

Meeting of:	Learning and Culture Scrutiny Committee
Date of Meeting:	Thursday, 10 June 2021
Relevant Scrutiny Committee:	Learning and Culture
Report Title:	Welsh Language Standards Annual Monitoring Report 2020-21
Purpose of Report:	To seek Committee Members' views on the Annual Welsh Monitoring Report
Report Owner:	Rob Thomas, Managing Director
Responsible Officer:	Tom Bowring, Head of Policy and Business Transformation
Elected Member and Officer Consultation:	Strategic Leadership Team
Policy Framework:	This is a matter for Executive decision.
<p>Executive Summary:</p> <ul style="list-style-type: none"> • During 2015 the Council was issued with a Compliance Notice by the Welsh Language Commissioner specifying which Standards applied to the Council as part of the introduction of the Standards across the public sector in Wales. In order to achieve the 174 standards within the notice the Council developed a comprehensive Action Plan. • As part of the compliance process, the Council was also required to produce a 5-year Promotion Strategy. • This report brings to the attention of the Committee the progress made against the Welsh Language Standards in the Annual Welsh Language Monitoring Report 2020/21 (Appendix 1) and against the actions in the Council's Promotional Strategy for the Vale of Glamorgan during 2020/21 (Appendix 2). • This report summarises the main areas where progress has been made and provides annual updates as required by the Welsh Language Commissioner. • This report requests Committee's views on the appendices to refer to Cabinet for their consideration and approval prior to publishing the Annual Welsh Language Monitoring Report 2020/21 by the 30th June 2021. 	

Recommendations

1. That Committee note the contents of this report and appendices 1 and 2.
2. That Committee refer this report (including appendices) and any comments on the same, to Cabinet for consideration and approval of the Annual Welsh Language Monitoring Report 2020/21 (Appendix 1) for publication by 30th June 2021.

Reasons for Recommendations

1. To enable Committee to consider the contents of the report and appendices prior to consideration and approval by Cabinet.
2. To allow the Council to meet its reporting duty to the Welsh Commissioner as part of the Welsh Language Standards by publishing the Annual Welsh Language Monitoring Report 2020/21.

1. Background

- 1.1 The Welsh Language (Wales) Measure 2011 makes provision for specifying standards of conduct in relation to the Welsh language. The Measure enables Welsh Ministers to authorise the Welsh Language Commissioner to issue a "Compliance Notice" to those organisations to which the Measure applies. The Compliance Notice for the Vale of Glamorgan Council was issued in September 2015.
- 1.2 The Welsh Standards Compliance Notice for the Council is a list of standards relating to service delivery, policy making, operational matters, promotion and record keeping. One of the standards in the Compliance Notice states that:
 - a) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the standards with which you were under a duty to comply during that year.
 - b) You must publish the annual report no later than 30 June following the financial year to which the report relates.
 - c) You must publicise the fact that you have published an annual report.
 - d) You must ensure that a current copy of your annual report is available - (a) on your website, and (b) in each of your offices that are open to the public.
- 1.3 As part of the Compliance Notice the Council was also required to produce a five-year Promotion Strategy to encourage further use of the Welsh Language in the area and to review this strategy regularly.

2. Key Issues for Consideration

- 2.1** The Annual Welsh Language Monitoring Report 2020/21 (AWLMR) (Appendix 1) outlines the main achievements during 2020/21 including progress with the website and increases in provision for Welsh learners and speakers. Members will note the extraordinary period the report covers, but this has also offered different opportunities, notably by digital means.
- 2.2** The AWLMR provides updates against each of the actions that were identified to ensure the Standards were appropriately introduced, alongside details of the Council's performance against national and local performance indicators.
- 2.3** The AWLMR identifies that the priority for 2021/22 is for the Council's to recruit more Welsh speakers into the workforce, to encourage more members of staff to learn or update their Welsh language skills and to promote the use of the language in the Vale.
- 2.4** Appendix 2 provides Committee with an update on the Council's Welsh Language Promotion Strategy. The Promotion Strategy is a requirement under the Standards and is designed to promote the use of the Welsh Language across the Vale of Glamorgan area. The strategy is a five-year document, with 2020/21 being year 4. As such, an action for the Council during 2021/22 will be to review and publish a new Promotion Strategy for 2022-27. Guidance has been provided by the Welsh Language Commissioner's office to assist in this regard and Committee and Cabinet will receive an update in due course.
- 2.5** The update on the Promotion Strategy contains information on the actions taken during 2020/21 against a series of policy areas:
 - Welsh for adults
 - Children, young people and families
 - Community activities
 - Welsh in the workplace
- 2.6** The updates contained in Appendix 2 again reflect the impact of the coronavirus pandemic, but illustrate the way in which opportunities, especially via digital means and the work in collaboration with Menter Bro Morgannwg and Learn Welsh The Vale, have continued to positively promote the language during the year.
- 2.7** Committee are requested to consider the contents of this report and appendices and refer the same, with any comments or recommendations, to Cabinet for Cabinet's consideration and approval of the AWLMR 2020/21. The AWLMR 2020/21 will then be published on the Council's website by the deadline of 30th June 2021.

3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?

- 3.1** The Council's Corporate Plan and associated well-being objectives demonstrate the Council's commitment to meeting the national Well-being Goals. There are

specific commitments relating to the Welsh Language contained in the Corporate Plan, notably:

- Improve how we involve, engage and communicate with others about our work and decisions.
- Promote equality of opportunity and work with the community to ensure we are responsive to the diverse needs of our customers.
- Promote the use of the Welsh Language and contribute to the Welsh Government target of 1 million Welsh speakers by 2050.

3.2 These commitments can be seen reflected in the WLAMR 2020/21 and the update on the Promotion Strategy. These are long-term commitments but show annual progress. The Council's action plan ensures that staff are aware of their responsibilities under the Standards, thereby avoiding complaints and a potential fine. Achievement of the desired outcomes from the Promotional Strategy involves other key partners in the achievement of shared goals for the Welsh Language. The Council works particularly closely with Menter Bro Morgannwg and has a positive and on-going dialogue with the Welsh Commissioner's office.

