# The Welsh Language in South West & Central Wales

## A Review & Observations

# CONTENTS

# SECTION 1: INTRODUCTION

## 1.1 About the Regional Learning Partnership South West and Central Wales

The Regional Learning Partnership South West and Central Wales (RLP) is a transformational partnership bringing Education and Regeneration partners together to help provide a better future for learners and potential learners across south west and central Wales.

Since forming in 2007 its main aim is to ensure that publicly-funded learning providers and associated organisations work collaboratively, effectively and efficiently across the areas of education and regeneration to meet the needs of the learners and the regional economy in south west and central Wales.

The partnership is made up of key representatives from Local Government, Higher Education, Further Education, Third Sector, Private Sector, Careers Wales and Job Centre Plus across Carmarthenshire, Ceredigion, Neath Port Talbot, Pembrokeshire, Powys and Swansea.

Recognised by the Welsh Government for its 'transformational' work with regeneration and education organisations, the RLP has been praised for its efforts towards efficiency and improvement in bringing together people who have an interest in the training and skills agenda, to maximise opportunities for learners and potential learners wanting to progress their careers or enter employment.

## 1.2 About this Report

The purpose of the report is to provide an overview of the use and promotion of the Welsh language within south west and central Wales. It is a literature review including an overview of Welsh Government policy and legislation, mapping of organisations that promote the use of the Welsh language and policies adopted by employers within the Private, Third and Public sector. The report also provides background statistics on the Welsh language and highlights available and commissioned research.

The report includes key observations for stakeholders to initiate further discussion, shape future policy and drive forward the promotion and facilitation of the use of the Welsh language in the region.

# SECTION 2: BACKGROUND

**2.1 Welsh Language Statistics**

The Welsh language statistics provide a contextual background in the workplace and includes an analysis of Census, school provision and employer survey data.

**2.1.1 Welsh Language Skill Analysis of Census Data**

The Census is a national survey that is carried out every 10 years. The results are true on the date of the Census, for 2011 this was the 27th of March. The first release of the 2011 Census data was July 2012, with Welsh language data following with a release in December 2012. The data is published by the Office for National Statistics (ONS). Some considerations for viewing and interpreting the Welsh language Census data include:

- In results that classify people by Welsh language skills a person may appear in more than one category depending on which combination of skills they have;
- For 2011 Census purposes, a usual resident of the UK is anyone who, on Census day, was in the UK and had stayed or intended to stay in the UK for a period of 12 months or more, or had a permanent UK address and was outside the UK and intended to be outside the UK for less than 12 months.

**Table 1: Welsh Language skills of all usual residents aged 3 and over**

| Welsh Language Skills | Powys | Ceredigion | Pembrokeshire | Carmarthenshire | Swansea | Neath Port Talbot | Central and South West Wales | Wales |
|---|---|---|---|---|---|---|---|---|
| **% No skills in Welsh** | 72 | 42.4 | 72.6 | 41.9 | 80.7 | 75.2 | 66.2 | 73.4 |
| **% Can understand spoken Welsh only** | 6.7 | 8.2 | 6.1 | 11.7 | 5.5 | 6.4 | 7.4 | 5.3 |
| **% Can speak Welsh** | 18.6 | 47.4 | 19.3 | 43.9 | 11.4 | 15.3 | 23.9 | 19 |
| **% Can speak but cannot read or write Welsh** | 3.1 | 4.9 | 3.2 | 6.7 | 2 | 2.7 | 3.7 | 2.7 |
| **% Can speak and read but cannot write Welsh** | 1.6 | 3.4 | 2 | 4.2 | 1.2 | 1.6 | 2.2 | 1.5 |
| **% Can speak, read and write Welsh** | 13.7 | 38.8 | 13.9 | 32.8 | 8.1 | 10.8 | 17.8 | 14.6 |
| **% Other combination of skills in Welsh** | 3 | 2.4 | 2.3 | 2.8 | 2.6 | 3.3 | 2.7 | 2.5 |

**2011 Census, ONS**[1]

Between 2001 and 2011, there had been a decrease in the number of people that 'can speak Welsh' within south west and central Wales from **224,237** to **206,818**. This was a decrease of **17,419** Welsh speakers. This equates to a percentage decrease of **3.5%** from **27.4%** to **23.9%** of the population aged over 3 that 'can speak Welsh'. The population within

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[1] 2011 Census. ONS. Accessed electronically via:
http://rlp.infobasecymru.net/IAS/themes/2011census

the region had increased from **846,037** to **893,949** from 2001 to 2011. The population aged 3 and above increased from **819,443** to **865,397.** Thus there was no positive correlation between population and number of Welsh speakers. Reasons for the decrease could include changes in demographics (in 2011 there were fewer children and more older adults), migration, changes' to people's skills during this time period and the 'loss of older cohorts with higher levels of Welsh speakers'.[2]

**Table 2: Number of Welsh speakers by County and age range**

| | Able to speak Welsh | 2001 | 2011 | Difference |
|---|---|---|---|---|
| **3 - 4** | **Carmarthenshire** | 1665 | 1901 | 236 |
| | **Ceredigion** | 799 | 814 | 15 |
| | **Neath Port Talbot** | 518 | 550 | 32 |
| | **Pembrokeshire** | 518 | 603 | 85 |
| | **Powys** | 486 | 675 | 189 |
| | **Swansea** | 522 | 767 | 245 |
| | **South west and central Wales** | 4508 | 5310 | 802 |
| | **Wales** | 13239 | 16495 | 3256 |
| **5 - 15** | **Carmarthenshire** | 14861 | 13613 | -1248 |
| | **Ceredigion** | 7433 | 6361 | -1072 |
| | **Neath Port Talbot** | 6129 | 5610 | -519 |
| | **Pembrokeshire** | 7636 | 6665 | -971 |
| | **Powys** | 7937 | 6907 | -1030 |
| | **Swansea** | 7607 | 7357 | -250 |
| | **South west and central Wales** | 51603 | 46513 | -5090 |
| | **Wales** | 171168 | 152255 | -18913 |
| **16 - 19** | **Carmarthenshire** | 4420 | 4591 | 171 |
| | **Ceredigion** | 2532 | 2399 | -133 |
| | **Neath Port Talbot** | 1424 | 1522 | 98 |
| | **Pembrokeshire** | 1569 | 1885 | 316 |
| | **Powys** | 1825 | 1909 | 84 |
| | **Swansea** | 1742 | 1882 | 140 |
| | **South west and central Wales** | 13512 | 14188 | 676 |
| | **Wales** | 40548 | 43651 | 3103 |
| **20 - 44** | **Carmarthenshire** | 21738 | 19639 | -2099 |
| | **Ceredigion** | 10497 | 9620 | -877 |
| | **Neath Port Talbot** | 5048 | 5003 | -45 |
| | **Pembrokeshire** | 5043 | 4793 | -250 |
| | **Powys** | 5527 | 5205 | -322 |
| | **Swansea** | 5786 | 6277 | 491 |
| | **South west and central Wales** | 53639 | 50537 | -3102 |
| | **Wales** | 146227 | 150742 | 4515 |

