

THE VALE OF GLAMORGAN COUNCIL

LEARNING AND CULTURE SCRUTINY COMMITTEE: 15TH OCTOBER, 2020

REFERENCE FROM CABINET: 7TH SEPTEMBER, 2020

“C323 WELSH LANGUAGE STANDARDS ANNUAL MONITORING REPORT 2019-20 (L) (SCRUTINY - LC) -

The Leader presented the report, the purpose of which was to seek approval for the Council's Annual Welsh Monitoring Report and Promotional Strategy.

During 2015 the Council was issued with a Compliance Notice by the Welsh Language Commissioner specifying which Standards applied to the Council. In order to achieve the 174 standards within the Notice the Council developed a comprehensive Action Plan.

The Council was also required to produce a 5-year Promotional Strategy as part of the compliance process.

The report brought to the attention of the Cabinet the Council's progress against the Welsh Language Standards (Welsh Language Standards Monitoring Report, Appendix 1) and against the Promotional Strategy for the Vale of Glamorgan (Appendix 2) for 2019/20.

The Monitoring Report and Promotional Strategy updates summarised the main areas where progress had been made and provided annual updates required by the Welsh Language Commissioner.

This was a matter for Executive decision.

Cabinet, having considered the report and all the issues and implications contained therein

RESOLVED –

(1) T H A T the Annual Welsh Monitoring Report for 2019 - 2020 (Appendix 1 to the report) and Update on the Welsh Language Promotional Strategy (Appendix 2 to the report) be approved in principle, subject to consideration by the Learning and Culture Scrutiny Committee.

(2) That the draft Monitoring Report for 2019-20 that had been published by the required date of 30th June, 2020 be noted.

(3) T H A T the report (and appendices) be referred to the Learning and Culture Scrutiny Committee for that Committee's consideration and if endorsed by the Committee, that the report be published.

Reasons for decisions

- (1) To allow the Council to meet its reporting duty to the Welsh Commissioner as part of the Welsh Language Standards.
- (2) To enable Cabinet to note that a draft report was published to meet the statutory timescales.
- (3) To enable the Learning and Culture Scrutiny Committee to consider the report (and appendices) prior to publication and if endorsed by the Committee the report and its appendices to proceed to publication.”

Attached as Appendix – Report to Cabinet: 7th September, 2020

Meeting of:	Cabinet
Date of Meeting:	Monday, 07 September 2020
Relevant Scrutiny Committee:	Learning and Culture
Report Title:	Welsh Language Standards Annual Monitoring Report 2019-20
Purpose of Report:	To seek approval for the Council's Annual Welsh Monitoring Report and Promotional Strategy
Report Owner:	Executive Leader and Cabinet Member for Performance and Resources
Responsible Officer:	Rob Thomas, Managing Director
Elected Member and Officer Consultation:	Head of Policy and Business Transformation and 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. In order to achieve the 174 standards within the notice the Council developed a comprehensive Action Plan. • The Council was also required to produce a 5-year Promotion Strategy as part of the compliance process. • This report brings to the attention of the Cabinet the Council's progress against the Welsh Language Standards (Welsh Language Standards Monitoring Report, Appendix 1) and against the Promotional Strategy for the Vale of Glamorgan (Appendix 2) for 2019/20. • The Monitoring Report and Promotional Strategy updates summarise the main areas where progress has been made and provides annual updates required by the Welsh Language Commissioner. 	

Recommendations

1. It is recommended that Cabinet considers and approves the Annual Welsh Monitoring Report for 2019 - 2020 (Appendix 1) and Update on the Welsh Language Promotional Strategy (Appendix 2) in principle, subject to consideration by Scrutiny Committee (Learning & Culture).
2. That Cabinet notes that a draft Monitoring Report for 2019-20 had been published by the required date of 30th June 2020.
3. It is recommended that Cabinet refers this report (and appendices) to Scrutiny Committee (Learning & Culture) for that Committee's consideration and if endorsed by the Committee, that the report be published.

Reasons for Recommendations

1. To allow the Council to meet its reporting duty to the Welsh Commissioner as part of the Welsh Language Standards.
2. To enable Cabinet to note that a draft report was published to meet the statutory timescales.
3. To enable Scrutiny Committee (Learning & Culture) to consider the report (and appendices) prior to publication.