4. Resources and Legal Considerations

Financial

- 4.1** There are no direct financial implications associated with this report.
- 4.2** Officer time is needed to collect, analyse and report on Welsh language information. The main costs are translation costs throughout the year.
- 4.3** The actions ensure that the Council complies with legislation (avoiding a potential adverse cost implication for non-compliance).

Employment

- 4.4** The WLAMR 2020/21 and update on the Promotion Strategy include actions taken and planned to promote the use of the Welsh Language amongst the Council's workforce.

Legal (Including Equalities)

- 4.5** The Council is bound by the Welsh Language (Wales) Measure 2011 and acting in accordance with the Commissioner's Compliance Notice is a statutory duty for the Council.

5. Background Papers

None.



Vale of Glamorgan Council
Cyngor Bro Morgannwg

Welsh Language Standards

Annual Monitoring Report

2020-2021



1. Introduction

The Council is committed to the provision of an excellent service to Welsh speakers.

During 2015 we were issued with a legal Compliance Notice by the Welsh Commissioner specifying which Standards apply to the Council.

In order to achieve the 174 standards within the notice the Council developed a comprehensive Action Plan which is published on our website. Progress is monitored on a regular basis and a summary is included within this report.

We also published a 5-year Promotion Strategy as part of the compliance process which is widely available in hard copy as well as on our website. The strategy will be reviewed at the end of 2021 and a new one will be produced to cover the 2022-27 period.

2. Main achievements 2020/2021

- **Website**

During 2020/21 the Council continued to review the content of its website. We have now devised a system which will generate reports and identify any pages where the English and Welsh content does not match. This will allow us to undertake an audit of the website annually to ensure that the content is fully bilingual. Progress continues to be made with the Digital Strategy and the procurement of third- party applications in both Welsh and English.

- **Social Media Accounts**

The Council's main social media accounts have always been bilingual but following an enquiry from a member of the public in September 2019, guidance was issued to

ensure that all 40 Twitter accounts and 26 Facebook accounts are fully bilingual as well as any Instagram accounts.

- **Internal Communications**

Immediately prior the pandemic, Staffnet was made available to staff to access information on internal news items, their payslips and some policies on any device. This has been extremely well used and is available bilingually. We now send all staff a round-up of the week's news from the Managing Director at the end of every week and this is also sent in Welsh and English.

- **Contact Centre and Main Reception Areas**

The Council continues to offer all callers an option to undertake their enquiries through the medium of Welsh. The total number of callers who used this option during 2020/21 was 1013 (2019/20 678). Calls through the medium of Welsh have shown an increase during the period compared to an overall reduction in English language calls. During the period the Council also supported the Transport for Wales on demand bus service, Fflecsi, answering an additional 411 enquiries through the medium of Welsh for this service.

The Council continues to implement its digital strategy, offering an increasing number of self-service options via its website. During the period the council introduced Chatbot and Webchat options via its website. These services are and continue to be offered in both Welsh and English. During the period from May 2020 to 31 March 2021 454 Webchat enquiries were handled through the medium of Welsh. This compares to 4,324 English language enquires.

On average callers using the Welsh language option in 2020/21 waited for 169 seconds (2019/20: 172) to have their call answered while callers using the English language option waited for 247 seconds. Wait time performance was impacted by high staff absence as a result of the Covid19 pandemic and associated changes to working arrangements during the period.

At the end of the reporting period the percentage of bilingual staff at the contact centre was constant at 27%. Training plans are in place to increase the range of enquiries that the bilingual staff cohort can resolve at the first point of contact. The service continues to provide a face-to-face Welsh language service at main corporate receptions, although these were not in operation during large periods during the reporting year due to lockdown restrictions.

- **Welsh language training and promotion activities**

The Council has continued to support formal Welsh language classes for staff as well as providing regular 'Blasu' sessions. 41 staff have enrolled this year. In addition, there is an opportunity for learners within the Council to chat to each other online with a new 'Grwp Ymarfer' which has been set up by one of the learners.

Classes have moved to Zoom from December 2020 which has meant a wider reach with learners joining in from other countries. Blended learning has gathered pace where learners look at online content to prepare for the tutor led Zoom lesson (2.5 hours). This allows them to cover one unit per week rather than half a unit. These learners complete one level in a year.

During the year the LearnWelsh team have run Sadwrn Seiber courses for revision with good numbers. They also held a gig with Dafydd Iwan which was available to all learners in Wales. This was for Dydd Miwsig Cymru and involved one of our learners in the radio programme on Radio Cymru.

On 1st March we have two national coffee mornings one for Mynediad/Sylfaen and the other for Canolradd/Uwch. There were around 200 participants including at least one from Patagonia

'Ar Lafar' the Welsh learners festival will be virtual again rather than live in Saint Fagans.

Events for 'Mae gen I Hawl'/ Welsh Rights Day and St David's Day took place this year on the Council's Staffnet and involved quizzes and information celebrating our culture. We also shared stories of achievements throughout the Council. We launched a weekly session on Bro Radio of Welsh phrases to encourage residents to learn and use their Welsh. The 10-week agreement has recently been renewed and phrases will be adapted to help when people start going out and about again in the Vale. We also asked people to tweet a phrase to teach a friend.

- **Work Welsh**

A number of staff have completed the 10-hour Welsh Welcome Course which can be accessed via our Staffnet. There is also a special module for Social Services staff. We have registered interest with the National Learning Team for the forthcoming year for Online Taster courses, Online Self-study, Use of Welsh and Confidence Building for Welsh speakers.

- **Welsh language awareness Module**

The Council is in the process of setting up an online learning module on Welsh Language Awareness. We are hoping to roll this out to all staff and that it will be compulsory. We will be using a module which was developed and successfully rolled out by Cardiff Council and which will be adapted for the Vale.

- **Agreement with Menter Bro Morgannwg**

A framework for partnership working was agreed in 2019 for a further three years. The aim is to provide a range of community activities for local residents, including children, young people, families and adult learners in order to promote the use of Welsh. This year Menter have managed to provide workshops online including singing, drama and make-up during each half-term. They also held quizzes and were able to provide a digital festival event as part of Tafwyl 2020. Much of their work contributes to our 5-year Promotion Strategy.

