of a live, digital event, with an opportunity for staff to ask questions in the 'chat' function on *Teams*. It was also arranged that this could be done in Welsh, with staff on hand to answer in whichever language a question was posed.



Figure 8: Screenshot of the Chief Executive's interview

Result

Communicating in this way had the effect of normalizing the Welsh language. It is an experiment that paid dividends in terms of raising the status of the Welsh language as a means of operating. If an English and Welsh presentation had been published separately, a number of less confident Welsh speakers would not have chosen the Welsh version. In this way, everyone heard the Welsh language, and, with subtitles, everyone was able to understand it all. This also benefited learners, and an opportunity for them to hear Welsh in the working context.

Following the live event, the presentation was posted on the intranet for those who had not yet seen it to watch. Two other presentations were held in the same format, one for schoolteachers and one for front line workers, with slightly different messages.

For the future

This is a format that we will use in the future, possibly annually.

Case Study 3: Clwb Clebran

Background

Having secured the significant contribution of Council staff to Bangor University's survey on the impact of COVID-19 on the use of Welsh at work, the results of the survey were analysed from the perspective of the council's workforce. Carmarthenshire was found to have experienced the highest percentage of those using less Welsh since starting work from home, since the pandemic. Compared to other counties, our percentage was 10% higher than Ceredigion who were closest to us. Something needed to be done to try to ensure that the loss of face-to-face contact with colleagues did not have a further adverse effect on our staff's use of the Welsh language.

Solution

In order to maintain our staff's use of the Welsh language, and therefore to maintain their skills and confidence in their Welsh language skills, it was decided to create a regular opportunity to use Welsh informally, online. The first session was held in September and following positive feedback, an identity was created for the sessions, with the hope that staff would begin to recognise the opportunity to use Welsh as it was promoted monthly on the intranet and in the staff newsletter.

Medi'r Gymraeg



Ar ddydd Mawrth, Medi 28ain, fe fydd Andrew Tamplin, arbenigwr llesiant yn helpu ni i wynebu'r Hydref yn bositif!

Dyma'r cyntaf mewn cyfres o ddiwyddiadau misol ar lein i roi cyfle i holl staff y Cyngor i glywed ac i ddefnyddio'u Cymraeg yn anffurfiol.

Felly, rho awr i daflu dy hun i mewn i'r Gymraeg. Dyma gyfle i roi hwb i dy hyder i ddefnyddio'r Gymraeg a rhoi hwb i dy lesiant hydrefol ar yr un pryd.

Ewch i dudalennau [Be sy' mlaen](#) am rhagor o wybodaeth.

Os oes syniad gyda ti am rywun / rywbeth i glywed mewn digwyddiad Cymraeg ar lein, cysyllta gyda iaithgymraeg@sirgar.gov.uk

Figure 9: Correspondence in Staff Newsletter

Following the initial session, feedback was gathered among the Language Leaders about a name for the monthly sessions. Teams were polled and the name 'Clwb Clebran' was chosen. Speakers were invited each month thereafter, focusing on creating an informal atmosphere, interesting sessions, and entertaining speakers. We sought some high-profile contributors and also some contributors with a local connection to attract staff interest. Again, ideas on themes for the sessions were gathered from the Language Leaders and the following sessions were arranged:

Month	Theme	Speaker
September	Wellbeing	Andrew Tamplin, Cana
October	Sport and broadcasting	Catrin Heledd
November	Cooking: Preparing for Christmas	Lisa Fearn
December	Christmas Quiz	
January	Fitness and nutrition	Catrin Brown and Sian Spencer
February	Gardening: preparing for Spring	Adam yn yr Ardd
March	St David's Day Quiz	

A marketing plan was developed to promote as widely as possible amongst staff and also targeting specific staff to encourage them to realise the relevance of the club to them. The intranet and staff newsletter (see above) were used, and all education department staff were e-mailed through their Director, as a high percentage of education department staff are able to speak Welsh. The *Teams* channels were used for language leaders and mentors and encouraged them to promote the event themselves. In addition, the language skills survey data was used to e-mail all staff at level 3 or above to inform them of the events. Finally, Welsh learners who were at intermediate and advanced level were emailed.

Result

The number of attendees has been consistent throughout the sessions, with around 30 attendees each time. What is encouraging is that different attendees call in each time too, with some dates more convenient for them and also some themes appealing more to different individuals. To date, 108 individual members of staff have attended the various sessions. The use of Teams has ensured access for all those working flexibly. Some council care home staff and residents had attended the gardening session, as it was particularly relevant to them. Technology was used excellently in the quiz session for St David's Day, with 9 teams from council departments, and breakout rooms and slides on 'Microsoft Forms' creating an interactive and effective online quiz.

