



## **Review of Welsh Language Standards 5 Year Strategy 2016 – 2021**

**This item is also available in Welsh/ Mae'r eitem hon ar gael yn Gymraeg hefyd**

The Welsh Language (Wales) Measures 2011(1) places a duty on Local Authorities to promote the Welsh language.

Standard 145 of the Welsh Language Standards (no.1) Regulations 2015 requires that this Council produces, and publishes on its website, a 5 year strategy that sets out how we propose to promote the Welsh language and to facilitate the use of the Welsh language more widely in Pembrokeshire.

Standard 146 of the Welsh Language Standard Regulations requires that this Council, five years after publishing a strategy in accordance with Standard 145, assess to what extent the Council has followed that strategy and has reached the targets set (2021).

### **Pembrokeshire County Council's 5 Year Strategy 2016 - 2021**

The strategy set out how Pembrokeshire County Council proposed to promote and facilitate the use of the Welsh language more widely in Pembrokeshire. It was prepared within the broader policy framework and context provided by various strategy (including the Welsh in Education Strategy Plan) and initiatives adopted or being developed by Pembrokeshire County Council.

It also took into account the findings of the

- Welsh Language use survey 2004 – 2006
- Welsh Language use survey 2013 – 2015
- Pupil Level Annual School Census 2015
- Bangor University research on behalf of Welsh Government 2014 – 2015

The vision of the strategy was to:

- Provide opportunity for Pembrokeshire people to learn Welsh / improve their Welsh and to be able to use it in their daily lives and in their business
- Provide opportunity for Pembrokeshire County Council employees to learn Welsh / improve their Welsh / gain an awareness of the value of Welsh and to be able to use it within their working environment
- Enable children to learn the Welsh language at school with a view to using the language at home; within their community and as a skill when entering the workplace

More specifically:

**(A) The use of Welsh in our community** (ensure the everyday presence of the Welsh language in the community through the delivery of learning and service provision):

- To rise to the challenge of changing linguistic behaviour
- To raise awareness of Welsh medium channels of communication
- To ensure that families are able to access Welsh medium services
- To ensure that learning opportunities at all levels, and through various channels, are available

**(B) The use of Welsh in our workplace** (ensure the everyday presence of the Welsh language in our workplace):

- To increase the value of the Welsh language as a skill
- To prioritise support for employees providing reception services and social care services within the community to develop their Welsh language skills
- To improve the number of Pembrokeshire County Council employees able to speak Welsh at levels 3 and 4 by 2021
- To promote the use of Welsh internally in line with our Policy on the Internal Use of Welsh

**(C.) The use of Welsh in our schools** (secure the future of the Welsh language through education):

- To plan the provision of Welsh within the education system
- To extend and develop Welsh-medium education across the County
- To ensure that our learners have the necessary skills to use in the workplace and socially
- To ensure that Welsh-medium schools support other school to develop on the linguistic continuum

Our strategy was used:

- To influence and encourage the use of the Welsh language
- To promote and protect the Welsh culture and heritage

## **Thematic Review 2019**

In July 2019, the Commissioner asked us to respond to a number of questions in relation to our 5 Year Strategy, as part of a Thematic Review of Pembrokeshire County Council's compliance with the Welsh Language Standards.

We addressed each question asked in relation to the three strands of our 5 Year Strategy (see tables below).

## **Final Review 2021**

We have used the same reporting structure for our Final Review of our 5 Year Strategy (see tables below).

<b>Question 1. Which practical activities have you been conducting as you implement your 5 year strategy</b>		
<b>Strand</b>	<b>July 2019</b>	<b>February 2021</b>
The use of Welsh in our community	We provide a comprehensive Welsh for Adults community learning service. This is developed and monitored in line with the requirements of the National Quality Framework. Activities were outlined in our March 2019 National Quality Framework report, which was attached as an appendix.	We continue to provide a comprehensive Welsh for Adults community learning service. This is developed and monitored in line with the requirements of the National Quality Framework. Our latest National Quality Framework report (November 2020) is attached as <b>Appendix 1</b> . A progress report is due in March 2021 and a final report in July 2021.
The use of Welsh in our workplace	Our development of the use of Welsh in our workplace is guided by the compliance requirements of the Welsh Language Standards, including our Internal Use of Welsh Policy.	As previous response (left)
The use of Welsh in our schools	The growth of Welsh medium education will be one of the key drivers for achieving a million Welsh speakers by 2050. Our Welsh in Education Strategic Plan (WESP) sets out how we expect to improve Welsh medium education in our area, in line with seven key outcomes <a href="https://www.pembrokeshire.gov.uk/pembrokeshire-schools/welsh-in-education-strategic-plan">https://www.pembrokeshire.gov.uk/pembrokeshire-schools/welsh-in-education-strategic-plan</a>	As previous response (left)