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- **Translation agreement with Cardiff Council**

The Council signed a contract with Cardiff Council for all Welsh translation work in September 2017 following a successful period with a Service Level Agreement. During 2020/21 a total of 1,888,192 words were translated. The contract finishes in August 2021 and a tender process will be undertaken in 2021.

- **Linguistic Skills Assessment**

The Council carried out a second Linguistic Skills Audit in September 2018. Computer users provided information on their Welsh language skills. This was rolled out by means of Metacompliance software. We have been able to update details of nearly 1600 staff and this enables us to target information at Welsh speakers as well as providing an updated list for internal use. A further audit is planned for 2022.

- **Welsh speaking spellchecker/email footers etc**

All Council staff have received a copy of 'Cysgair' on their computers. We have recently purchased licences for the latest version of this software and this has been installed on all council computers enabling staff to communicate more easily in Welsh and to feel confident about their grammar.

We have arranged for all council staff to have bilingual footers with their job titles and to have bilingual out-of-office messages. In a recent development, a prominent logo has been added to the names of those who speak Welsh fluently and a separate logo to indicate members of staff who are learning Welsh. This has proved particularly helpful during the current period of working from home. In addition, Welsh speaking staff and learners are able to wear lanyards to indicate their skills when in the office.

- **Page on Staffnet for Welsh speakers/Reminders**

A dedicated page on our Staffnet provides useful information for Welsh speakers as well as setting out their rights regarding internal documentation. We ran a campaign entitled 'Think Cymraeg' which encouraged staff to be aware of the most important areas of their work where use of Welsh can make a big difference. We also direct staff to suitable courses.

- **Mwy Na Geiriau**

This regional group which was originally set up to implement the Welsh Government action plan has recently started to meet again. Those involved include representatives from Cardiff Council Social Services and the Vale Social Services as well as a representative of the Health Board. The purpose is to share good practice and to jointly develop ideas for increasing the use of the language. Several initiatives have been progressed including a pilot project for recruitment of Welsh speakers. Future plans include raising awareness via attendance at joint jobs fairs and promoting the Welsh language offer on a new staff social media channel (YAMA).

3. Summary of the Council's Action Plan with Progress

	Action	Areas covered	Standard Ref. No.	Comment/ update
1	Provide a briefing note for senior managers/elected members to be cascaded via CMT/DMT/team meetings	<p>Correspondence Telephone calls Meetings/appointments</p> <p>Public Events</p> <p>Publishing docs for the public</p> <p>Social Media responses</p> <p>Policies/strategies available to the public</p> <p>Licences/certificates</p> <p>Official notices</p> <p>Promotion of the Welsh language</p> <p>Public address systems</p>	<p>1-5 19/20/21 24-26b, 27a-d,30- 34,65-66</p> <p>35-38</p> <p>43-50</p> <p>58-59</p> <p>44 42</p> <p>69-70</p> <p>81-82</p> <p>87</p>	<p>A briefing note was issued via Staffnet and via core brief. An FAQ page is available on Staffnet.</p> <p>Departmental team meetings were addressed during May/June 16. Advice continues to be sought from the corporate lead officers.</p>

2	Provide a briefing for Business Cabinet/senior managers/other elected members	Correspondence Telephone calls Meetings/appointments Public Events Publishing docs for the public Social Media responses Policies/strategies available to the public Licences/certificates Official notices Promotion of the Welsh language Public address systems	1-5 19/20/21 24-26b, 27a-d,30- 34,65-66 35-38 43-50 58-59 44 42 69-70 81-82 87	Cabinet members were briefed in February 16. Fresh sessions were held for new elected members in 2017 and 2019.
3	Compile a page on the Council's Staffnet to inform staff of their responsibilities.	As above.	As above.	A list of FAQ's is on Staffnet. A page for Welsh speakers has also been developed.

4	Inform staff via core brief and other methods.	As above.	As above.	Staff were informed in February 16 via core brief and updates have continued.
5	Ensure that all letter templates and emails as well as responses to the press indicate the availability of a Welsh language service and ensure that all staff use them.	Correspondence (refers also to some Operational Standards)	7 Also relates to Operational Standards 134/135	Templates have been issued to all staff. Translated job titles appear on all emails as well as a prominent logo for Welsh speakers and learners.
6	Provide 'Meet and Greet ' training to frontline staff	Tel calls/meetings	19,20,21,24-27	Training for staff took place in 2016/17 and awareness training took place in early 2018. A Welsh Welcome module is available on Staffnet as part of the WorkWelsh Welcome initiative.
7	Ensure that all staff use bilingual out-of office messages. Provide footers to indicate if members of staff speak Welsh.	Correspondence (refers also to operational standards)	7, Also relates to Operational Standards 134/138	Part of Staffnet and on core brief. Out-of-office messages have been provided to all staff. Also an indicator of Welsh speakers and learners.
8	Ensure that all statements to the press are bilingual where possible.	Publishing Docs and forms	46	This has taken place from 1 st April 2016.
9	Ensure that all leaflets, documents, statements and press releases, where issued in English include reference to the fact that a Welsh language version is available on request.	Publishing Docs and forms	46	This has taken place from 1 st April 2016.
10	Arrange for support to begin process of making the whole website bilingual.	Website and on-line services	52-56	The website is now fully bilingual.
11	Arrange for pre-entry of forms to be bilingual	Website and online services	51	Internal applications are all translated - external applications are in the

				process of getting organised as part of the Digital Strategy.
12	Ensure that all new or replacement signs and/or notices are bilingual with Welsh first.	Signs/notices	61-63	All staff have been reminded of this.
13	Ensure that main reception areas provide a Welsh service with signage advising of the availability of that service.	Reception areas	64,67,68	Main reception areas are now bilingual.
14	Invitations for grants must state that submissions can be made in Welsh and interviews must be offered if requested. There must be no delay if Welsh is used. Invitations to tender for contracts must be bilingual and must state that Welsh tenders are welcome. There must be no delay if Welsh is used.	Grants/Tenders	72-75,76-77a	This information has been cascaded within the Finance department.
15	Assess every new education course offered to the public to evaluate the need to provide it in Welsh <u>and keep a record of the assessment.</u>	Education	84-86	Adult Education and Youth Service have been informed about this.
16	Translate agendas of all Council, Cabinet and Committee meetings	Democratic	41	This has taken place from 1 st April 16.
17	Translate minutes of Council, Cabinet and Committee meetings	Democratic	41	Agendas are bilingual, with plans to publish decision notices and minutes imminently.
18	Impact assessment, including consideration for Welsh language, to	Policies & research	88-97	To be achieved by reference in relevant cabinet/ committee reports.