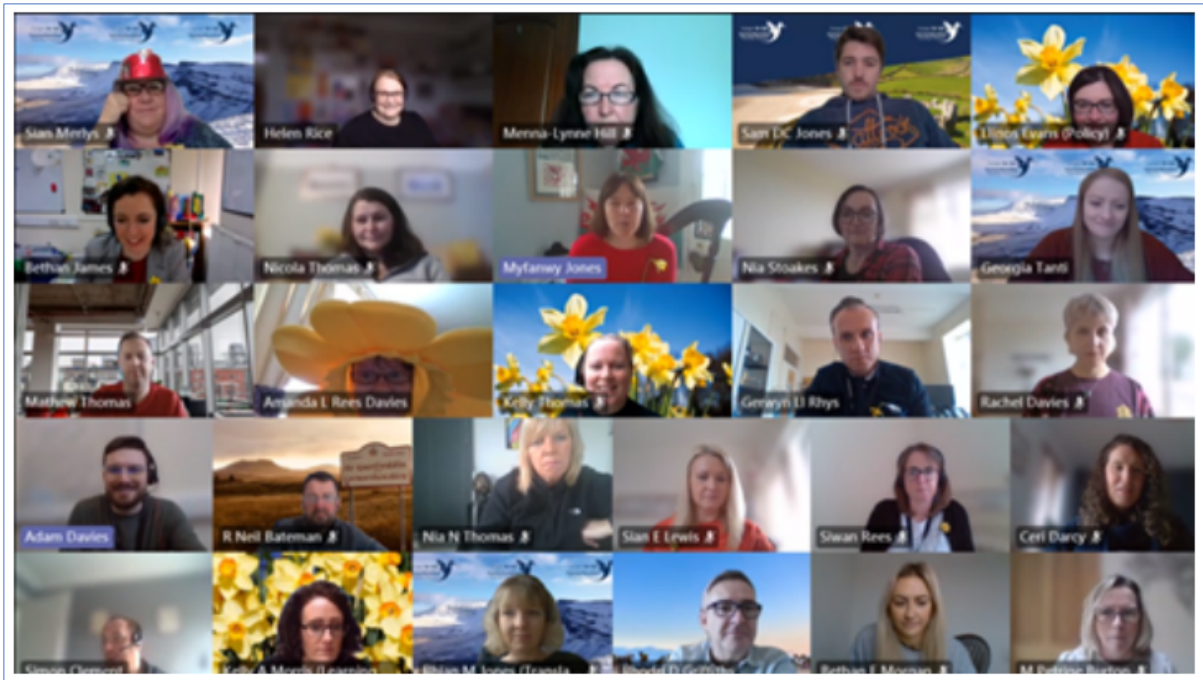


Figure 10: Screenshot of the Quiz

For the Future

It is essential that we maintain the momentum of these events by continuing to organise quality events and continue to promote the events vigorously. In the future, it would be possible to work with other workplaces as attending on Teams is so convenient, but we will also not want to lose the friendly tone, which allows questions and a little verbal contribution during the events. It is hoped that we are creating a welcoming community of staff who want to use their Welsh, who are confident to use their Welsh socially, and that they transfer to their use of the Welsh language when working.

Case Study 4: Raising Confidence Program 2021-22

Background

The fact that Carmarthenshire County Council staff, like our residents, tend to under-sell their Welsh language skills is unquestionable. The view that their Welsh is not good enough to be used at work is one that is often voiced in meetings, training sessions and informal conversations. For years, the Council has been keen to give the staff who are lacking in confidence the opportunity to raise their confidence so that they can use Welsh in the operation and delivery of services. We believe that, if they raise their level of confidence slightly, and therefore increase their use of Welsh, the impact on their Welsh language skills will increase exponentially.

Solution

During 2021/2022 a program of training was established for staff who are fluent in Welsh or have learnt but feel a lack of confidence to use Welsh in the workplace.

The following courses were provided:

- Confidence Building Program
- Intensive 1-Week Course
- Written Refresher Course
- Improve your Written Welsh

The main aim of these courses was to give everyone who wants to improve their Welsh language skills the opportunity to raise confidence in their use, whether speaking or written.

Confidence Building Program

This program is delivered by 'Learn Welsh Carmarthenshire' under the Work Welsh scheme with the aim of raising confidence over a 12-week period. Staff attended an informal session with a tutor from 'Learn Welsh Carmarthenshire' for 2 hours each week. The course is aimed at staff who understand Welsh but lack confidence to hold a conversation and answer in Welsh. The tutor tailored the course to the needs of the group.

Intensive 1-Week Course:

This course is delivered virtually over 5 days by experienced tutors from Nant Gwrtheyrn between 10am and 4pm. In addition to the tutor-led sessions, the courses include the elements of self-study between the live sessions.

Written Refresher Course:

This course is provided by 'Learn Welsh Carmarthenshire' for First Language Welsh speakers and fluent learners. Provided online with a combination of online learning with tutor and practical work.

Improving your Written Welsh:

This is a self-study course which gives staff the opportunity to raise confidence in using their written Welsh language skills. The course consists of 10 modules, which staff are able to complete independently and to their own timetable.

Result

A total of 60 members of staff attended the confidence raising program

A number of staff benefited from the intensive learning element, while those who followed the 10/12-week program enjoyed the informal element of using the language rather than learning. A number mentioned that they had taken this opportunity in order to hear more Welsh and to practice their skills, opportunities that have diminished because of our new ways of working.

Confidence raising	41
Perfecting	18
Using work Welsh	1

We have received feedback from our staff and 100% have indicated that they feel more confident after attending one of the above courses. Staff have mainly transferred this learning to their daily work, by:

- Feeling more confident to speak
- Sending e-mails in Welsh
- Talking to colleagues
- Asking for proofreading support rather than arranging formal translation

For the future

This confidence building program has been extremely successful and we are planning to run it during 2022-23.