<b>Question 2. Which resources (e.g. finances / staff / facilities) are allocated to the implementation of the strategy?</b>		
<b>Strand</b>	<b>July 2019</b>	<b>February 2021</b>
The use of Welsh in our community	The resources allocated to our Welsh for Adults community learning services were outlined in the National Quality Framework report (March 2019) which was attached as an appendix.	The National Centre allocates funding each year. The number of classes and informal events provided are dependent on the amount of funding provided. We have exceeded our target over the last three years, and despite the challenges of the Covid-19 pandemic, are 48% above target currently.
The use of Welsh in our workplace	Ceri Davies, Head of Human Resources, was the lead officer who oversaw the implementation of the Welsh Language Standards. This was part of his wider, related duties. He was supported by officers who sat on the Welsh Language Standards Development Group (WLSGD), and the Employee Training Sub Group, who also undertook this function as part of their wider, related duties. Ongoing costs associated with the implementation of the Welsh Language Standards are met from departmental / service budgets.	Steven Richards-Downes, Director for Education, took over as the lead officer for overseeing the implementation of the Welsh Language Standards at the end of 2020. He is supported by officers who sit on the Welsh Language Standards Development Group (WLSGD), who also undertake this function as part of their wider, related duties. The Employee Training Sub Group has been subsumed into the main WLSGD. Ongoing costs associated with the implementation of the Welsh Language Standards are met from departmental / service budgets.
The use of Welsh in our schools	Huw Jones, Planning Places & Admissions Manager and Elin Evans, Challenge Advisor Schools Effectiveness, are the lead officers who oversee the development and implementation of the WESP. Developing and implementing the WESP is part of wider, related duties for both officers.	Huw Jones, Resources & Governance Manager and Elin Fry (nee Evans), Challenge Advisor Schools Effectiveness, are the lead officers who oversee the development and implementation of the WESP. Developing and implementing the WESP is part of wider, related duties for both officers.

<b>Question 3. What are the arrangements for supervising the implementation of the strategy e.g. reporting and accountability arrangements?</b>		
<b>Strand</b>	<b>July 2019</b>	<b>February 2021</b>
The use of Welsh in our community	Our Welsh for Adults community learning activities are provided in line with the National Quality Framework. Information was submitted in response to the requirements of the Quality Framework in November 2018, with updates in March and September 2019.	Information was submitted in response to the requirements of the Quality Framework in November 2020. This is attached as <b>Appendix 1</b> . A progress report is due in March 2021 and a final report in July 2021.
The use of Welsh in our workplace	<p>A Welsh Language Standards Development Group (WLSDG) was established to oversee the implementation of the Welsh Language Standards. It meets on a quarterly basis (Terms of Reference were attached as an Appendix). The minutes of the meetings were reported to the Joint Negotiating &amp; Consultation Group (JNCG), which also meets quarterly and on which there is member and senior management representation. The work of the WLSDG was supported by the Employee Training Sub Group, which met on an as needs basis. An update on the work of the Employee Training Sub Group was provided to the WLSDG. An Welsh Language Standards Annual Report is produced each year to provide an overview of progress</p> <p><a href="https://www.pembrokeshire.gov.uk/customer-service/welsh-language-standards">https://www.pembrokeshire.gov.uk/customer-service/welsh-language-standards</a></p> <p>Our Learning &amp; Development team also produces an Annual Report, which includes details of the</p>	<p>The Welsh Language Standards Development Group (WLSDG) continues to meet on a quarterly basis, in line with Terms of Reference, as attached as <b>Appendix 2</b>. The Cabinet Member for the Environment, Public Protection and Welsh Language is a member of the group. The work of the Employee Training Sub Group has been subsumed into that of the main group. Matters that require senior management attention are raised with the Senior Leadership Team (SLT) by the group Chair, Steven Richards-Downes, Director for Education.</p> <p>In 2019 we revamped our monitoring framework. The revamped framework was first used to inform the 2020 Annual Report. During 2020 we also revised our Arrangements for Compliance and Monitoring document. Both documents are available on our website at:</p> <p><a href="https://www.pembrokeshire.gov.uk/customer-service/welsh-language-standards">https://www.pembrokeshire.gov.uk/customer-service/welsh-language-standards</a></p>