	be completed on all new or amended policies.			
19	Establish project group to organise questionnaire for all staff	Linguistic skills and language preferences for forms and procedures	104, 127,100,101-103	A second audit took place in 2018 of all computer-based staff and the results are now available.
20	Translate all HR policies	All HR policies	105 – 111	All policies now translated.
21	Raise awareness of staff in relation to offering Welsh language provision in relation to new contracts, complaints and disciplinary situations	Briefing	99,114,118	A list has been compiled of those users requesting Welsh. A page on Staffnet lists the specific items that we are obliged to provide in Welsh.
22	Prepare page on Staffnet & core brief article informing Welsh speaking staff of their rights & providing support for learners.	HR procedures	112 – 125,141-143	This is now available.
23	Provide Welsh speaking staff with software for spelling & grammar checks & Welsh language interfaces where available.	ICT software	120	'Cysgeir' has been installed on the computers of all staff.
24	Provide opportunities for basic Welsh language training for all staff and also for managers if required in their role. Further training should be free of charge to the employee.	Training	130 -131	Taster courses take place on a regular basis and this has helped to increase the number of learners on full-time courses. All Welsh language courses are free of charge and in work time.
25	Provide Welsh language awareness training	Training	132	A new online module is being adapted and will be rolled out to staff during Summer 2021.

26	Include Welsh language information in Corporate Induction	Training	133	Welsh information Is included and presented at induction.
27	Assess all new and vacant posts for required level of Welsh and record as appropriate.- Essential/Needs to be learnt/Desirable/Not necessary	Review of procedures	136	All managers have been informed. All posts are currently categorised as Welsh either 'Essential' or 'Desirable'
28	All relevant material relating to recruitment is available in Welsh and English.	Recruitment/selection procedures	137	Has been translated and is sent out as required.
29	Prepare a policy on the use of Welsh internally	Awareness	98	A copy is available. This needs to be reviewed during 2021/22.
30	Intranet should be available in Welsh – homepage, new/amended pages and menus.	ICT/Communications team	122-126	Bilingual pages are available on Staffnet.
31	Specific HR courses to be provided in Welsh- <ul style="list-style-type: none"> - Recruitment and Interviewing - Performance Management - Complaints and Disciplinary procedures - Induction - Dealing with the public - Health and Safety 	HR training	128	Online courses include- Violence against Women Training online (NHS).
32	Provide training on effective use of Welsh in HR meetings	Training	129	This training will be arranged in 2021.
33	Identify a member of staff in each department to act as a champion.			This has been done and a list is available.

4. Information on performance

The Council collects and reports information on all measures that are national statutory measures and sets targets for them. We have also adopted a limited number of local indicators which assist in measuring progress against this scheme. This information is publicly available via the Council's Improvement Plan and service plans, which are published annually and is available on the Council's website www.valeofglamorgan.gov.uk or www.bromorgannwg.gov.uk.

In addition to this the Council publishes this report on the Equalities section of the Council website along with other data on language matters.

Information below relates to indicators requested by the Welsh Commissioner:

<p>Standard 158 (2) 164 (2) 170 (2d)</p> <p>Number of complaints about implementation of the Welsh Language Scheme.</p> <p>This performance indicator will be measured on the basis of the number of those complaints about the content or implementation of the Welsh language Standards.</p>	<p>We received several informal comments from members of the public. We responded individually to these. We received two formal complaints from the Welsh Commissioner and one complaint which was subsequently not investigated.</p> <p>The first formal complaint related to the issue of Street Naming and we are awaiting the outcome of that investigation. We have drafted a new policy on this subject which will be presented to Cabinet for approval.</p> <p>The second complaint was received late in March 2021 and related to a sign painted on the highway. This was resolved immediately and we received a</p>
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	<p>message of thanks from the complainant. We have recently written to the Commissioner to ask if the investigation can be terminated.</p>										
<p>Standard 170 (2a)</p> <p>Number of staff with Welsh skills in the Council.</p> <p>This indicator has been measured as part of the Linguistic Skills Survey in September 2018.</p>	<p>A linguistic skills survey took place at the end of 2018 of all computer users. This indicated that 122 members of staff consider themselves 'good' or 'fluent' of 1572 responses. This represents a percentage of 6%. A further audit is planned for 2021.</p>										
<p>Standard 170 (2b)</p> <p>Number of staff undertaking training and to what level/degree of proficiency.</p> <p>This will be based on the number of staff undertaking Welsh language training provided by the Council. This measure will be reported as a number under each of the categories: Entry and Foundation; Intermediate; Advanced; Advanced/Mastering.</p>	<p><u>2020-2021</u></p> <table> <tr> <td>Entry Level</td> <td>22</td> </tr> <tr> <td>Foundation</td> <td>3</td> </tr> <tr> <td>Intermediate</td> <td>14</td> </tr> <tr> <td>Advanced/Mastering</td> <td>2</td> </tr> <tr> <td>Total</td> <td>41</td> </tr> </table>	Entry Level	22	Foundation	3	Intermediate	14	Advanced/Mastering	2	Total	41
Entry Level	22										
Foundation	3										
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Advanced/Mastering	2										
Total	41										
<p>Standards 154,170 ch)</p> <p>The number of new and vacant posts which were categorised as Welsh essential and desirable.</p>	<p>April 2020 – March 2021 - 386 adverts were logged:</p> <ul style="list-style-type: none"> • 14 Welsh essential • 372 Welsh desirable <p>All advertisements are either Welsh essential or Welsh desirable.</p>										

The Council's continued priority for 2021/22 is to increase the number of Welsh speakers in the workforce, to encourage more members of staff to learn or update their Welsh language skills and to promote the use of the language in the Vale.