Compliance with Promotion Standards

Promotion Strategy and County Forum

The focus of this year's promotion work was to fulfil our duties in relation to the Welsh Language Promotion Strategy. The county's first Strategy extended from 2016 to 2021, so much work was done this year on gathering information to compile a report on the success of the strategy and also to start on the work of planning the new Strategy.

Despite all the work involved in the reporting and planning, we have continued with the work of promoting the Welsh language in the county according to the current action plan. Meetings of the Welsh Language Strategic Forum were administered and led throughout the year. 6 meetings were held, including an additional one at the request of the Forum for input on a specific economic development project led by the County Council. Another additional workshop was held to plan and report on the Promotion Strategy. The last meeting of the financial year in March was then postponed giving staff more time to undertake the reporting work.

1. May 2021 – Additional meeting on 'The Ten Towns' regeneration project in particular
2. June 2021 – Apprenticeships
3. July 2021 – Additional workshop-style meeting to discuss reporting and planning
4. September 2021 – Wider language planning – Welsh Language Commissioner's priorities
5. December 2021 – Wider language planning – Welsh Government priorities

Influencing national policy

Following discussions on linguistic issues at the Forum, the Council sent letters on behalf of the Forum, to try to influence policies at a national level in the hope of removing some of the barriers that prevent efforts to develop specific areas of language planning in the county. Firstly, the Welsh Government was called upon to stimulate further development in the field of 'apprenticeships' to ensure contemporary, Welsh medium assessment frameworks and Welsh-speaking assessors and moderators. Secondly, the Commissioner was called upon to support the Authority's request to the Welsh Government to ensure that the process of changing the language category of a school falls within the Welsh in Education Strategic Plan rather than the School Organisation Code, to reflect the fact that a school journey along the continuum is a process and not an event

Alongside the Forum's discussions, thorough work has been undertaken to collect data from organisations that promote the Welsh language in the county for reporting on the success of the Promotion Strategy and the action plan. Information was gathered from the Mentrau, the Young Farmers, Merched y Wawr, Mudiad Meithrin, various council departments, Coleg Sir Gâr, Yr Egin, Dyfed Powys Police, Hywel Dda University Health Board, University of Wales Trinity Saint David, and the report is currently being drafted.

Under the banner of the County Forum and the Promotion Strategy, we worked closely with Menter Cwm Gwendraeth Elli during the year to assist with the situation of the Welsh

language in Llanelli. Historically, although the Menter is primarily responsible for language planning in the town, the Menter has had more influence in the Gwendraeth Valley and less influence in the town of Llanelli. Since the Y Lle centre also closed in the town, there was a consensus that partners needed to be brought together to try to strengthen the Welsh language networks in the town, and to try to spread responsibility for promoting the Welsh language to other organisations within the town.

In conjunction with the Menter, an action group was established to discuss possibilities in Llanelli and the Council prepared a SNAP questionnaire for the Menter to administer, to find out more about the opportunities and barriers of using the Welsh language in Llanelli (see Appendix 2). The Council then commissioned Catrin Llwyd to analyse the questionnaires and undertake further consultation work to produce a report that would inform priorities for the action group. The report was extremely useful, and the Council drew up an action plan based on the report, to be submitted to the implementation group. The Menter subsequently established a Teams channel for the action group partners. In the channel, all Welsh language promotional materials, the action plan and the report are filed so that everyone can access them and keep an eye on progress. Arising from the report's recommendations, the Menter is currently working with Llanelli Town and Rural Council to try to attract funding for a dedicated officer to work in the area, with the main work of leading the work of the action plan forward.

Welsh language and the Economy

Within the Council's core work, more progress has been made than usual during this year, on integrating Welsh language development with economic regeneration. Cwmni Iaith was commissioned to provide specialist awareness sessions on the Welsh language and the Economy in the successful Community Renewal Fund (UK Government) projects, to ensure that they understood why and how the Welsh language needs to be promoted alongside the economy and to provide practical ideas on how to facilitate and promote the use of the Language among the clients and stakeholders of the projects.

One of the projects to develop from the UK Government's Community Regeneration fund, is the 'Iaith Gwaith' fund, led by the County Council. 'Iaith Gwaith' provides grants of up to £3,000 to support businesses and community organisations to raise the profile of the Welsh language. The fund has been open for applications once to date. There were 11 successful businesses including Lido Brynaman, *Diod Llandeilo* and *Telgwen*, which is a live entertainment equipment carrier. The work developed by the grants will be seen next year. These grants were in line with the Welsh Government's 'Hello Blod local' provision, with the two officers in Carmarthenshire being encouraged to promote the grants as part of a wider package of support to provide bilingually. With 'Hello Blod local' drawing to a close, the Iaith Gwaith program is going to procure a similar service, to ensure one-to-one sessions of further support for all those who are successful with the Iaith Gwaith grant.

When establishing the [Ten Towns](#) regeneration project, Welsh-speaking development officers were appointed and a place was arranged on the project's local implementation boards to the Mentrau to ensure that language development ideas were fed into the project programs. The project's work programs will develop during the next year and, although the

Council's influence decreases as the Growth Plan Teams are established, we will continue to seek to support programs that encourage the use of the Welsh language in developing the economy in the market towns. The implementation boards also have to act in accordance with Council's Welsh Language Standards as the Council is the organisation cascading the funding to the project.