	<p>number of attendees at Welsh in the Workplace courses. A copy of the report (17/18) was attached as an appendix. This is reported to our Corporate Management Team (CMT). Employees are asked to record their Welsh language abilities via our Employee Self Service system and reports on the numbers able to speak Welsh at Levels 3 and 4 are generated from this source. On 4<sup>th</sup> July 2019, we had a record of 171 employees being able to speak Welsh at Level 3 or 4.</p>	<p>During 2020, we re-tendered our Welsh language translation service framework. The framework was revised to take account of a particular increase in demand for fast-turn around work for digital media. We have also introduced a proof-reading service to allow for the checking of original Welsh language material produced by employees.</p> <p>Details of the number of employees attending Welsh language learning courses and those able to speak Welsh at Levels 3 and 4 are now recorded as part of our Welsh Language Standards Annual Report. On the 7<sup>th</sup> May 2020 we recorded 120 employees as being able to speak Welsh at Level 3 or 4.</p>
<p>The use of Welsh in our schools</p>	<p>An annual Action Plan Update is produced. At that time, the latest version had been produced in Spring 2019. A non-statutory forum has been established to help oversee the implementation of the WESP. The functions of the forum are to: provide a formal channel of communication between Pembrokeshire County Council, its maintained schools, and other partner organisations with an interest in Welsh education in the Pembrokeshire area on such matters relating to Welsh education as prescribed in the Welsh Government's Welsh Medium Education Strategy and Pembrokeshire's WESP. The Forum monitor, evaluate and report upon the progress of the Authority's WESP. The Forums' Constitution and Terms of Reference, were attached as an appendix. The annual Action Plan Update is also shared with Welsh Government.</p>	<p>An annual Action Plan Update is produced, with the latest version being produced in March 2021 (attached as <b>Appendix 3</b>). The Welsh in Education Forum provides the means by which the Welsh in Education Strategic Plan is developed and has the responsibility for monitoring and evaluating its progress. The Cabinet member for Environment, Public Protection and the Welsh Language chairs this Forum. The Forums' Constitution and Terms of Reference are attached as <b>Appendix 4</b>.</p> <p>The Council's Cabinet is provided with annual updates of progress against the WESP, and this is supplemented by reports to the Schools and Learning Overview and Scrutiny Committee.</p>

<b>Question 4. What are your plans for assessing to what extent you have followed the strategy and reached the target? Do you have any arrangements already in place to facilitate the assessment?</b>		
<b>Strand</b>	<b>July 2019</b>	<b>February 2021</b>
The use of Welsh in our community	See response to Question 3 above.	See response to Question 3 above.
The use of Welsh in our workplace	See response to Question 3 above.	See response to Question 3 above.
The use of Welsh in our schools	See response to Question 3 above.	See response to Question 3 above.

<b>Question 5. As you implement the strategy, are there</b>		
<ul style="list-style-type: none"> <li>- any successful practices you have put in place?</li> <li>- any systemic problems which prevent you from achieving the aims?</li> </ul>		
<b>Strand</b>	<b>July 2019</b>	<b>February 2020</b>
The use of Welsh in our community	<p>Successful practices – marketing campaign attracted above target number of learners for 2018-19. Catch-up sessions offered to learners who had missed three consecutive sessions had proved successful in helping to retain learners. A comprehensive supplementary learning / learner support programme had helped to reinforce the feeling, for learners, of belonging to a large family / community of learners. Over 900 people liked the service’s Facebook page, an increase of 80% on the previous year. Since launching a Twitter page for the service, the number of followers has increased from 60 to 123. There had also been a rise in the success average in Foundation and Intermediate examinations. The percentage success of the service’s learners was 92%. Very positive feedback had been received on the revision sessions offered in May.</p> <p>Problems – The report outlined some shortcomings with the national website (in terms of the availability of statistics and access to the</p>	<p>Successful practices – the service managed to respond effectively to the challenges posed by the Covid-19 pandemic by rapidly shifting its provision to online learning. There is continued learner satisfaction with the quality of provision and enjoyment of classes. There is an increased emphasis on using Welsh outside the classroom. There has been a growth in attendance at formal and informal social events, both actual and virtual. Interactions via social media also continue to grow and an Instagram page has been established. There is particular pride in the achievements of the Learners’ Choir. There is continued success in examinations for those learners who choose to sit formal tests.</p> <p>Problems – the Covid-19 pandemic has meant the service has faced unprecedented challenges. Whilst the service has adapted well some learners have struggled with the technology requirements of on-line learning and in juggling increased family commitments that the pandemic has brought. The</p>