Update on the Council's Welsh Language Promotion Strategy – Year 4 (2020-2021)

Action	Policy Area	Aims	Activity	Target by 2021	Responsibility	Update
1.1	Welsh for Adults	Increase the number of adults learning Welsh	Increase marketing activity and extend number of courses available at all levels	Increase number of enrolments by 20%	Learn Welsh the Vale; Canolfan Dysgu Cymraeg Genedlaethol (National Welsh for Adults Centre)	The number of enrolments of adults learning Welsh increased by over 100% between 2016 and 2019, from 180 to 385 on mainstream courses. At the beginning of the 2019-2020 academic year the highest number yet had enrolled for courses with Learn Welsh the Vale. Numbers have been affected by the Pandemic. All courses moved to online delivery during lockdown. 44% of these learners completed the year.
1.2		Increase the number of learners progressing from Entry and Foundation levels to Higher level courses	Provide targeted support and guidance to encourage learners to progress to higher levels of fluency	Increase progression rates to higher levels by 20%	Learn Welsh the Vale; Canolfan Dysgu Cymraeg Genedlaethol (National Welsh for Adults Centre)	The number of learners on Higher and Fluency level courses increased to 58 in 2019 from 24 in 2016 and increased to 66 learners by 2020. Due to the lockdown the progression rate dropped to 54% (completion summer 2020-enrolment September 2021.)

Action	Policy Area	Aims	Activity	Target by 2021	Responsibility	Update
1.3		Provide more language courses in the workplace at various levels of proficiency to enable more employees to work bilingually	Increase workplace provision in the public and voluntary sectors for beginners and tentative Welsh speakers	Increase workplace provision by 100%	Learn Welsh the Vale; Canolfan Dysgu Cymraeg Genedlaethol (National Welsh for Adults Centre)	LWTV trained 64 employees of the VOG Council on mainstream Welsh for Adults course in 2019-2020. Numbers of staff in 2020-2021 are 41 enrolments across all levels. Work Welsh delivery was halted from the first lockdown for twelve months. Courses were delivered in workplaces in Cardiff by LWTV as part of the Work Welsh framework of the National Centre for Learning Welsh previously.
1.4		Provide informal opportunities for Welsh learners to meet and practise their language skills	Organise social activities and 'sesiynau sgwrs' (conversation sessions) to increase confidence and fluency levels	Establish 4 locations in the area to hold weekly opportunities for informal use of Welsh	Learn Welsh the Vale; Menter Bro Morgannwg	LWTV trained 64 employees of the VOG Council on mainstream Welsh for Adults course in 2019-2020. Numbers of staff in 2020-2021 are 41 enrolments across all levels. Work Welsh delivery was halted from the first lockdown for twelve months. Courses were delivered in workplaces in Cardiff by LWTV as part of the Work Welsh framework of the National Centre for

Action	Policy Area	Aims	Activity	Target by 2021	Responsibility	Update
						Learning Welsh previously.
1.5		Provide opportunities for Welsh learners to integrate into Welsh speaking networks and organisations	Plan a varied programme of social activities to bring Welsh speakers and learners together	Draw up an annual calendar of events and provide marketing support	Learn Welsh the Vale; Menter Bro Morgannwg	<p>Learn Welsh the Vale organises regular events for learners and fluent Welsh speakers together, including seasonal celebrations and Saturday Schools. During Autumn Term 2019 events were held in person, however after the Covid lockdown informal learning moved on line. Saturday courses went digital, and the summer programme of reading, revision and conversation as well as singing were held on Zoom. LWTV also participates in the Siarad scheme with the support of local partners including Menter Bro Morgannwg and Cymrodorion y Barri, which pairs learners of Intermediate of above with a local Welsh speaker to meet informally to speak Welsh.</p> <p>Over the last year Menter Bro Morgannwg has delivered a series of various digital clubs and sessions for adults – from ukulele and cookery to</p>

Action	Policy Area	Aims	Activity	Target by 2021	Responsibility	Update
						pilates, bootcamp, lectures and craft.
1.6		Provide opportunities for parents and children to learn Welsh together	Arrange courses for families whereby adults and children can enjoy activities that support their language learning	Organise family language courses during school holidays	Learn Welsh the Vale	LWtV received a Family Support Grant by the NCLW to provide a Homework Club for families with children in Welsh schools (previously funded by the Innovation Grant). Parents, grandparents and carers attend with children of primary school age. Families from every Welsh school in the Vale have attended Clwb Ni. Activities provided by LWTV and Urdd enable parents to participate with the children, using the Welsh language. This grant was much smaller in 2019-2020 and was only £10,000 in 2020-2021. Clwb Ni went online in April

Action	Policy Area	Aims	Activity	Target by 2021	Responsibility	Update
						2020 and has been meeting on Zoom.
1.7		Provide on-line opportunities for Welsh learners to practise their Welsh	Set up a designated on-line chat room/forum for Welsh learners in the area	To be established by September 2017	Learn Welsh the Vale; National Centre	LWtV Facebook and Twitter streams are in increasing use by learners and the organisation in order to share information about courses and events, opportunities to converse etc. LWtV shares information from partner organisations and other Welsh providers including Menter Bro Morgannwg and VOG Council. Partners matched on the Siarad Scheme have been meeting online during 2020.
2.1	Children, Young People and Families	Provide opportunities for children and parents to learn Welsh together	Arrange story time sessions in Welsh in various locations across the Vale, particularly in libraries	Establish story time sessions in all the major towns and establish as part of mainstream provision	Vale of Glamorgan Council; Menter Bro Morgannwg	Menter Bro Morgannwg delivered a series of Amser Stori sessions in Barry and Llantwit Major when restrictions allowed but this was not possible

Action	Policy Area	Aims	Activity	Target by 2021	Responsibility	Update
						for a large part of the year. Digital Story Time sessions were delivered early in the year as well as seasonal story, song and craft sessions. Fundays are also provided each term in partnership with other local providers.
2.2		Work with key partners to create opportunities for children and young people to use Welsh outside school to strengthen the link between the language of education and the community	Develop a joint strategy that enables Welsh to become the language of social and leisure activities	Publish joint strategy by October 2017	Vale Youth Service; Children and Young People's Programme Board; Menter Bro Morgannwg; Urdd Gobaith Cymru;	See below
2.3		Increase the number of social activities through the medium of Welsh for primary age children	Arrange a series of recreational activities to cater for a variety of different interests, e.g. sport, drama, dance, arts and crafts, computer games, outdoor pursuits etc	Programme to be agreed and implemented by September 2017	Menter Bro Morgannwg; Urdd Gobaith Cymru; Vale of Glamorgan Leisure Services	The Urdd's Sports Department in conjunction with Menter Bro Morgannwg continues to provide weekly clubs for primary aged children. These include swimming lessons in Penarth Leisure Centre and Hebron Hall and Drama