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[2] Statistical Bulletin. 2011 Census: First Results on the Welsh Language. Welsh Government. Accessed electronically via: http://wales.gov.uk/topics/statistics/headlines/population2012/121211/ (December, 2012)

| | Able to speak Welsh | 2001 | 2011 | Difference |
|---|---|---|---|---|
| **45 - 64** | **Carmarthenshire** | 21541 | 19674 | -1867 |
| | **Ceredigion** | 9166 | 8484 | -682 |
| | **Neath Port Talbot** | 4924 | 3929 | -995 |
| | **Pembrokeshire** | 5067 | 4702 | -365 |
| | **Powys** | 5114 | 4826 | -288 |
| | **Swansea** | 6120 | 4520 | -1600 |
| | **South west and central Wales** | 51932 | 46135 | -5797 |
| | **Wales** | 112742 | 107941 | -4801 |
| **65 - 74** | **Carmarthenshire** | 9700 | 9209 | -491 |
| | **Ceredigion** | 3673 | 3633 | -40 |
| | **Neath Port Talbot** | 2353 | 1935 | -418 |
| | **Pembrokeshire** | 2160 | 2154 | -6 |
| | **Powys** | 2354 | 2154 | -200 |
| | **Swansea** | 3163 | 2612 | -551 |
| | **South west and central Wales** | 23403 | 21697 | -1706 |
| | **Wales** | 47692 | 45112 | -2580 |
| **75 and over** | **Carmarthenshire** | 10271 | 9421 | -850 |
| | **Ceredigion** | 3818 | 3653 | -165 |
| | **Neath Port Talbot** | 3008 | 2149 | -859 |
| | **Pembrokeshire** | 1974 | 1984 | 10 |
| | **Powys** | 2571 | 2314 | -257 |
| | **Swansea** | 3998 | 2917 | -1081 |
| | **South west and central Wales** | 25640 | 22438 | -3202 |
| | **Wales** | 50752 | 45820 | -4932 |

**2001 and 2011 Census, ONS[3]**

In the 3 to 4 age range in every county within the region the number of Welsh speakers had increased in the years from 2001 to 2011. In the 5 to 15 year olds age band the number of Welsh speakers had decreased across the counties within the region and nationally. Within the 16 to 19 age range the number of Welsh speakers had increased for all of the region's counties with the exception of Ceredigion, which decreased by 133 Welsh speakers. This overall increase would suggest that there will be an increase of workers with the ability to speak Welsh in the coming years. In the 20 to 44 age range, the region showed a decrease in Welsh speakers except in Swansea, which showed an increase of 491 Welsh speakers from 2001 to 2011. Nationally this was reflected with an increase of 4,515 Welsh speakers. Within the 45 to 64 and 65 to 74 age ranges the regional and national figures decreased. Finally in the 75 and over age range there was an overall decrease with the exception of Pembrokeshire, which showed a slight increase of 10 Welsh speakers.

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[3] 2001 and 2011 Census. ONS. Accessed electronically via:
http://rlp.infobasecymru.net/IAS/themes/2011census

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## 2.1.2 Welsh Language Provision in Schools

**Table 3: Primary Schools by Welsh Medium Type in South West and Central Wales**

| Primary Schools by Welsh Medium Type | Welsh medium | Dual stream | Transitional | English with significant Welsh | English medium | All schools |
|---|---|---|---|---|---|---|
| **Powys** | 10 | 13 | . | . | 65 | 88 |
| **Ceredigion** | 44 | 1 | . | 6 | . | 51 |
| **Pembrokeshire** | 12 | 5 | 2 | 3 | 39 | 61 |
| **Carmarthenshire** | 59 | 11 | 4 | 4 | 27 | 105 |
| **Swansea** | 11 | . | . | . | 69 | 80 |
| **Neath Port Talbot** | 11 | . | . | . | 57 | 68 |
| **South west and central Wales** | 147 | 30 | 6 | 13 | 257 | 453 |

PLASC Academic Year 12-13, Welsh Government[4]

In south west and central Wales, the greatest number of Welsh medium primary schools in academic year 2012-13 were located in Carmarthenshire (59), followed by 44 in Ceredigion. The smallest amount of Welsh medium primary schools was found in Powys (10), with Swansea and Neath Port Talbot only having one more school than Powys. As for dual stream primary schools, in which both Welsh and English are used to communicate with parents and in the day to day business of the school, Powys had the highest amount with 13 schools, followed by 11 in Carmarthenshire. Transitional primary schools are identified as mainly Welsh medium but with significant use of English. These schools set creating a Welsh ethos as a high priority. There were 4 transitional schools in Carmarthenshire and 2 in Pembrokeshire. Swansea and Neath Port Talbot did not have any dual streams, transitional or English with significant Welsh schools. The two counties simply have Welsh or English medium schools. Ceredigion did not have any English medium primary schools and had 6 English with significant Welsh schools. The highest number of English medium primary schools could be found in Swansea (69) followed closely by Powys (65). Neath Port Talbot also had a high amount of English medium schools with 57. Carmarthenshire had the lowest amount of English medium schools with 27 schools.