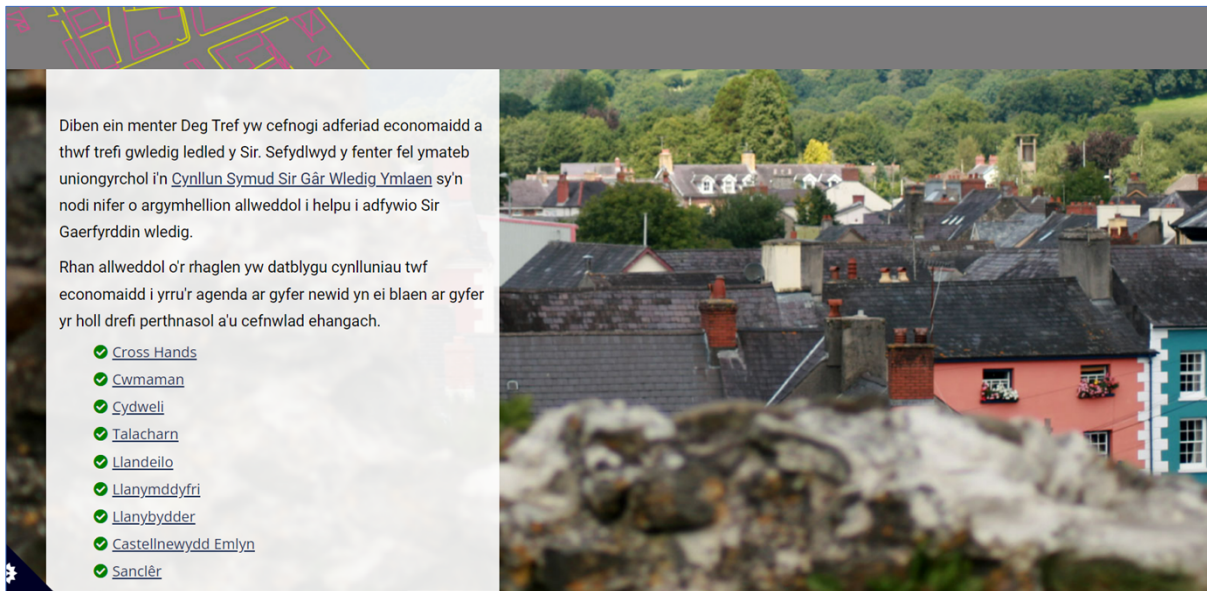


Figure 11: The 10 Market towns bilingual Website

Over the Christmas holiday period, the Council made use of empty buildings in Carmarthen and Llanelli and opened a pop-up shop, for local produce. There were various stalls from local businesses at the venues, and it was arranged that 'Hello Blod local' officers attended the venue on specific days to assist any businesses wishing to develop the linguistic element of their businesses.

In terms of the pop-up shops, it was very beneficial for us to be there as we had had several enquiries while we were there about things like Welsh lessons, lanyards, bilingual signs, general advice and we were able to respond to them immediately and deal with the enquiries in situ. We also received a sign translation enquiry prior to the event. Some of our old businesses were there so a good chance to have a conversation with them again.

Heledd Llwyd, West Carmarthenshire and Pembrokeshire Hello Blod Local Officer

A successful application for funding from the Government's Transforming Towns Business Fund was made, to promote the advantage of using Welsh in business. The tender was awarded to 'Sgript' to develop online training for businesses and to package the training to be used as a resource after the sessions. The training has been promoted to all the businesses involved with the Council's Regeneration Division, and to the businesses in receipt of grants. In addition, it was promoted in the Council's business newsletter. 6 training sessions were delivered to 43 businesses. The training included case studies, local videos and vox pops to explain the business benefits of operating bilingually. The training

was packaged as an online resource and particular efforts were made to ensure that the resource would not become dated. It will appear on the Council's website shortly.