Action	Policy Area	Aims	Activity	Target by 2021	Responsibility	Update
						in Penarth and Llantwit Major when restrictions allowed. A series of digital clubs were delivered during the year, from dance and drama to craft and cookery.
2.4		Provide support for parents with children in WM schools to alleviate concerns about helping with homework	Establish Homework Clubs in WM schools or Community Centres to support parents who are non-Welsh speaking	Discussions to be held during current academic year with a view of establishing Homework Clubs by September 2018.	WM Primary Schools; Ysgol Gymraeg Bro Morgannwg; Learn Welsh the Vale	LWtV continues to run Ciwb Ni, a Homework Club for families with children in Welsh schools, during term times. Staff get to know the families and are supportive of parents and prepare additional materials or activities in response to identified needs.
2.5		Encourage greater social use of Welsh by pupils attending Ysgol Gymraeg Bro Morgannwg	The school to agree a Mission Statement and code of conduct and establish a Language Use Forum	Language Use Forum to include representatives of every school year and to be established by September 2017	Ysgol Gymraeg; Ysgol Bro Morgannwg	Meetings have been set up with the Learning and Skills department to co-ordinate as part of the WESP work.
2.6		Provide opportunities for young people in Ysgol Gymraeg Bro Morgannwg to use	Establish a Young People's Forum in Ysgol Gymraeg Bro Morgannwg and	Arrange at least 3 significant Welsh language activities	Ysgol Gymraeg Bro Morgannwg; Urdd Gobaith Cymru	Meetings have been set up with the Learning and Skills department to co-

Action	Policy Area	Aims	Activity	Target by 2021	Responsibility	Update
		Welsh in the community	support it to arrange a series of social activities	during each school year		ordinate as part of the WESP work.
2.7		Provide opportunities for young people in Ysgol Gymraeg Bro Morgannwg to use Welsh outside the classroom	Support current Welsh-medium youth club at the Palmerston Centre, Barry and consider possibility of setting up similar provision elsewhere	Extend current provision to include Penarth and Cowbridge	Vale of Glamorgan Council; Urdd Gobaith Cymru	See 2.3
2.8		Share information with young people about job opportunities and apprenticeships that require bilingual skills	Ensure that Careers Wales and careers officers in schools have the most up-to-date information about jobs requiring Welsh-language ability and proactively share this information with young people	Careers Wales, Ysgol Gymraeg Bro Morgannwg and Cardiff and Vale College to agree a plan of action by September 2017 and devise innovative ways of providing information via apps and social media	Careers Wales; Ysgol Gymraeg Bro Morgannwg; Cardiff and Vale College	Further discussion to take place on this aim and area of activity.
2.9		Use communication technology to advertise employment opportunities requiring bilingual skills	Develop a designated website, app and directory to advertise jobs and apprenticeships that require Welsh language skills	Set up an information sharing Hub for major employers in the area which can be used to recruit	Careers Wales; LEA; Ysgol Gymraeg Bro Morgannwg; Cardiff and Vale College;	As above

Action	Policy Area	Aims	Activity	Target by 2021	Responsibility	Update
				bilingual staff and apprentices		
2.10		Support the development of childcare through the medium of Welsh	Carry out a review of the childcare needs of parents with children in WM education	Support the development of after-school or wrap-around childcare where needs are identified.	Menter Bro Morgannwg; CYPP; Vale of Glamorgan Council	This aim and area of activity is currently subject to discussion.
2.11		Support the development of Welsh Medium childcare opportunities during school holidays	Continue with Welsh-medium play schemes during school holidays	Increase numbers attending holiday play schemes by 100%	Menter Bro Morgannwg; CYPP; Vale of Glamorgan Council	<p>The Holiday Care Scheme at Ysgol Gymraeg Bro Morgannwg was not delivered during 20-21 due to the Covid-19 restrictions.</p> <p>Menter Bro Morgannwg delivered open access BWRLWM play schemes during the summer holidays when restrictions allowed and this was then delivered digitally during all other school holidays. , the maximum number (30) attended each day during the face to face sessions.</p>
2.12		Provide day care provision through the medium of Welsh	Carry out feasibility study to investigate viability of establishing WM day	Complete feasibility study by March 2017	Menter Bro Morgannwg; Vale of Glamorgan Council	This aim and area of activity is currently subject to discussion.

Action	Policy Area	Aims	Activity	Target by 2021	Responsibility	Update
			care provision in the Vale			
2.13		Increase number of Welsh language activities that cater for the interest of families	Build on the success of Gŵyl Fach y Fro and arrange similar events to coincide with Christmas, Santes Dwynwen and St David's Day celebrations	Arrange 3 family fun days during the year in different parts of the county and increase attendance at Gŵyl Fach y Fro to 3,000	Menter Bro Morgannwg; Urdd Gobaith Cymru; Learn Welsh the Vale; Vale of Glamorgan Council;	Menter Bro Morgannwg partnered with Menter Caerdydd to deliver a digital festival in 2020 - Tafwyl in association with Gŵyl Fach y Fro was held on the AM platform in June 2020. The festival attracted more than 25,000 viewers and the feedback received was hugely positive and viewers welcomed the opportunity to engage with the cultural festival during such a challenging time.
2.14		Develop the Welsh music scene and the arts through the Gigs Bach y Fro scheme	Continue with the Welsh language music and arts provision in different locations across the Vale and build on the success of Gigs Bach y Fro	Hold 6 events a year for adults around the Vale and ensure that at least 60 people attend each event	Menter Bro Morgannwg; Vale of Glamorgan Council	This was not delivered in 20-21 due to Covid-19 restrictions.
2.15		Increase leisure opportunities through the medium of Welsh	Ensure that swimming lessons are available in	All WM schools to be offered swimming lessons	Leisure Services; Legacy Leisure (the Council's Leisure	Welsh Medium Schools now have the opportunity to have swimming lessons