**Table 4: Middle Schools by Welsh Medium Type in South West and Central Wales**

| Middle Schools by Welsh Medium Type | Welsh medium | Bilingual - B | English medium | All schools |
|---|---|---|---|---|
| **Ceredigion** | . | 1 | . | 1 |

PLASC Academic Year 12-13, Welsh Government[5]

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[4] Pupil Level Annual School Census (PLASC). Academic Year 12-13. Welsh Government. Accessed electronically via: https://statswales.wales.gov.uk/Catalogue/Education-and-Skills/Schools-and-Teachers/Schools-Census/Pupil-Level-Annual-School-Census/Welsh-Language/Schools-by-LocalAuthorityRegion-WelshMediumType

[5] Pupil Level Annual School Census (PLASC). Academic Year 12-13. Welsh Government. Accessed electronically via: https://statswales.wales.gov.uk/Catalogue/Education-and-Skills/Schools-and-

There was only one middle school in south west and central Wales, which was a Bilingual type B school found in Ceredigion (Table 4). Bilingual type B schools are defined as having 'at least 80% of subjects (excluding Welsh and English) taught through the medium of Welsh but also taught through the medium of English.'[6]

**Table 5: Secondary Schools by Welsh Medium Type in South West and Central Wales**

| Secondary Schools by Welsh Medium Type | Welsh medium | Bilingual – A | Bilingual - B | Bilingual - C | English with significant Welsh | English medium | All schools |
|---|---|---|---|---|---|---|---|
| **Powys** | . | . | 2 | 2 | 2 | 7 | 13 |
| **Ceredigion** | . | 2 | 2 | 1 | . | 1 | 6 |
| **Pembrokeshire** | . | 1 | . | . | 1 | 6 | 8 |
| **Carmarthenshire** | . | 3 | . | 3 | 4 | 4 | 14 |
| **Swansea** | 2 | . | . | . | . | 12 | 14 |
| **Neath Port Talbot** | 1 | . | . | . | . | 10 | 11 |
| **South west and central Wales** | 3 | 6 | 4 | 6 | 7 | 40 | 66 |

**PLASC Academic Year 12-13, Welsh Government[7]**

Although the statistics denote that Swansea (2) had the highest numbers of Welsh Medium secondary schools followed by Neath Port Talbot (1), one could argue that the Bilingual A schools would be considered by most as Welsh medium. Bilingual type A schools are defined as having 'at least 80% of subjects apart from English and Welsh taught only through the medium of Welsh to all pupils. One or two subjects are taught to some pupils in English or in both languages'. If the statistics of Welsh medium and Bilingual A schools were combined, Carmarthenshire would have had the highest amount of Welsh medium schools at 3 schools. Under this combination, Ceredigion and Swansea had 2 schools and Pembrokeshire and Neath Port Talbot had 1 school each. Powys had no Welsh medium or Bilingual type A schools but did have 2 Bilingual type B schools and 2 Bilingual type C schools. Bilingual type C schools are defined as having 50-79% of subjects (excluding Welsh and English) taught through the medium of Welsh but also taught through the medium of English. [8] Ceredigion had 2 Bilingual type B and 1 Bilingual type C schools.

Teachers/Schools-Census/Pupil-Level-Annual-School-Census/Welsh-Language/Schools-by-LocalAuthorityRegion-WelshMediumType

[6] Pupil Level Annual School Census (PLASC). Academic Year 12-13. Welsh Government. Accessed electronically via: https://statswales.wales.gov.uk/Catalogue/Education-and-Skills/Schools-and-Teachers/Schools-Census/Pupil-Level-Annual-School-Census/Welsh-Language/Schools-by-LocalAuthorityRegion-WelshMediumType

[7] Pupil Level Annual School Census (PLASC). Academic Year 12-13. Welsh Government. Accessed electronically via: https://statswales.wales.gov.uk/Catalogue/Education-and-Skills/Schools-and-Teachers/Schools-Census/Pupil-Level-Annual-School-Census/Welsh-Language/Schools-by-LocalAuthorityRegion-WelshMediumType

[8] Pupil Level Annual School Census (PLASC). Academic Year 12-13. Welsh Government. Accessed electronically via: https://statswales.wales.gov.uk/Catalogue/Education-and-Skills/Schools-and-Teachers/Schools-Census/Pupil-Level-Annual-School-Census/Welsh-Language/Schools-by-LocalAuthorityRegion-WelshMediumType

Carmarthenshire had 3 Bilingual type C schools. The greatest number of English medium schools could be found in Swansea (12) followed by Neath Port Talbot (10). Ceredigion had the least English medium schools with only 1 English medium school and no English with significant Welsh schools. Carmarthenshire had equal amounts of English medium and English with significant Welsh schools (4).

**Table 6: Number of pupils in school classes by Welsh category**

| | Welsh is the sole or main medium of instruction | Welsh is used as a teaching medium for part of the curriculum (i.e. less than half) | Welsh is taught as a second language only | No Welsh is used or taught | Total |
|---|---|---|---|---|---|
| **Pupils in Primary Schools** | | | | | |
| **Powys** | 1856 | 93 | 8354 | 51 | 10354 |
| **Ceredigion** | 3457 | 66 | 1077 | . | 4600 |
| **Pembrokeshire** | 2047 | 57 | 7992 | 47 | 10143 |
| **Carmarthenshire** | 8352 | 49 | 6682 | 36 | 15119 |
| **Swansea** | 2905 | . | 18012 | 37 | 20954 |
| **Neath Port Talbot** | 2140 | . | 10062 | 10 | 12212 |
| **South west and central Wales** | 20757 | 265 | 52179 | 181 | 73382 |
| **Middle Schools** | | | | | |
| **Ceredigion** | 311 | 222 | 141 | 339 | 1013 |
| **South west and central Wales** | 311 | 222 | 141 | 339 | 1013 |
| **Pupils in Secondary Schools** | | | | | |
| **Powys** | 562 | 183 | 152 | 6770 | 7667 |
| **Ceredigion** | 1121 | 484 | 86 | 1758 | 3449 |
| **Pembrokeshire** | 717 | 32 | 168 | 6243 | 7160 |
| **Carmarthenshire** | 2838 | 1877 | 794 | 5667 | 11176 |
| **Swansea** | 1484 | . | 346 | 11600 | 13430 |
| **Neath Port Talbot** | 942 | . | 251 | 6753 | 7946 |
| **South west and central Wales** | 7664 | 2576 | 1797 | 38791 | 50828 |

**PLASC Academic Year 12-13, Welsh Government[9]**

The county that had the highest amount of pupils in Welsh medium primary school classes in academic year 2012-13 was Carmarthenshire (8,352). The smallest number of primary pupils in Welsh medium classes was Powys (1,856). However percentage wise Ceredigion had the highest at 75.2% of primary pupils in classes taught through the medium of Welsh, followed by Carmarthenshire with 55.2%. The lowest percentage was found in Swansea (13.9%), followed by Neath Port Talbot (17.5%) and Powys (17.9%). As for second language Welsh, Swansea had the largest number (18012) and percentage (86%) of primary pupils being taught. Ceredigion had the smallest number (1077) which equates to 23.4% of pupils being taught second language Welsh. This is to be expected due to the large amounts of

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[9] Pupil Level Annual School Census (PLASC). Academic Year 12-13. Welsh Government. Accessed electronically via: https://statswales.wales.gov.uk/Catalogue/Education-and-Skills/Schools-and-Teachers/Schools-Census/Pupil-Level-Annual-School-Census/Welsh-Language/PupilsInClasses-by-LARegion-WelshCategory

pupils learning through the medium of Welsh and therefore being taught first language Welsh. The highest numbers where Welsh was not being taught or used to teach in primary schools was in Powys (51) followed by Pembrokeshire (47), which equates to 0.5% respectively.