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 5-year Promotion Strategy and to review it regularly.
- 1.4 This report provides Cabinet with the Annual Report for 2019/20. Due to the coronavirus pandemic, the publication of this report has been slightly delayed. However, a draft report was published ahead of the statutory timetable indicated above.

2. Key Issues for Consideration

- 2.1 Appendix 1 sets out the Welsh Language Annual Monitoring Report for 2019/20. The report outlines the main achievements for 2019/20, including progress with the website and increases in provision available to support Welsh learners and speakers.
- 2.2 The Annual Report as such contains a summary of the progress achieved in the year for each of the 33 actions contained in the Council's plan associated with the introduction of the standards.
- 2.3 The Report also sets out details of performance against this area of work, including details regarding the number of Welsh Language complaints, a skills profile for the Council and the number of staff learning Welsh at different levels. The priority for 2020/21 is to recruit more Welsh speakers into the workforce and to encourage more members of staff to update their Welsh language skills.
- 2.4 Appendix 2 provides Cabinet with an update on the Council's Welsh Promotional Strategy as required by the standards. The promotional strategy seeks to address a variety of policy areas, including Welsh for Adults, for Children, Young People and Families, the Community and the Workplace.
- 2.5 The promotional strategy is delivered by a variety of council departments working to deliver actions designed to promote the use of Welsh and address various aspects of the standards. The Council also works with partners, notably Menter Bro Morgannwg, to further enhance its work. The work with Menter Bro Morgannwg has been refreshed in 2019, with a revised agreement based on providing a variety of different opportunities to promote Welsh and to trial new and innovative approaches. For each area of the promotional strategy, an update is provided to demonstrate progress and identify areas for future focus.
- 2.6 Cabinet is recommended to consider and approve the report (and appendices) and to refer the same to Scrutiny Committee (Learning & Culture) for their consideration, prior to the report being published.

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

- 3.1 The Promotional Strategy outlines the Council's plans for future years and helps contribute to the Welsh Government's target for one million speakers by 2050.

The accompanying action plans ensure that staff are aware of their responsibilities under the Standards, thereby avoiding complaints. The achievement of the action plan and the promotional strategy are inter-related with the delivery of the Council's Corporate Plan and reflects the priorities of partner organisations. Delivery of the Plan and Promotional Strategy involves other key partners in the achievement of shared goals for the Welsh language. A key characteristic of the work with Menter Bro Morgannwg is to involve people in the design and delivery of services that meet a range of needs in the medium of Welsh.

4. Resources and Legal Considerations

Financial

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

Employment

- 4.3** There are no direct employment implications associated with this report.
- 4.4** Officer time is needed to collect, analyse and report on Welsh language information.

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

Compliance Notice from the Welsh Commissioner



Vale of Glamorgan Council
Cyngor Bro Morgannwg

Appendix 1

Welsh Language Standards

Annual Monitoring Report

2019-20



This document is available in Welsh
Mae'r ddogfen hon ar gael yn Gymraeg

1. Introduction

The Council is committed to the provision of an excellent service to Welsh speakers in the area and strives year on year to improve on its provision.

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. Details of progress have been included as Appendix 2.

2. Main achievements 2019/20

- **Website**

During 2019/20 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.

- **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.

- **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 2019/20 was 678. Calls through the medium of both Welsh and English are showing a reducing pattern as the Council implements its digital strategy of offering an increasing number of self-service options via its website and mobile app. These services are and continue to be offered in both Welsh and English.

On average callers using the Welsh language option in 2019/20 waited for 172 seconds to have their call answered while callers using the English language option waited for 220 seconds. Wait time performance was impacted to an extent by a relatively high staff turnover during the year and reflects the fact that recruitment and retention of Welsh speaking staff for customer services roles is becoming increasingly difficult.

At the end of the reporting period the percentage of bilingual staff at the contact centre increased slightly from 23% to 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.

During the year the Council procured a new contact centre platform that will enhance operational efficiency and offer additional contact channels for customers, including web chat, which will be offered through the medium of Welsh. Deployment of this new functionality was delayed until January 2020 and is now expected to deliver a significant improvement in both online and contact customer experience during 2020/21.