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		for children and young people	Welsh for all WM schools	through the medium of Welsh by September 2017	Management Contractor); Urdd Gobaith Cymru; Cardiff and Vale College	delivered through the medium of Welsh by prior arrangement. This will continue once Centres reopen.
2.16		Increase leisure opportunities through the medium of Welsh	Ensure that swimming lessons are available in after-school provision through the medium of Welsh up to at least Level 1	Swimming lessons up to Level 1 to be available through the medium of Welsh in all main leisure centres by September 2017	Leisure Services; Legacy Leisure (the Council's Leisure Management Contractor); Urdd Gobaith Cymru; Cardiff and Vale College	Efforts have been made to explore both demand and opportunities for after school provision to be delivered through the medium of Welsh and level 1 classes are now available at Barry Leisure Centre at certain times.
2.17		Increase leisure opportunities through the medium of Welsh	Ensure that fitness classes are available through the medium of Welsh	Establish at least 2 WM fitness classes by September 2018 and increase number over the next four years	Leisure Services; Legacy Leisure (the Council's Leisure Management Contractor); Menter Bro Morgannwg; Urdd Gobaith Cymru	Virtual sessions have been offered to all pupils delivered at Ysgol Gyfun Bro Morgannwg during the pandemic. Funding has also been provided, via Sport Wales / VOGC partnership, to develop additional extra activities such as speedball and boxercise when schools were/are open. <ul style="list-style-type: none"> Funding for all primaries was available where Ysgol Sant Baruc and Ysgol

Action	Policy Area	Aims	Activity	Target by 2021	Responsibility	Update
						Sant Curig were successful with their applications for multi-sport equipment to increase fundamental skills.
2.18		Increase leisure opportunities through the medium of Welsh	Collaborate with sports associations to ensure that coaching is available through the medium of Welsh in activities like gymnastics, netball, hockey, tennis, rugby, football etc	Agree a plan of action by September 2018 with main sports associations to train Welsh speaking coaches and establish Welsh-medium leisure clubs and activities	Sports Associations; Leisure Services; Urdd Gobaith Cymru	<p>Unfortunately, this has not been possible to continue in 2020/21 due to Covid 19.</p> <p>However, in February 2020 24 pupils from years eight and nine of Ysgol Bro Morgannwg were trained to assist within sporting sessions with their communities. Due to Covid 19, this has prevented them from delivering. An additional course has also been offered and will be arranged for the summer term in partnership with Urdd Gobaith Cymru.</p> <p>The Sports Development Team have delivered training to Welsh</p>

Action	Policy Area	Aims	Activity	Target by 2021	Responsibility	Update
						<p>speaking pupils who are involved in the delivery of activities in school and community settings including :</p> <ul style="list-style-type: none"> • 5 Silver Young Ambassador's in Bro Morgannwg who are currently helping develop social media projects with the Sports Development team. • 5 Coaches of the Future currently being upskilled in preparation to be able to deliver once government guidance will allow these opportunities • Sports Leaders Playmaker training delivered to Year 6 pupils at Ysgol Sant Baruc to assist in the delivery within curricular and non-curricular settings.

Action	Policy Area	Aims	Activity	Target by 2021	Responsibility	Update
						<ul style="list-style-type: none"> • Sports Leaders Playmaker training offered to Ysgol Sant Curig but cancelled due to Covid 19, however this has been rescheduled for the summer term. <p>Additional links forged with the Welsh medium cluster primary schools. Opportunities offered to take part in local competitions and festivals.</p> <p>The Sports Development Team are represented in the Welsh Education Strategic Plan meetings and relevant action included in the plan.</p>
2.19		Ensure that Leisure Centres proactively promote the use of Welsh	Appoint a Language Champion in every leisure centre with responsibility for actively promoting Welsh both visually and in its leisure provision	Training for Language Champions to be completed by September 2017 with monitoring processes established to evaluate progress on language use.	Leisure Services; Legacy Leisure (the Council's Leisure Management Contractor); Urdd Gobaith Cymru; Menter Bro Morgannwg	Welsh Language is now a permanent item on the Client / Contractor management meeting.

Action	Policy Area	Aims	Activity	Target by 2021	Responsibility	Update
3.1	Community Activities	Use communication technology as an information and networking platform for Welsh speakers and learners	Further develop 'Echlysur' in the Vale as a communication network which provides information to Welsh speakers and learners about activities, events, job opportunities etc	Expand marketing of the networking platform and set a five year target of 3,000 subscribers	Menter Bro Morgannwg; Youth Service; Ysgol Gymraeg Bro Morgannwg; Urdd Gobaith Cymru	<p>Menter Bro Morgannwg hold regular 'campaigns' to increase the user database.</p> <p>More than 1,500 residents subscribe to the Menter Bro Morgannwg e-newsletter – sharing information about Welsh medium events and activities in the Vale. This is an effective source of sharing information about Menter's activities, and this service also shares information/adverts from other Welsh partners in the area.</p>
3.2		Use communication technology to keep in touch with pupils after they leave Ysgol Gymraeg Bro Morgannwg	Ensure that contact details of as many school leavers as possible are added to the networking platform	Collect contact details on an annual basis	Ysgol Gymraeg Bro Morgannwg; Menter Bro Morgannwg; Youth Service	There are informal Facebook and Linked in groups in place. Discussions will take place on how these can be developed and expanded.
3.3		Ensure community and volunteer involvement in planning and organising Welsh language activities	Set up a Community Hub to promote social activities in Welsh	Establish a Community Hub in the Vale by September 2018 and support them to arrange an annual programme of popular activities/ events	Menter Bro Morgannwg; Urdd Gobaith Cymru; Vale of Glamorgan Council	Menter Bro Morgannwg use a range of digital social media platforms to promote their services, including: Twitter (1,272), Instagram (339) and Facebook (851).