The only county in the region with a middle school was Ceredigion, where 311 pupils were taught Welsh in academic year 2012-13. This equates to 30.7% of the total pupils. Second language Welsh was taught to 141 pupils, which was 13.9% of the total. 339 pupils in Ceredigion were taught no Welsh at middle school, which was 33.5% of the total pupils.

The county that had the highest number of pupils in Welsh medium secondary school classes was Carmarthenshire (2,838). Percentage wise Ceredigion was the leader with 32.5% of secondary pupils being educated through Welsh, followed by Carmarthenshire with 25.4%. The smallest number being taught through Welsh at secondary school was in Powys with 562 (7.3%) and then Pembrokeshire (717).  The largest number of pupils learning secondary Welsh was in Carmarthenshire (794) followed by Swansea (246). Carmarthenshire had the highest percentage of secondary school pupils learning second language Welsh at 7.1%. The smallest number of second language learners was in Ceredigion (86) and the smallest percentage was in Powys (2%). The highest numbers of no Welsh being taught or used to teach in secondary schools was in Swansea (1600). Powys (88.3%) followed by Pembrokeshire (87.2%) and Swansea (86.4%) had the largest percent of pupils not taught in or taught Welsh. Ceredigion had the smallest number of pupils not taught in or taught Welsh at 1,758. In terms of percentage Carmarthenshire (50.7%) had a smaller percent of pupils not taught or taught in Welsh than Ceredigion (51%), however this difference in percent was only 0.3%.

### 2.1.3 The Importance of Welsh Language Skills in the Workplace

**Table 7: How important are Welsh language skills within your organisation?**

| Counties | Responses | Essential | | Desirable | | Non Applicable | |
|---|---|---|---|---|---|---|---|
| | | % | Number | % | Number | % | Number |
| **Pembrokeshire** | 20 | 0 | 0 | 30 | 6 | 70 | 14 |
| **Carmarthenshire** | 25 | 12 | 3 | 44 | 11 | 44 | 11 |
| **Swansea** | 37 | 0 | 0 | 37.8 | 14 | 62.2 | 23 |
| **Neath Port Talbot** | 18 | 0 | 0 | 33.3 | 6 | 66.7 | 12 |
| **South West Wales** | 100 | 3 | 3 | 37 | 37 | 60 | 60 |

**South Wales Chamber of Commerce Employer Survey, April 2012[10]**

Table 7, suggests that in all the counties the employers found Welsh language skills non applicable within their organisations. This was most strongly seen in Pembrokeshire with 70% of employers surveyed describing Welsh language skills as non applicable. In Carmarthenshire however the employers described Welsh language skills equally as

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[10] South Wales Chamber of Commerce Employer Survey. April 2012. Accessed electronically via: http://rlp.infobasecymru.net/IAS/themes/economy/southwaleschamberofcommerce-employersurvey

desirable and non applicable with 44% each. Carmarthenshire had the highest percentage of employers describing Welsh language skills as essential. This is to be expected as out of the four counties surveyed, Carmarthenshire had the highest percentage of Welsh speakers. Unfortunately, there were no figures for Ceredigion or Powys. One could speculate that if Ceredigion's employers had been surveyed at the time that the results would be similar to Carmarthenshire, as Ceredigion's percentage of Welsh speakers is higher than in Carmarthenshire. Although Powys' Welsh speaking percentage is closest to Swansea, out of the counties surveyed, due to the differences in geography comparisons may not be valid.

# SECTION 3: POLICY PERSPECTIVE

## 3.1 Welsh Government Policy and Legislation

This section contains information on the Welsh Government's strategic direction, it's Welsh language scheme, Welsh Language Measure 2011 and the proposed standards relating to the Welsh Language.

### 3.1.1 Strategic Direction: A Living Language: A Language for Living 2012-2017

The Welsh Government's current Welsh language strategy 'A Living Language: A Language for Living' was published as a consultation document in December 2010. This strategy promotes and facilitates the use of the Welsh Language and was prepared in accordance with Section 78 of the Government of Wales Act 2006. It builds on but also replaces the previous strategy 'Iaith Pawb: A National Action Plan for a Bilingual Wales' (Welsh Assembly Government, 2003), which will no longer be implemented.[11]

The vision of the strategy is to witness a thriving Welsh language in Wales. The strategy was created to address the aim set out in Welsh Government's Programme for Government 2011-2016 to 'strengthen the use of the Welsh language in everyday life'[12]. Over the course of the strategy Welsh Government would like to see an increase in the number of Welsh speakers, the use of Welsh, opportunities to speak Welsh, the confidence and fluency of Welsh speakers, in awareness of the usefulness of the Welsh language in contemporary life and of Welsh's importance as part of Wales' national heritage. It also aims to see a building strength in the position of Welsh in communities and a better Welsh language representation throughout digital media.[13]

The vision of the strategy is to be achieved through measures to acquire the language and to encourage the use of the language daily. In acquiring the language, Welsh medium education plays a very important part which was set out in Welsh Government's 'Welsh-medium Education Strategy' (April 2010).[14] The aims of the Welsh-medium Education Strategy are to improve pre-statutory and statutory including Post-14 education and training Welsh-medium provision planning proactively to meet parental demand, encourage continued development of learner's Welsh skills to reach their full potential, provide a sufficient quantity of practitioners for all phases of education and training that possess a high Welsh language level and competency in teaching methodologies, increase central support mechanisms and bolster Welsh language skills in communities and families.[15]

The Welsh language strategy 'A Living Language: A Language for Living' six strategic areas are:

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[11] A living language: a language for living. Welsh Language Strategy 2012-2017. Welsh Government. Accessed electronically via: http://wales.gov.uk/docs/dcells/publications/122902wls201217en.pdf
[12] Programme for Government. Welsh Government. Available electronically via: http://wales.gov.uk/about/programmeforgov/
[13] A living language: a language for living. Welsh Language Strategy 2012-2017. Welsh Government. Available electronically via: http://wales.gov.uk/docs/dcells/publications/122902wls201217en.pdf
[14] Welsh-medium Education Strategy April 2010. Welsh Government. Available electronically via: http://wales.gov.uk/docs/dcells/publications/100420welshmediumstrategyen.pdf
[15] A living language: a language for living. Welsh Language Strategy 2012-2017. Welsh Government. Available electronically via: http://wales.gov.uk/docs/dcells/publications/122902wls201217en.pdf