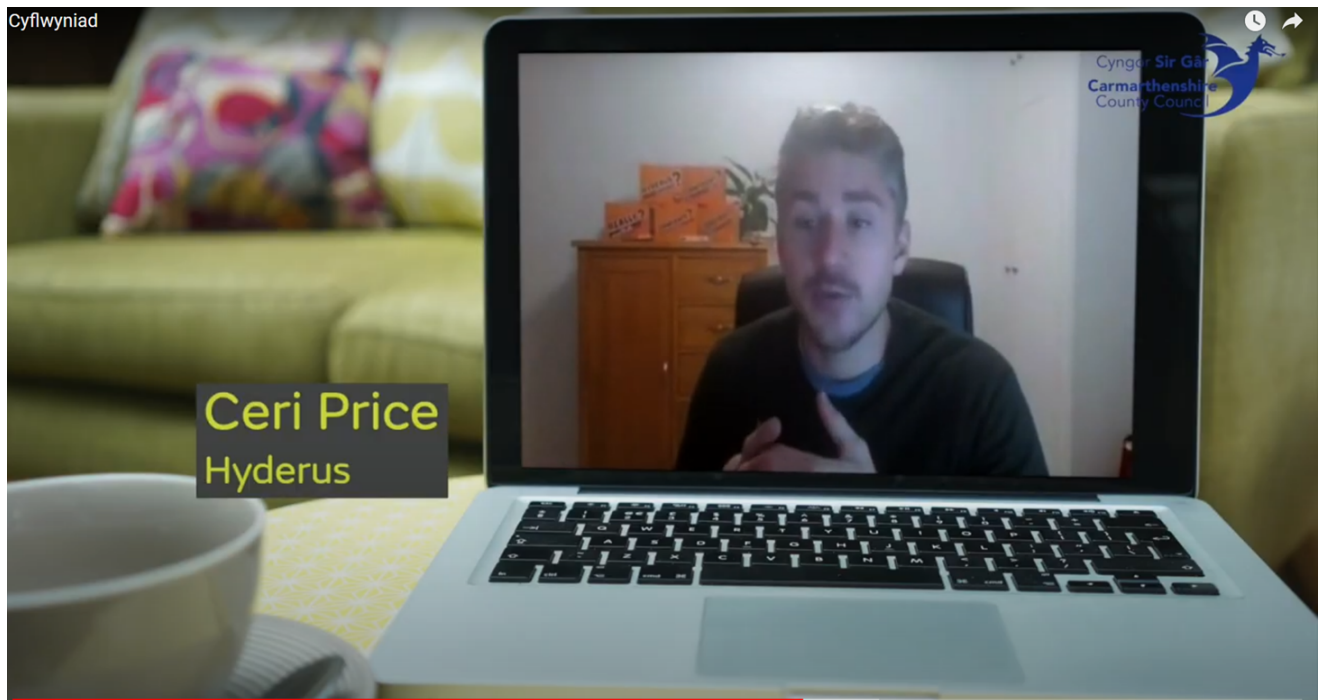


Figure 12: The Hyderus business explaining the advantages of bilingualism

Coordinating efforts: an excellent example of coordinating efforts to promote the Welsh language and the economy in the Carmarthenshire regeneration program was delivered with a business that had attended *Script* sessions and seen value in using Welsh in its new coffee shop. Following attendance at the session, he applied for a *laith Gwaith* grant, and the fruits of this work will be visible in Carmarthen town soon. A link is also made between the Ten Towns Growth Plan Teams and these opportunities to promote the Welsh language, and we hope that we will see further examples of this influence as businesses within the Ten Towns take advantage of the *laith Gwaith* grants as well.

Case Study 5 – Pentre Awel

Background

The [Pentre Awel](#) project is a multi-million pound regeneration project that aims to offer a state of the art provision in the field of medical research and health and well-being, encouraging and supporting people to live healthy and active lives. The 83-acre site in Llanelli is going to include a leisure centre, research centre, supported living accommodation and more. The Council has endeavoured to consider the Welsh language in the development of this project from the outset. All procurement work has included conditions for operating bilingually and all digital marketing has been created bilingually from the outset. However, once the delivery companies are in place, it can become difficult to influence their provision beyond what the Welsh Language Standards require.

Solution

Efforts were made to promote the Welsh language in the development of this project by including considerations about the Welsh language in all elements of the development work.



Figure 13: Screenshot of Pentre Awel marketing video with accessible subtitles

When appointing the construction company for the construction of Zone 1 of the development, a strong element of community benefits was secured as part of the tender. The successful, multinational company, Bouygues, was given a clear message that the Welsh language needed to be promoted in providing the social benefits, and the company appointed a local Welsh speaker to develop and deliver the community benefits program. The Council has established a group to develop and scrutinize the delivery of this element of the contract and a place has been secured for a Welsh Language Development Officer on the group. In addition, there was a meeting with the development officer from Bouygues to discuss the importance of operating bilingually and the possibilities of developing specific opportunities to promote the Welsh language in providing a program of social benefits. The links of Welsh-speaking partners such as the Mentrau, the Young Farmers and the Centre

for Learning Welsh were shared with Bouygues and a list of potential opportunities to promote the Welsh language was provided to them.

In addition, a meeting was arranged with the Coleg Cymraeg Cenedlaethol to discuss the possibilities of working together that the proposed Pentre Awel developments could offer. Following the meeting, the Coleg was invited to another meeting to ensure that we discussed with them the possibilities for further and higher education, in terms of research, apprenticeships and in-service training etc. It is hoped that the Council, by creating these links with organisations from the Welsh language sector, will ensure that specific Welsh projects will be developed over the next few years.

In organising a 'Meet the Buyer' event, it was ensured, once again, that the promotional work was conducted bilingually.

Mae Bouygues UK yn cynnal digwyddiad Cwrdd â'r Prynwr i drafod y cyfleoedd sydd ar gael

Parth Un Pentre Awel

Mae Bouygues UK yn cynnal digwyddiad Cwrdd â'r Prynwr mewn partneriaeth â Chyngor Sir Caerfyrddin i drafod y cyfleoedd sydd ar gael ym Mharth Un Pentre Awel.

30ain Mawrth 2022

Digwyddiad cwrdd â'r prynwr: Parc Y Scarlet, Llanelli. Sesiwn Un: 8:30am – 12pm / Sesiwn Dau: 1:00pm- 4:30pm

Pentre Awel yw'r datblygiad cyntaf o'i gwmpas a'i faint yng Nghymru, gan ddod ag arloesedd gwyyddor bywyd, gofal iechyd cymunedol a chyfleusterau hamdden modern at ei gilydd ar safle 83 erw Llynnoedd Delta ar arfordir Llanelli.