- **Welsh language training**

The Council has continued to support formal Welsh language classes for staff in the workplace as well as providing regular 'Blasu' sessions in various locations. This has helped to sustain the number of staff enrolments this year at 63. In addition we have continued to allow staff to attend classes during worktime with courses being paid for by the Equalities team and the Adult Education team.

The Work Welsh programme funded by the Welsh Government includes a 'Welsh Welcome' course which can be accessed on workstations via our internal Staffnet.

- **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. A significant proportion of this work contributes to our 5-year strategy plans – see Appendix 2.

- **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 2019/20 a total of 2,229,443 words were translated. This represents an increase of more than 20% on last year and indicates the volume of work that is produced bilingually.

- **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.

- **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. In addition Welsh speaking staff and learners are able to wear lanyards to indicate their skills.

- **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 recently ran a campaign entitled 'Think Cymraeg' which encouraged staff to be aware of the most important areas of their work where use Welsh can make a big difference. The Managing Director sent out an EMail including the 'Think Cymraeg' poster which was in the format of a '7-minute read'.

- **Work with Learners and Welsh Speakers in the Vale**

During the year many events have taken place to encourage learners including trips to St Fagan's, entertainment evenings and singing events as well as workshops for the family.

These events were organised by the LearnWelsh team and they have also held celebrations at Christmas, Mid Winter and St David's Day. Regular events also

include revision classes for learners, coffee mornings and 'Sadwrn Siarad' which can attract up to 40 people.

Classes have also been held in Welsh teaching Digital Skills as well as reading classes for learners and fluent speakers.

A new podcast will be broadcast in April in partnership with Bro Radio.

Welsh Rights Day - 'Mae gen I Hawl'

We celebrated this day in December when we had a presence in the main civic office reception in Barry. We were helped by Menter Bro Morgannwg and the LearnWelsh team who were able to explain to members of the public the availability of family activities in Welsh and learning opportunities.

We provided Welsh cakes and chatted to visitors about ways of contacting us in Welsh. At lunchtime we sang together in a small choir and one of our colleagues sang a selection of Welsh songs. The whole day was very well-received and visitors went away with information and cards with basic useful Welsh phrases.

We had an ongoing campaign on social media leading up to the day and articles on staffnet. An article was published in the Penarth times and the Barry Gem.

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.
18	Impact assessment, including consideration for Welsh language, to be completed on all new or amended policies.	Policies & research	88-97	To be achieved by reference in relevant cabinet/ committee reports
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	Four sessions have been held to date and more are planned for 2020.The first four were provided via the WorkWelsh initiative.
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 now 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.
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	<p>Specific HR courses to be provided in Welsh-</p> <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	<p>Following have taken place –</p> <ul style="list-style-type: none"> Digital workshop Saturday Café Big Conversation Online courses include- Safeguarding Domestic Violence Prevent
32	Provide training on effective use of Welsh in HR meetings.	Training	129	This training will be arranged in 2020.
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 only one complaint via the Welsh Commissioner which was subsequently cancelled.</p> <p>We received two comments via Twitter which we have recorded and which have prompted us to change our systems.</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%.</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>2019-2020</u></p> <p>Entry Level 24</p> <p>Foundation 21</p> <p>Intermediate 10</p> <p>Advanced/Mastering 8</p> <p>Total 63</p>
<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 2019 – March 2020 - 535 adverts were logged:</p> <ul style="list-style-type: none"> • 27 Welsh essential • 508 Welsh desirable <p>All advertisements are either Welsh essential or Welsh desirable.</p>

The Council's continued priority for 2020/21 is to increase the number of Welsh speakers in the workforce and to promote the use of the language in the Vale.

Appendix 2 Update on the Council's Welsh Language Promotion Strategy – Year 3 (2019-20)

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. In 2020 the number of adult Welsh learners enrolled on regular courses is 404.
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. 2020 update- 66 learners.
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 trains 64 employees of the VOG Council on mainstream Welsh for Adults course in 2019-2020. Two courses are delivered in workplaces in Cardiff by LWTV as part of the Work Welsh framework of the National Centre for Learning Welsh.
1.4		Provide informal opportunities for Welsh learners to meet and	Organise social activities and 'sesiynau sgwrs'	Establish 4 locations in the area to hold weekly	Learn Welsh the Vale; Menter Bro Morgannwg	LWtV organises regular events for learners and fluent Welsh speakers together, including