1. The family: encourage and support families with their Welsh language use
2. Children and young people: improve provision of Welsh activities to increase awareness among children and young people of the value of the language
3. The community: within the community enhance the position of the Welsh language
4. The workplace: increase opportunities to speak Welsh in the workplace
5. Welsh language services: enhance and better Welsh language services for the public
6. Infrastructure: bolster the language infrastructure[16]

**Figure 1: Welsh Government's long term Welsh language aims**
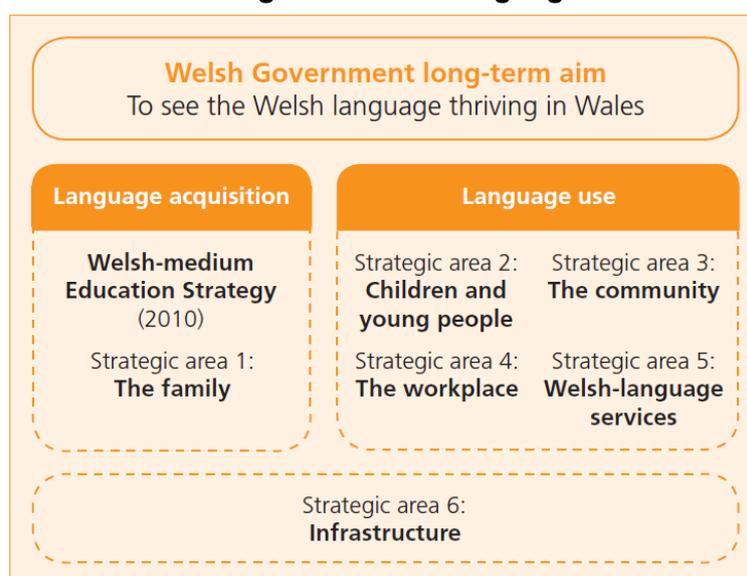


**Welsh Government, 2012**[17]

As can be seen from Figure 1, strategic area 1 falls within the vision's language acquisition long term aim. Strategic areas 2-5 fall within the language use aim. Strategic area 6 sits outside of the main two aims but will help facilitate them.

The key action points contained within the strategy are:

1. "Continue to implement our Welsh-medium Education Strategy, as published in April 2010;
2. Distribute grants and commission projects for promoting the use of Welsh, evaluating the grants scheme, the projects and grant recipients' work from time to time;
3. Complete the process of establishing the new legislative framework under the Welsh Language Measure;
4. Establish the Welsh Language Partnership Council which will advise the Welsh Ministers on the implementation of this strategy;
5. Make standards via subordinate legislation, following the receipt of recommendations by the Commissioner, which will enable the Commissioner to impose duties on bodies in relation to the Welsh language;

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[16]A living language: a language for living. Welsh Language Strategy 2012-2017. Welsh Government. Available electronically via: http://wales.gov.uk/docs/dcells/publications/122902wls201217en.pdf
[17]A living language: a language for living. Welsh Language Strategy 2012-2017. Welsh Government. Available electronically via: http://wales.gov.uk/docs/dcells/publications/122902wls201217en.pdf

6. Mainstream the Welsh language across all of the Welsh Government's activities. We will improve our performance with regard to the work undertaken under our Welsh language scheme;

7. Develop a framework within the Welsh Government's procurement and grant compliance conditions for the establishment of community benefits in respect of the Welsh language, for use where appropriate;

8. Prepare an evaluation framework to develop our ability to measure the impact of interventions under the strategy, and commission research to grow the available evidence base."[18]

In this report the focus is on Welsh in the workplace and as such strategic area 4 will be discussed further. In the strategy it is cited that the workplace plays a significant role in confidence building in the use of Welsh and therefore has an impact on other areas of Welsh speakers' lives. It addresses that there is limited opportunity for people to work through the medium of Welsh, which deprives Welsh speakers of opportunities to normalise the use of the language. The Welsh Government's aim is to increase the opportunities for Welsh speakers to use Welsh in their workplace via building on best practice, such as language awareness training. This has been seen to increase peoples' positive attitude towards Welsh. It further aims to make Welsh language use mainstream through its labour market intelligence. Recognising the importance of the Welsh for Adults Programme in helping to improve language skills in the workplace. The strategy cites that the Welsh Language Commissioner will play an important part in delivering this strategic area through the development of operational standards under the Welsh Language Measure, which will provide Welsh speakers with further opportunities to use Welsh in their workplace. The Commissioner will also provide advice to organisations and help preparing relevant codes of practice.[19]

The action points relating to strategic area 4 are:

26. "Invite the Commissioner to develop good practice guidance with regard to the use of Welsh in the workplace across all sectors;

27. Make operational standards, which will enable the Commissioner to impose duties on organisations to promote the use of Welsh in the workplace;

28. Promote the recognition of Welsh as a skill in the workplace and develop opportunities for people to learn Welsh in the workplace through the Welsh for Adults Centres;

29. Improve labour market intelligence with regard to the demand for staff who have Welsh language skills, on a regional and sectoral level, and to disseminate the information through appropriate channels;

30. Demonstrate good practice with regard to the use of Welsh in the workplace."[20]

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[18]A living language: a language for living. Welsh Language Strategy 2012-2017. Welsh Government. Available electronically via: http://wales.gov.uk/docs/dcells/publications/122902wls201217en.pdf
[19]A living language: a language for living. Welsh Language Strategy 2012-2017. Welsh Government. Available electronically via: http://wales.gov.uk/docs/dcells/publications/122902wls201217en.pdf
[20]A living language: a language for living. Welsh Language Strategy 2012-2017. Welsh Government. Available electronically via: http://wales.gov.uk/docs/dcells/publications/122902wls201217en.pdf

### 3.1.2 Policy: Welsh Language Scheme 2011-2016

The Welsh Language Act 1993 can require public bodies in Wales to provide services bilingually in Welsh and English. Within the Government in Wales Act 2006, Section 78 instructs Welsh Ministers to develop a Welsh language scheme. This scheme must be kept under review and changed for another strategy when appropriate. As such the Welsh Government developed their current Welsh language scheme, which was implemented from March 2011 and will continue until 2016. It aims to provide services in Welsh equally to how they are provided in English. Also the scheme dictates that the quality of services will be equal and delivered in the same time in both languages. The scheme states that the Welsh Government will endeavour to deliver improved services through the public service improvement programme 'Better Outcomes for Tougher Times', which includes addressing the needs of Welsh speakers and provision of bilingual services. [21]