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3.4		Raise awareness of Welsh language in digital and print networks	Continue to ensure that Welsh language content is included in the Glamorgan Gem which is a printed and on-line community newspaper	Develop provision to include articles in the Glamorgan Gem both in the printed and on-line versions	Menter Bro Morgannwg; Glamorgan Gem	Due to a lack of funding, Menter Bro Morgannwg does not currently produce regular bilingual content for the Glamorgan GEM (which during the year has ceased to be printed). However we will continue to share content and advertise when possible e.g. Gŵyl Fach y Fro in relevant printed media.
3.5		Consider the possibility of establishing a Welsh Language Centre in the Vale	Undertake a feasibility study to explore the potential of establishing a Welsh Language Centre in Barry	Seek funding and carry out a feasibility study by September 2018	Vale of Glamorgan Council; Welsh Government; Menter Bro Morgannwg; Barry Town Council.	This aim and area of activity is currently subject to discussion.
4.1	Welsh in the Workplace	The Council to comply fully with the Welsh Language Standards	Continue to implement the Welsh Standards Action Plan	The Insight group receive regular updates on compliance developments and issues	Vale of Glamorgan Council	An action plan has been developed and the majority of the actions have now been completed.
4.2		Assess linguistic skills of staff	Carry out a comprehensive analysis of the linguistic skills of staff and identify gaps in service areas that require bilingual skills	Complete language skills audit and analysis by December 2017	Vale of Glamorgan Council	A second linguistic skills audit took place in September 2018. Information was collected from all computer users. A further audit will take place in 2022.

Action	Policy Area	Aims	Activity	Target by 2021	Responsibility	Update
			and identify training needs			
4.3		Increase number of bilingual staff in order to provide services in accordance with requirements of the Welsh Language Standards	The Council to recruit sufficient Welsh speakers, invest in current Welsh speaking staff and support staff to increase their Welsh language skills across all levels of language learning	The Language Skills Strategy to be reviewed by September 2017 with the aim of ensuring by 2021 that the proportion of bilingual staff broadly reflects that of the County Council.	Vale of Glamorgan Council	The Council is taking positive action to train more staff and to recruit Welsh speaking staff. This discussion is currently taking place within the newly-reformed Mwy na Geiriau meetings.
4.4		Adopt a proactive recruitment policy which will enable the Council to provide more bilingual services in line with the requirements of the Welsh Language Standards	All posts to be designated as either Welsh 'essential' or 'desirable'. Posts to be deemed 'essential' if no Welsh-speaker is currently employed in a service team or if the need for more bilingual capacity has been identified by managers.	A revised Language Skills Strategy outlining recruitment policy to be produced by March 2018	Vale of Glamorgan Council	All posts are designated as Welsh 'desirable' as a minimum. A pilot is planned in Social Services to trial Welsh as 'essential' in all posts. This would require non-Welsh speakers to complete the 10-hour courtesy Welsh course.
4.5		Provide opportunities for staff to improve their language skills	Draw up a programme of language courses to develop skills and confidence of Welsh speakers and learners	Agree a training programme by June 2017	Vale of Glamorgan Council	Staff can attend any Learn Welsh course during their work time and free of charge, This is funded jointly by LWTW and VOG Council. 41 staff members are enrolled in courses in

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						2020-21 – many of these are provided online.
4.6		Enable staff and elected members to be aware of history and culture of Welsh language including compliance with Welsh language legislation	Arrange a programme of Welsh Language Awareness and Compliance training and include in induction for new staff	Agree a training programme by June 2017	Vale of Glamorgan Council	A new Welsh Awareness module will be rolled out in Summer 2021.
4.7		Create an environment that encourages greater use of Welsh	Produce resources, promotional material and visual impacts that promote language use and fosters respect and support for bilingualism	On-going	Vale of Glamorgan Council	Welsh badges on emails have been developed for speakers and learners. Welsh speakers wear lanyards. Signs throughout the building indicate the use of Welsh is welcome.
4.8		Provide intranet support for Welsh speakers and learners	Use intranet to sign-post staff to useful language resources e.g. e-learning, on-line grammar and spell checkers, on-line dictionaries and translation tools	Complete list of on-line resources by January 2017	Vale of Glamorgan Council	A page has been developed for learners with links to resources and also a page for speakers to explain their rights.
4.9		Provide intranet support for Welsh speakers and learners	Develop intranet to sign-post staff to Welsh language courses and Welsh language activities in the community	Complete by October 2016 and continuously update	Vale of Glamorgan Council; Learn Welsh the Vale;	See above. There is also an informal chat group for learners.

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4.10		Normalise the use of Welsh in the workplace	Assess language preferences of staff in relation to internal operations:- correspondence; forms; complaints; performance reviews; training needs; staff policies, internal meetings etc	Assessment to be completed by March 2017	Vale of Glamorgan Council	Was done as part of the audit exercise.eg Staff survey was provided in Welsh to Welsh speakers. Where possible all internal communication is bilingual.
4.11		Promote schemes that visually illustrate that Welsh is welcomed in the workplace	Continue to develop initiatives that create an environment which fosters the use of Welsh by staff, e.g. badges, posters, lanyards, use of <i>Cymraeg</i> logo on e-mail and intranet, e-mail signatures and out-of-office messages	On-going	Vale of Glamorgan Council	Email footers now indicate prominently if members of staff are Welsh speakers or learners.
4.12		Distribute Welsh language promotional material to staff on the intranet	Distribute badges, lanyards, posters, create bilingual screen savers and promote Welsh language courses	On-going	Vale of Glamorgan Council	This takes place regularly.
4.13		Develop confidence in the use of written Welsh	Install Cysill and Cysgair (Welsh language grammar and spell checkers)	All computer packages installed	Vale of Glamorgan Council	This is installed on all computers. A new grant received by the Adult

Action	Policy Area	Aims	Activity	Target by 2021	Responsibility	Update
			on all staff and elected members' computers and iPads	and operational by December 2016		Community Learning service has paid for a licence for all staff to be able to use the updated versions of this software.
4.14		Encourage staff and elected members to use Welsh in internal and external meetings and in presentations	Provide training on presentational skills in Welsh and explore the practicalities of providing translation facilities at internal meetings	Draw up a training programme by September 2017	Vale of Glamorgan Council	All-staff communications sent from the Managing Director are bilingual. Some internal staff training sessions have been provided in Welsh, where multiple opportunities for attendance were available and one of these was in Welsh.