Bydd Parth Un yn elwa ar dros £70 miliwn o fuddsoddiad gan y sector cyhoeddus a bydd yn cynnwys cyfleusterau addysg, busnes, ymchwil, hamdden ac iechyd i ddarparu manteision cymdeithasol ac economaidd trawsnewidiol i bobl yn y rhanbarth.

Noder, O 1 Ionawr 2022, bydd Bouygues UK yn ei gwneud yn ofynnol i bob is-gontractwr gael ei ddilysu yn y Safon Aesu Cyffredin (sy'n cyfateb i Safon Aur Constructionline) i'w ystyried ar gyfer cyfleoedd gwaith yn y dyfodol.

Bydd y digwyddiad hwn yn rhoi cyfle i'r gadwyn â ni ac i ni nodi cyfleoedd i gefnogi busnesau lle canlynol:

- Gorddrysau mynediad
- Gwarchod Adar
- Gwaith brics
- Gwaith Adelladwyr- Gwasanaethau
- Gwaith coed
- Nentydau a Rhaniadau
- Tellis Ceramig
- Cladin Yn gyffredinol
- Ffenestri Cyfansawdd
- Lienfuriau
- Ecolegydd
- Lloriau Epocsi
- Ffensiô
- Dodrefn a Ffittadau
- Diogelu Rhag Tân – Paent
- Chwyddedig
- Rhaniadau Gwydr
- Strwythurau Porth Glulam
- Toeau – Gwyrd
- Lifftau
- Tirlunio Meddal
- Louvres
- Mansafe
- Pwntio Mastig
- Gristiau Metel & Balistrawdio
- Drychau gwydr
- Peintio ac Addurno
- Pent
- Pent
- Conc
- Llori
- Gristi
- Llori
- Ffrâf
- Atgy
- Grae
- Toea
- Toea
- Gole
- Flyn
- Dur
- Arwy
- Rhan
- Llori
- Toi S
- Drae
- Gwai
- Deci
- Topi
- Arwy
- Drae
- Cladi
- Llori
- Gatle
- Cwib

Figure 14: Screenshot of 'Meet the Buyer' flyer

In addition, Local Helo Blod officers were invited to attend the event and a new leaflet was funded for the use of the three Menter and the Council, with QR code on it to refer businesses to the Welsh in Business booklet on the Council's website.

Outcome, and for the future

It remains to be seen whether the Council's efforts to integrate the Welsh language and the economy will bear fruit. It will also be difficult to measure its impact. But with the *Arfor 2* scheme in the pipeline, we are confident that it will be possible to develop this area so that people working in the regeneration field in Carmarthenshire, whether local or international companies, understand not only the importance of the Welsh language in the county, but also how to promote the Welsh language hand in hand with the economy for the benefit of the businesses and the Welsh language.

Compliance with Policy Making Standards

Policy Making Standards

The documentation provided to all organisations applying for work by the Council clearly states that there is a need to ensure compliance with the Council's Language Standards. In addition, the documents that guide staff through the procurement process state that the Policy Team must be contacted to obtain advise on Welsh language delivery matters. This is an opportunity for the team to advise on the opportunities of promoting the Welsh language within the tender as well as on compliance with the Language Standards. In this part of the process, the officer is able to address the specific services being procured and provide expert advice to assist the officer in identifying opportunities to impose more detailed Welsh language promotion conditions on the work.

	and Conditions clauses in the tender.
11. Equalities & Welsh Language	
Consider if the Equalities Act 2010 has been given 'due regard' in delivering the Service	Yes <input type="checkbox"/> No <input type="checkbox"/> Please contact Llinos Evans, Policy & Partnership Officer to discuss specific requirements.
Consider whether the implications of delivering a fully Bi-lingual requirement <u>has</u> been given? (Councils are required to comply with the Welsh Language (Wales) Measure 2011)	Yes <input type="checkbox"/> No <input type="checkbox"/> NB. The English and Welsh languages must be treated on a basis of equality. Please contact Llinos Evans, Policy & Partnership Officer to discuss specific requirements.

Figure 15: The current wording of the tender note document

This year advice was given to various departments as they prepared tender documents, including on a research project on regenerating the County's main towns, on helplines for the Council's fleet and on the commissioning of new HR software.

To further ensure that expectations to promote the use of the Welsh language as well as providing bilingually are passed on to the organisations providing services on behalf of the Council, we are strengthening the link with the Well-being of Future Generations Act and the specific well-being objective relating to the Welsh language within the tender papers. The intention is to refer to the Standards to ensure bilingual provision with the Welsh language treated as favourably as the English language, but additionally, to refer to the Well-being objective to ensure that further work is undertaken to promote the use of the Welsh language in all services on behalf of the Council.

The national well-being goal, which refers to 'Wales and a vibrant culture where the Welsh language thrives', and the Council's well-being objective of promoting the Welsh language and culture are also integrated into the Council's business planning. Each department and division have to consider, when planning, how their work is going to contribute to the well-being objectives.

In the IT and Policy Division's business plan, a new set of measures was introduced in the areas of recruitment, Language skills and complaints. These measures will help us to monitor our work regularly during the financial year.