The scheme expresses the Welsh Government's policies, legislation, procedures, research and services will be compatible with Wales' bilingual nature, support and facilitate the use of Welsh in day to day activities, treat Welsh and English equally and preserve the Welsh speaking traditional communities. The scheme sets out that the Welsh Government will when possible influence UK wide/England and Wales legislation which could affect Welsh language use or its users. As part of this the Welsh Language Commissioner may impose Welsh language duties on Ministers, with the Secretary of State's consent. [22]

Established within the scheme is the need for correspondence with the public to be in Welsh, for any correspondence that was initially received in Welsh. When correspondence is initiated by the Welsh Government if the intended recipient's language preference is unknown the correspondence will be bilingual. Telephone greetings by Welsh Government staff will be bilingual except for the Welsh language services, which will be in Welsh. At public meetings, simultaneous or consecutive interpretation from Welsh to English may be provided, except when the participant's language will be the same. Meeting resources, such as invitations, advertisements, flyers, badges, name plates and registration forms, will be provided bilingually. [23]

The Welsh Government's corporate identity is set in the scheme as bilingual and in certain circumstances will be Welsh only such as Cadw, the historic environment service. Publications provided to the public by the Welsh Government will mainly be bilingual in occurrence with their translation prioritisation methodology. The Welsh Government's website will be provided bilingually. Traffic signs, signs and notices will be bilingual. Press releases to Welsh press or media will be in Welsh where possible and timely.[24]

The scheme outlines that when recruiting staff the Welsh Government will determine the workplaces that require Welsh language skill and advertise the positions accordingly, either specifying Welsh language skills as essential or desirable. Advertisements and application

[21] Welsh Language Scheme 2011-2016. Welsh Government. Accessed electronically via: http://wales.gov.uk/docs/drah/policy/20110331wlseng.pdf
[22] Welsh Language Scheme 2011-2016. Welsh Government. Accessed electronically via: http://wales.gov.uk/docs/drah/policy/20110331wlseng.pdf
[23] Welsh Language Scheme 2011-2016. Welsh Government. Accessed electronically via: http://wales.gov.uk/docs/drah/policy/20110331wlseng.pdf
[24] Welsh Language Scheme 2011-2016. Welsh Government. Accessed electronically via: http://wales.gov.uk/docs/drah/policy/20110331wlseng.pdf

forms will be bilingual. Current staff will be encouraged to learn or improve their level of Welsh. Training will be funded and can be attended during working hours. New and existing staff will be given Welsh language awareness training, which will be guided by the Welsh Language Board's 'Language Awareness Training Package'. [25]

To implement the scheme each Directorate will prepare and update a Welsh Language Action Plan. The plan will include targets, deadlines and report on the progress of each target. [26]

### 3.1.3 Welsh Language Measure 2011

The National Assembly for Wales approved a new Welsh Language Measure in 2011. The measure is intended to update the existing legal framework, which is mainly directed by the Welsh Language Act 1993, in regards to delivering public services. On the 9th of February 2011, the Measure received Royal Approval and is now a Measure of the National Assembly (Welsh law).[27]

The Measure gives the Welsh language official status in Wales, provides for a Welsh Language Partnership Council (to advise Government on its Welsh language strategy), founds the Welsh Language Commissioner's role, gives the Welsh Language Commissioner an Advisory Panel, makes provision for promoting and facilitating Welsh language use, presents Welsh language standards, founds the principle that the Welsh language is equal to the English language, provides for investigations into the interference  with Welsh language use, establishes a system of placing duties on organisations to provide Welsh services, creates a Welsh Language Tribunal, allows individuals appeals against the provision of Welsh services and eliminates the Welsh Language Board.[28] [29]

### 3.1.4 Welsh Language Standards

On the 6th of January 2014, the Welsh Government issued a Consultation Document entitled 'Proposed standards relating to the Welsh Language'. The proposed standards were developed to help the Welsh Language Commissioner impose duties on councils, national park authorities and Welsh Ministers. The consultation ended on the 18th of April 2014.[30] The document contains proposed service delivery, policy, operational, promotion and record keeping standards. These standards will gradually replace the Welsh language schemes developed from the Welsh Language Act 1993. As part of the standards set out, the Welsh

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[25] Welsh Language Scheme 2011-2016. Welsh Government. Accessed electronically via: http://wales.gov.uk/docs/drah/policy/20110331wlseng.pdf
[26] Welsh Language Scheme 2011-2016. Welsh Government. Accessed electronically via: http://wales.gov.uk/docs/drah/policy/20110331wlseng.pdf
[27] Welsh Language (Wales) Measure 2011. National Assembly for Wales website. Available electronically via: http://www.assemblywales.org/bus-home/bus-legislation/bus-leg-measures/business-legislation-measures-wl.htm
[28] Welsh Language (Wales) Measure 2011. Welsh Language Commissioner website. Available electronically via: http://www.comisiynyddygymraeg.org/English/Law/welshlanguagemeasure2011/Pages/homewelshlanguagemeasure2011.aspx
[29] Welsh Language. Carmarthenshire County Council website. Available electronically via: http://www.carmarthenshire.gov.uk/english/welsh/pages/home.aspx
[30] Consultation on standards relating to the Welsh language. Welsh Government website. Available electronically via: http://wales.gov.uk/topics/welshlanguage/consultation-on-standards-relating-to-the-welsh-language/

Language Commissioner undertook investigations into councils, national parks and the Welsh Minister's standards. The Commissioner issued an exploration notice 14 days prior to beginning the investigation.[31]

Following the Welsh language standards investigation ending on the 18th of April 2014, Welsh Ministers responded to the reports[32] and supplementary advice note[33] produced.[34] In the reports the Welsh Language Commissioner's main recommendation was that the full series of standards be made applicable to all Welsh Local Authorities, National Parks and Ministers. The timescale and the extent to which the organisations would be expected to comply with a standard would be stated in compliance notices. In total the Commissioner made 30 recommendations based on the standards, 6 recommendations were on specific standards which focused on the amending or strengthening of the standards' wording.[35]

The Welsh Government published the Welsh language standards: regulations as part of a four week consultation from the 7th of November to the 5th of December.[36] Once the regulations which contain the standards are approved by the Senedd, the Commissioner can then impose standards on Local Authorities, National Parks and Welsh Ministers.[37] This forms part of the first set of standards and will be voted on during the National Assembly Plenary in March 2015. Standards investigations for the second set of standards began in November 2014. The Commissioner will submit the investigations report in May 2015 and Welsh Government will draft regulations for the second set by autumn 2015. The process of introducing the regulations for the second set will begin by the end of 2015.[38]