		practise their language skills	(conversation sessions) to increase confidence and fluency levels	opportunities for informal use of Welsh		seasonal celebrations and Saturday Schools. Menter Bro Morgannwg have continued to support 4 weekly conversational sessions with volunteers leading the groups by now. An informal quiz will be piloted at the end of February in order to test informal methods to offer social opportunities for less confident Welsh speakers and Welsh learners.
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	With partnership working between Cymrodorion y Barri and LWtV, the number of advanced learners attending Cymrodorion meetings has increased substantially. Joint events are organised including Noson Lawen. Learn Welsh the Vale have a presence in Gŵyl Fach y Fro to share information and run activities specifically for Welsh learners. Over the last year Menter Bro Morgannwg has held another 4 Yoga sessions during the spring term, as well as a craft class in December. 2 Gigs Bach y Fro have been held during the year – one in May (Al Lewis – 75 audience) and

						one in December (Bryn Fôn – 80 audience). Gŵyl Fach y Fro also provides a great opportunity to integrate into Welsh networks and to socialise with fluent Welsh speakers, and Learn Welsh the Vale have presence in the festival to share information and run activities specifically for Welsh learners.
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 receives an Innovation Grant by the NCLW to provide a Homework Club for families with children in Welsh schools. 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 is not likely to be available in 2020-2021.

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.
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 continues to run 4 weekly Amser Stori sessions in Roose, Barry, Penarth and Llantwit Major. An average of 46 children and 40 parents attend each week. This is in the process of being re-branded with a new tutor to try to increase and broaden the appeal. Menter Bro Morgannwg has also held activities for families to learn together – find out more about nature and be introduced to new Welsh vocabulary,

						through seasonal Welly Walk Nature Trails and fundays (Miri).
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 continues to provide 7 weekly clubs for primary aged children. These include swimming lessons in Penarth Leisure Centre, Barry Leisure Centre and Hebron Hall, gymnastics club, a number of multi-sports sessions and a new drama club in Penarth (began in the Autumn with numbers increasing each term).

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 Clwb Ni, a Homework Club for families with children in Welsh schools, during term times in Palmerston Centre. 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 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 Welsh in the community	Establish a Young People's Forum in Ysgol Gymraeg Bro Morgannwg and support it to arrange a series of social activities	Arrange at least 3 significant Welsh language activities during each school year	Ysgol Gymraeg Bro Morgannwg; Urdd Gobaith Cymru	Meetings have been set up with the Learning and Skills department to co-ordinate as part of the WESP work.
2.7		Provide opportunities for young people in Ysgol Gymraeg Bro Morgannwg to use	Support current Welsh-medium youth club at the Palmerston Centre,	Extend current provision to include Penarth and Cowbridge	Vale of Glamorgan Council; Urdd Gobaith Cymru;	See 2.3

		Welsh outside the classroom	Barry and consider possibility of setting up similar provision elsewhere			
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;	A business officer has been funded by Welsh Government to progress this further.
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 bilingual staff and apprentices	Careers Wales; LEA; Ysgol Gymraeg Bro Morgannwg; Cardiff and Vale College;	As above
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	Under 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>Menter Bro Morgannwg continues to run the Holiday Care Scheme at Ysgol Gymraeg Bro Morgannwg for 9 weeks of the year. This is still the only full day childcare provision available through the medium of Welsh in the Vale. During this period an average of 28 children attended each day.</p> <p>Menter Bro Morgannwg also ran the open access BWRLWM play schemes during Easter, Whitsun, summer holidays and October half term. An average of 40 children attended the sessions during the summer holidays, with some days attracting 60!</p> <p>Menter received additional support during the October half term through the Welsh Government Holiday Hunger pilot scheme to offer a packed lunch for each child that attended the Bwrlwm sessions. They received</p>
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						very positive feedback and are hopeful we can continue this provision during 2020-21.
2.12		Provide day care provision through the medium of Welsh	Carry out feasibility study to investigate viability of establishing WM day care provision in the Vale	Complete feasibility study by March 2017	Menter Bro Morgannwg; Vale of Glamorgan Council	Under discussion
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 continues to run its annual festival on Barry Island, Gŵyl Fach y Fro. As organisers we are pleased that the festival continues to develop and grow from strength to strength, and without a doubt Gŵyl Fach y Fro is now considered one of the highlights of the summer events calendar for citizens of the Vale and beyond. They attracted more than 6,000 people to enjoy the festival in 2019 and the feedback we have received has once again been very positive from partners and those who