The Council contributed to a number of government consultations relating to the Welsh language this year, including the Welsh Communities Housing Scheme. Council officers attended a meeting with Denbighshire County Council to advise them on the operation of the Welsh language county strategic forum. There was also a meeting with the promotion branch of the Commissioner's office to share expertise in planning policy with the office. Again, our planning officers highlighted the need to update 'Advertising Regulations' to facilitate the demand for bilingual signage in the planning process.

In response to a notice of motion to revisit the Council's procedures on approving the names of houses and streets, work has been undertaken between the forward planning and the Policy Team to strengthen the Council's influence on the conservation of Welsh and historical names in the county. Having investigated the policies of other local authorities, a new housing and street naming policy has been drafted which will be introduced for public consultation and then to the full Council for approval. The policy, if it comes into force, will ensure strong encouragement to residents and developers to adopt names that reflect the linguistic nature of the county and respect the history and culture of our areas.

Complaints received 2021/22

1. A complaint was received from a member of the public about her child's birth certificate, and the lack of a Welsh-medium service offered by the Registration Team.

The team explained that a Welsh-medium service had been offered but that the individual had not been able to confirm the necessary details in Welsh. The individual was advised how to change the language of the certificate should they wish to do so in the future.

2. A complaint was received from a member of the public because the Council had not submitted a Welsh-medium response to a Committee of the Welsh Parliament, as part of a Senedd inquiry.

It was explained to the individual that the Welsh Parliament is not subject to the Standards and if the Council had published the information on our corporate website, the information would have been bilingual.

Learning Welsh and Learning through the medium of Welsh

Learning Welsh

Learning Welsh continues to be delivered virtually. Our staff learn through one of the following methods:

- Mainstream online virtual courses with the Centre for Learning Welsh
- Government funded Work Welsh courses through the National Centre for Learning Welsh
- Say Something in Welsh

Many staff now also use more informal methods such as Duolingo, Podcasts and YouTube.

The Council offers a range of opportunities for all levels from 0-5 to develop their Welsh language skills. Learners attend around 120 learning hours to reach the next level and commit to learning on various courses and learning patterns. Some attended lessons between 2 and 4 hours weekly, while some prefer to commit to a week of intensive learning. This year, some providers have created intensive 1-week courses for a period of 5 months and this type of learning has been beneficial to many of our staff. There has also been an increase in blended learning, where staff need to commit to 4 hours of learning a week, but an element of this is being achieved as self-study.

Although staff have lost, to varying extents, the opportunity of using Welsh informally within the working environment, some learners have taken the advantage of organised Welsh use sessions such as Clwb Clecs and Tê Pnawn, as well as the Clwb Clebran.

This year, we have created a 'Raising Confidence' program to encourage staff who are already fluent or have learnt Welsh to encourage them to use more Welsh in the workplace. A total of 105 staff enrolled on these courses which included one of the following:

- Raising Confidence Program
- 1-week intense course
- Perfecting written Welsh course
- Improve your Written Welsh course

These are the figures of staff registered on different services during 2021-2022. The figures for those who have completed are not available, as courses are now available throughout the year (rather than have a set academic year).

Learn Welsh Course	Level expected to achieve after the course	Numbers registered 21/22
Welcome and Welcome Back	Level 1	<i>Year-round provision</i>
Entry	Level 2	64
Work Welsh Online Entry	Level 2	41
Foundation	Level 3	37
Intermediate	Level 4	10
Higher		4
Short courses (review)		5

Raising Confidence	41
Perfecting	18
Improving your Welsh (1 intensive week)	1
Improve your Written Welsh	<i>Year-round provision</i>
Say Something in Welsh	6
Total:	227

Courses through the medium of Welsh:

During 2021/22, 145 members of staff attended courses through the medium of Welsh. These were delivered virtually or through e-learning. This figure is far lower than 2020/21 number when 1,120 learnt through the medium of Welsh, but it is important to note that there was a significant increase in the numbers undertaking e-learning during the lockdown. However, in 2018/19, 91 members of staff completed courses through the medium of Welsh, so compared to a similar level, the numbers have increased. This year we have included 'Welsh Language Mentoring' below, rather than with the 'Learn Welsh' courses.

Active Story Time	2
Charing a Disciplinary hearing	1
A chance to think – Understanding Mental Health	3
Whistleblowing	6
Data Protection (GDPR)	39
Protecting Adults and Children	1
Personal resilience	11
Mental Health in the workplace	11
Introduction to Microsoft Teams	4
Welsh language mentoring	14
Behavioural Standards in the workplace	15
Induction of new staff	15
Skills for sport	1
Violence against Women, domestic abuse and sexual violence	1
VAWDASV - VIOLENCE AGAINST WOMEN	1
Welsh Language Awareness	20
Total:	145

It is also important to note that where it is not possible to provide courses in Welsh only, we are rapidly spreading the practice of including some Welsh when presenting, providing bilingual materials and giving attendees the opportunity to contribute in Welsh. The Social Care Workforce Development Partnership ensures that all their resources are bilingual, welcomes everyone bilingually and appoints Welsh language trainers when necessary.

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

Workforce Language Skills

For the first time, we are reporting on language levels by department to help us improve our analysis. We will report in this format in the 2022/23 Annual Report so that we can compare the numbers and plan our forward work programme.