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[31] Consultation Document: Proposed standards relating to the Welsh Language. Welsh Government, 2014. Available electronically via: http://wales.gov.uk/docs/dcells/publications/140106-consultation-on-standards-relating-to-the-welsh-language-en.pdf

[32] Welsh Language Commissioner presents standards reports and advice to Welsh Ministers. Welsh Language Commissioner. June 2014. Available electronically via: http://www.comisiynyddygymraeg.org/English/News/Pages/Welsh-Language-Commissioner-presents-standards-reports-and-advice-to-Welsh-Ministers.aspx

[33] Advice under section 4, Welsh Language (Wales) Measure 2011: Standards relating to the Welsh language. Welsh Language Commissioner. June 2014. Available electronically via: http://www.comisiynyddygymraeg.org/English/Publications%20List/30052014%20DG%20S%20Standards%20relating%20to%20the%20Welsh%20Language%20advice.pdf

[34] Response to Welsh language standards investigation. Welsh Government. July 2014. Available electronically via: http://wales.gov.uk/topics/welshlanguage/response-to-welsh-language-standards-investigation/

[35] Welsh Ministers' response to the Welsh Language Commissioner's standards reports and advice note. Welsh Government. July 2014. Available electronically via: http://wales.gov.uk/docs/dcells/publications/140724-welsh-ministers-response-en.pdf

[36] Consultation Document. Welsh Language Standards: Regulations. Improving services for Welsh speakers. Welsh Government. November 2014. Available electronically via: http://wales.gov.uk/docs/dcells/consultation/141106-consultation-welsh-language-standards-en.pdf

[37] Welsh language standards: regulations. Welsh Government. Available electronically via: http://wales.gov.uk/consultations/welshlanguage/welsh-language-standards-regulations/

[38] Written Statement - Welsh Language Standards Timetable. Welsh Government. July 2014. Available electronically via: http://wales.gov.uk/about/cabinet/cabinetstatements/2014/welshlangstandards/

# SECTION 4: WELSH LANGUAGE COMMISSIONER

The Welsh Language Commissioner's post was created by the Welsh Language (Wales) Measure 2011 and at the time of writing this report the Commissioner is Meri Huws. The Welsh Commissioner's principle aim is to promote and facilitate the use of the Welsh language. To achieve this aim the Commissioner must raise awareness of the Welsh language's official status by enforcing Welsh language standards on organisations, which will establish Welsh speaker rights.

## 4.1 The Commissioner's Vision for the Welsh Language

On the commissioner's website, www.comisiynyddygymraeg.org, Meri Huws speaks of her promise to Welsh speakers and her vision for the Welsh Language:

"I will be a voice for the Welsh language, acting on behalf of Welsh speakers. That is my promise.

As I prepare to undertake this important work, my vision is of a Wales where the Welsh language is central to public life, where Welsh speakers have the confidence to use Welsh, and trust in the law to right any injustice they may suffer for using the Welsh language.

I appreciate this unique opportunity to move the Welsh language forward to a new era and look forward to opening another chapter in its history."

**Meri Huws, Welsh Language Commissioner[39]**

## 4.2 Functions of the Welsh Language Commissioner

The Commissioner's principle aim forms part of the Commissioner's function. Other functions include:

- ensuring that Welsh is not treated less favourably than English;
- conducting inquiries into matters relating to Welsh;
- investigating occurrences when an individual's freedom to use Welsh is interfered with;
- the Commissioner may also penalise organisations that do not comply with Welsh language standards and do not treat Welsh equally to English by imposing a duty on these organisations.

## 4.3 Welsh Language Commissioner's Strategic Plan

The Welsh Language Commissioner's strategic plan will run from April 2013 to March 2015 and will form the foundation of the organisation's work as a Management Team, as Directorates and as officers.

The strategic objectives of the plan include:

1. Influencing policy developments;
2. Listening to opinions and concerns and trying to ensure justice for individuals;

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[39] Welsh Language Commissioner website. Accessed electronically via:
http://www.comisiynyddygymraeg.org/ENGLISH/Pages/Home.aspx

3. Broadening and strengthening the commitments of organisations to the Welsh language and improving the experience of Welsh speakers;
4. Promoting and facilitating Welsh language use;
5. Creating a healthy organisation and operating appropriately.

## 4.4 Welsh Language Commissioner Advisory Panel

The Commissioner has an Advisory Panel, which was set up by the Welsh Language (Wales) Measure 2011, to consult with matters in connection with the functions of the Commissioner. Members of the panel were appointed by Welsh Ministers in April 2012 and September 2014 and include Dr Ian Rees (Chair), Gareth Jones, Professor Gwynedd Parry, Bethan Jones Parry and Carl Cooper. There must be between 3 and 5 members at a time and the member will be in post for 3 years. In occurrence with this the current members will stay in post from 1 April 2012 to 31 March 2015.

## 4.5 Welsh Language Commissioner's Observatory

The Welsh Language Commissioner created an observatory to research, provide information and advice about the Welsh language. The objectives of this tool include conducting research and educational activities to inform policy makers of the position of the Welsh language in order to strengthen and maintain the language, working in partnership to identify current and future research, commission research and external specialists to conduct policy reviews, test theories and produce reports. The information produced through meeting these objectives, will allow the Commissioner to exercise powers under the Welsh Language (Wales) Measure 2011. These powers include making recommendations, providing advice or any other appropriate steps.