	<p>Opinion Gathering Questionnaire). Although feedback from learners highlighted the value of revision sessions, funding constraints had limited the provision of these.</p>	<p>service has experienced an increase challenge in maintaining learner numbers but is already making plans on how to address this once the pandemic has subsided. The service is constrained by the amount of funding it receives. It is very much felt that it is unable to attain its full potential, in helping to increase the number of adults in Pembrokeshire learning Welsh, because of this.</p>
<p>The use of Welsh in our workplace</p>	<p>Successful practices – the designation of new Contact Centre posts as Welsh language essential, together with the consolidation of customer service centres at Haverfordwest and Pembroke Dock is expected to help improve our provision of bilingual frontline reception services.</p> <p>Problems – services with employees learning Welsh find it very challenging to maintain the commitment (up to four years) to learn Welsh up to and including Sylfaen level. Employees in the process of learning Welsh say that they don't always feel confident to speak with customers in Welsh.</p>	<p>Successful practices – we have managed, with a number of small exceptions, to maintain our commitment to upholding the Welsh Language Standards, in spite of the Covid-19 pandemic.</p> <p>We have re-tendered our Welsh language translation service framework. The framework was revised to take account of a particular increase in demand for fast-turn around work for digital media. We have also introduced a proof-reading service to allow for the checking of original Welsh language material produced by employees.</p> <p>Problems – we continue to find it challenging to measure the Welsh language abilities of our employees. We have, ostensibly, experienced a decrease in the number of employees with Welsh language abilities. It is difficult to be certain whether this apparent decrease represents an actual decrease or is the result of the issues associated with data collection. We have renewed our data collection efforts with the hope of being able to provide more accurate information for the 2021 Annual Report.</p>
<p>The use of Welsh in our schools</p>	<p>Successful practices – notable success included the opening of a new Welsh medium middle school in Haverfordwest (Caer Elen) and a new Welsh medium primary school in Tenby (Hafan y Môr). In addition, a paper on a proposal to</p>	<p>Successful practices – notable successes include:</p> <ul style="list-style-type: none"> <li>• Change in language medium of Ysgol Croegoch – becoming Welsh medium over time;</li> <li>• the opening of a new Welsh medium 3-16 school in Haverfordwest (Ysgol Caer Elen);</li> </ul>

	<p>develop a new Welsh primary school in Pembroke was due to go to Council shortly.</p> <p>Problems – delays at the start were frustrating. Forward planning was challenging. There were no additional resources available to assist schools with moving to becoming Welsh medium, which limited what could be achieved.</p>	<ul style="list-style-type: none"> <li>• the opening of a new Welsh medium 3-11 primary school in Tenby (Ysgol Hafan y Mor);</li> <li>• Approval to establish a new Welsh medium 3-11 primary school in Pembroke. Capital grant obtained from Welsh Government for a new build</li> </ul> <p>Following the inspection of Pembrokeshire County Council in December 2019, Estyn reported that “the work to develop Welsh medium provision in recent years is particularly noteworthy and supports the authority’s ambitions well”. This is particularly pleasing and is a recognition of the significant work undertaken to address one of the recommendations arising from the previous inspection in October 2012.</p> <p>Problems – Forward planning was challenging, but should be made easier with the introduction of a 10 year WESP. There were no additional resources available to assist schools with moving to becoming Welsh medium, which limited what could be achieved.</p>
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