Spoken

Department	0	1	2	3	4	5	Total
Education and Children	161	362	224	154	93	269	1254
Environment	187	254	119	118	114	154	946
Communities	110	830	325	246	180	316	2007
Corporate Services	14	59	39	27	32	33	204
Chief Executives	18	109	69	62	73	117	448
Total	490	1614	776	607	492	880	4859

As a percentage, 41% of Education and Children's staff have level 3+ Welsh spoken skills, 41% from the Environment department, 37% from the Department for Communities, 45% from the Corporate Services Department, 56% from the Chief Executive's Department and 41% of all staff.

Written

Department	0	1	2	3	4	5	Total
Education and Children	346	305	196	118	96	187	1248
Environment	306	223	124	122	86	83	944
Communities	511	628	283	218	144	195	1979
Corporate Services	30	67	34	20	33	19	203
Chief Executives	63	105	65	72	63	79	447
Total	1256	1328	702	550	422	563	4821

As a percentage, 32% of Education and Children's staff have level 3+ Welsh writing skills, 30% from the Environment department, 28% from the Department for Communities, 36% from the Corporate Services Department, 49% from the Chief Executive's Department and 32% of all staff.

Development Points

2022-23 will see a continuation in several areas of work and following a recent self-assessment process the Council has identified a few administrative tasks that will improve our compliance to the Standards further.

Service Delivery Standards

We are confident that we treat grant and contract applications that are presented in Welsh in the same way as English ones, and we have recently done considerable work to ensure that our contract documents refer to the expectations of Welsh-medium delivery for contractors delivering services on behalf of the council. However, we do not draw sufficient attention to the fact that tender and grant applications can be submitted through the medium of Welsh. We will add this information to our web pages this year and ensure that it is highlighted on all the relevant paperwork.

Operating Standards

The Council will continue to take action to increase the use of Welsh in the workplace and experiment with offering tailor made support to specific groups of staff with a view to equipping ourselves to move staff along the linguistic continuum to increasingly operate through the medium of Welsh. In doing so, we will also strengthen the range of internal Welsh language services and the Council's recruitment and appointment arrangements in these difficult times. We will take action to ensure that the workforce is naturally Welsh speaking, where possible and, where this is not possible, we will develop the Welsh language skills of staff and encourage them to use the Welsh that they have when operating.

Promotion Standards

Much of the work next year will involve the completion of the Promotion Strategy report, as well as establishing the new Strategy for 2022-2027 and the extensive work that will emerge from it. There will be continuity in the development work in the Llanelli area and continued efforts to develop the Welsh language alongside the economy, both through the county's economic development projects, and through the establishment of *Arfor 2* jointly with the counties of north-west Wales. The Council will continue to lead on the work arising from the Promotion Strategy but an increased commitment from the other public bodies will need to be secured in order to take the work forward.

Annex 1

Have you offered and established a language choice and kept a record of this?

If their choice is 'Welsh'

No - Language choice has not been recorded or been established

Continue to correspond in Welsh.

Make sure you pass the information on their Language preference to other staff who might be corresponding with this individual.

include

'Mae Croeso i chi gysylltu â'r cyngor yn Gymraeg neu'n Saesneg / You're welcome to correspond with the council in Welsh or English'

if there is any doubt or if the correspondant or organisation switches language, revert back to bilingual correspondence

Correspondence received in English, or No Correspondence received and you are corresponding for the first time

Correspondence received in Welsh



When you correspond with that person or organisation you must provide a Welsh language version of the correspondence and include 'Mae Croeso i chi gysylltu â'r cyngor yn Gymraeg neu'n Saesneg / You're welcome to correspond with the council in Welsh or English



If you produce a Welsh language version and a corresponding English language version of correspondence, you must not treat the Welsh language version less favourably than the English language version (for example, if the English version is signed, or if contact details are provided on the English version, then the Welsh version must be treated in the same way).



If you will be corresponding regularly or extensively with this person, you could ask whether they would like correspondence in Welsh and English and if they answer 'English', you can correspond in English only providing you keep evidence of this Language preference on file.



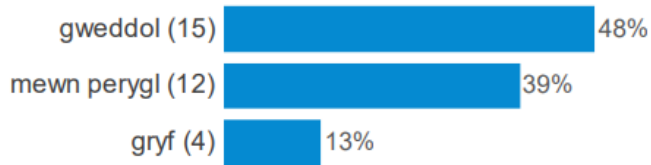
You must reply in Welsh and include 'Mae Croeso i chi gysylltu â'r cyngor yn Gymraeg neu'n Saesneg / You're welcome to correspond with the council in Welsh or English'

Please note when Issuing correspondence to several people - **you must send a Welsh language version of the correspondence at the same time as you send any English language version.**

Annex 2

Screenshot of survey report of Llanelli town institutions.

Ydych chi'n teimlo fod sefyllfa'r Gymraeg yn Llanelli yn:



Ydych chi'n meddwl bod digon o gyfleoedd i ddefnyddio'r Gymraeg yn Llanelli?



Ble / Beth sy'n defnyddio llawer o Gymraeg yn Llanelli?

Everywhere

There is a little bit of Welsh everywhere in Llanelli, but rarely 1st choice

Council, including schools

Y Lle

Churches, schools, some community centres

Education & other public bodies

School,shops, social events

market stalls, some businesses

All public bodies and any that are publicly funded

Ysgolion Gymraeg, Eglwsi Gymraeg, rhai sefydliadau/ymddiriedolaethau

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