						attended the event.
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	See above.
2.15		Increase leisure opportunities through the medium of Welsh for children and young people	Ensure that swimming lessons are available in Welsh for all WM schools	All WM schools to be offered swimming lessons through the medium of Welsh by September 2017	Leisure Services; Legacy Leisure (the Council's Leisure Management Contractor); Urdd Gobaith Cymru; Cardiff and Vale College	Welsh Medium Schools now have the opportunity to have swimming lessons delivered through the medium of Welsh by prior arrangement.
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. Additional swimming lessons in Welsh will be offered in the future subject to demand.
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	Leisure Services; Legacy Leisure (the Council's Leisure Management Contractor);	Through the 5x60 scheme, one fitness class per week is delivered at Ysgol Gyfun Bro Morgannwg targeting

				number over the next four years	Menter Bro Morgannwg; Urdd Gobaith Cymru	female participation. This is delivered by Live Fit Wales.
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>The Sports Development Team have a Partnership Agreement in place with the Urdd who provide a qualified Sports Apprentice to deliver 6 hours of extra-curricular activities within the 5x60 scheme at Ysgol Gyfun Bro Morgannwg. The activities have included table tennis, girls basketball, basketball, dodgeball and girls rugby</p> <p>The Sports Development Team have delivered training to Welsh speaking pupils who are involved in the delivery of activities in school and community settings including :</p> <ul style="list-style-type: none"> • 2 Bronze ambassadors in Pen y Garth assisting in school provision • 5 Silver Young Ambassador's in Bro

						<p>Morgannwg assisting in 5x60 delivery.</p> <ul style="list-style-type: none"> • 2 Coaches of the Future delivering activity to over 500 participants in football and gymnastics, offering 135 hours of their time. • Sports Leaders – Delivery of course to 25 pupils in years 8/9 who were identified by the school PE teachers. They are each currently volunteering 5 hours of their time in local primary schools, 5x60 scheme and community based sessions. • Sports Leaders Playmaker training and disability inclusion training (Playtogether) training offered for Year 5/6 pupils to assist in the delivery of PA in curricular and non-curricular settings. <p>Additional links forged</p>
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						<p>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.
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	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	Menter Bro Morgannwg hold consistent 'campaigns' in order to increase the events database. This includes sharing information about the Menter and having stands in a number of events, distributing

			opportunities etc			<p>registration forms in our activities, and visiting every Welsh class for adults at the start of the academic year.</p> <p>By March 2018, over 1,100 residents were receiving information through e-mail about Welsh medium events and activities in the Vale. This is an effective source of sharing information about Menter's activities, but they also share information/adverts from other Welsh partners in the area. Menter Bro Morgannwg continues to develop and promote the 'Echlysur' service, with 1,300 subscribers currently on the database.</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 at the moment. 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	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

				of popular activities/ events		(851).
3.4	MBMs current budget doesn't allow for weekly articles	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. However we will continue to share content and advertise when possible e.g. Gŵyl Fach y Fro.
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.	To be addressed.
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 and identify training needs	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.

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 staff.
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.
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 weekly course during their work time and free of charge, funded jointly by LWTW and VOG Council. 63 staff members are enrolled in courses in 2019-2020.

Appendix 2

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	Welsh awareness sessions are planned for 2020. A 'Welsh welcome' course is available online.
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.
4.10		Normalise the use of Welsh in the workplace	Assess language preferences of staff in relation to internal operations:-	Assessment to be completed by March 2017	Vale of Glamorgan Council	This was furthered, for example as part of the audit exercise. An example includes the

			correspondence; forms; complaints; performance reviews; training needs; staff policies, internal meetings etc			staff survey which was provided in Welsh to Welsh speakers.
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 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) on all staff and elected members' computers and iPads	All computer packages installed and operational by December 2016	Vale of Glamorgan Council	Installed on all computers where required. A new grant received by the Adult Community Learning service has paid for a licence for all staff to be able to use the

						updated versions of this software. Learn Welsh the Vale staff will provide training in its use.in 2020.
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	To be addressed Some internal staff training sessions have been provided in Welsh, where multiple opportunities for attendance were available one of these was in Welsh.