## 4.6 The Potential of the Welsh Language to Contribute to Realising the Aims of the European Funding Programmes 2014-2020

The report entitled 'The Potential of the Welsh Language to contribute to realising the aims of the European Funding Programmes 2014-2020', discusses the need to ensure that European Programmes are delivered in linguistically appropriate ways as Welsh is set out as a cross cutting theme in the European Programmes' key documents. It discusses the link between language and the economy and describes a range of activities that create joint linguistic and economic benefits. These activities include:

- "Employment, skills development, linking people with jobs, specific types of work;
- Entrepreneurship, business development (generally and within specific sectors);
- Innovation (in the wider sense);
- Digital developments;
- Regeneration and reducing economic inactivity;
- Direct developments of commercial opportunities;
- Specific geographically focused activity (rural, urban, linked to priority areas);
- A focus on young people;
- Marketing – areas and businesses;

- Maximising the value of using the language in a commercial context." [40]

Through reviewing the European Regional Development Fund (ERDF), European Social Fund (ESF) and the Rural Development Plan (RDP) 2014-2020 the Commissioner suggests two categories of possible interventions. The two categories are:

- "Direct – that deliver specific new activity, that fit within policy frameworks, integrating with primary ('backbone') projects, and adding value to achieving the Priorities and Themes of the Programmes;
- Supplementary – that enrich and add value to the general delivery of activities within the Programmes."[41]

### 4.7 The Welsh Language Tribunal

The Welsh Language Tribunal was established to give an organisation the opportunity to appeal a requirement to comply, a standard or a penalty for failing to comply with a standard issued by the Commissioner. The Tribunal can affirm, vary or annul the decision. Appeals must be made within 28 days of the Commissioner's notification. "If the Commissioner, or the organisation, wishes to appeal further on a question of law arising from the decision, it may do so to the High Court with the permission of the Tribunal or the High Court." [42]

Following the appointment of Keith Bush QC as the first president of the Tribunal in July 2014 a consultation into the Welsh Language Tribunal Rules [43] was run from the 24th of November until the 19th of January. The rules set out how each case that is presented to the Tribunal will be treated fairly and consistently and to allow all that appear before the Tribunal the knowledge of what actions must be performed to present their dispute to the Tribunal. Three seminars have been arranged as part of the consultation process in Aberystwyth University, Bangor University and The Law Society Office, Cardiff. [44]

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[40] The Potential of the Welsh Language to contribute to realising the aims of the European Funding Programmes 2014-2020'. Welsh Language Commissioner. Available electronically via: http://www.comisiynyddygymraeg.org/English/Publications%20List/20131112%20DG%20S%20Arianu%20Ewropeaidd%20(2).pdf

[41] The Potential of the Welsh Language to contribute to realising the aims of the European Funding Programmes 2014-2020'. Welsh Language Commissioner. Available electronically via: http://www.comisiynyddygymraeg.org/English/Publications%20List/20131112%20DG%20S%20Arianu%20Ewropeaidd%20(2).pdf

[42] Tribunal. Welsh Language Commissioner. Available electronically via: http://www.comisiynyddygymraeg.org/English/Complain/tribunal/Pages/tribunal.aspx

[43] The Welsh Language Tribunal Consultation Document. Welsh Government. Available electronically via: http://wales.gov.uk/docs/dcells/consultation/14-12-01-tribunal-rules-en.pdf

[44] The Welsh Language Tribunal. Welsh Government. November 2014. Available electronically via: http://wales.gov.uk/consultations/welshlanguage/the-welsh-language-tribunal/

# SECTION 5: WELSH LANGUAGE ORGANISATIONS

Organisations that promote the use of Welsh language in Wales include Cymdeithas yr Iaith, Iaith: Welsh Centre for Language Planning, Mentrau Iaith, Urdd Gobaith Cymru, Merched y Wawr and Clybiau Gwawr, Twf, Mudiad Meithrin, Wales Young Farmers Clubs and Estyn Llaw. Further afield in Europe the Network to Promote Linguistic Diversity promotes and supports the Welsh language and other Constitutional, Regional and Small-State Languages through raising awareness of linguistic diversity. Multilingual Early Language Transmission also operated across Europe to promote regional and minority languages from an early age.

## 5.1 Cymdeithas yr Iaith

Cymdeithas yr Iaith is a group that campaign for the Welsh language and communities in Wales. They state that they 'recognise that the campaign for Wales' unique language is part of a wider world-wide struggle for minority rights and freedoms.' Cymdeithas yr Iaith has four main areas of progressive policies designed to promote the Welsh language. These include language rights, education, sustainable communities and media.

Since 1962, Cymdeithas yr Iaith have sought equality of access to the Welsh language through campaigning in a positive non-violent way for the rights of people in Wales to use the language in every aspect of everyday life. Some of the ways that they have promoted the Welsh language include establishing bilingual road signs (60's), Welsh language TV channel campaign (70's), S4C established (1982), campaign for a Property Act to help sustain Welsh speaking communities (80's), Welsh Language Act 1993, public bodies required to offer limited Welsh language services (1993), campaign for New Welsh Language Act (00's), campaign to keep local schools (00's), official Status for the Language under the Welsh Language Measure (2010) and Welsh-medium higher education college 'Y Coleg Cymraeg Cenedlaethol' established (2011). Cymdeithas yr Iaith is funded through contributions.[45]

## 5.2 Iaith: Welsh Centre for Language Planning

Wales' leading language policy and planning agency is Iaith: Welsh Centre for Language Planning, who were established in 1993 to support organisations with their implementation of the Welsh Language Act. Since 1993 Iaith's role, capacity and influence has grown. Their vision is 'based on maintaining a centre of excellence in language policy and planning which contributes towards the vibrancy of the Welsh language and other regional and minority languages.'

Their services include language planning consultancy, research and development, education and training, community language planning and project management. Projects that Iaith project manage include Twf, Estyn Llaw, Ma' dy Gymrâg di'n Grêt, Language Planners Wales, Arddel, Tyfu gyda'r Gymraeg (Growing with Welsh) and Big Community Voice. Iaith's clients include leading public bodies in Wales, Britain and Europe. Iaith is a registered charity and offers paid memberships to organisations who wish to receive a discounted rate on their services.[46]

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[45] Cymdeithas yr Iaith Website. Accessed electronically via: http://cymdeithas.org/
[46] IAITH: Welsh Centre for Language Planning Website. Accessed electronically via: http://www.iaith.eu/

## 5.3 Network to Promote Linguistic Diversity (NPLD)

The NPLD are a European network working in language policy and planning for constitutional, regional and small-state languages (CRSS) including the Welsh language. Members of the NPLD include both national and regional Governments, Non-Governmental Organisations (NGO), Universities and Associations. Its main aim is to raise the awareness of linguistic diversity at a European level, in order to promote it as an opportunity for the 'personal, social and economic development of Europe and its citizens, as well as for intercultural dialogue between Europeans'. Another of the NPLD's goals is to facilitate policy makers, practitioners, researchers and experts to exchange methods of best practice. In order to succeed in its goals NPLD work closely with the European Commission and Androulla Vassiliou the Commissioner of Education, Culture, Multilingualism and Youth. The NPLD 'wishes to work hand in hand with all the European institutions and the different language communities to ensure that all languages, regardless of status, number speakers or political weight contribute on an equal footing to the construction of an ever-closer Union'. NPLD is funded by an European Commission Funding Stream (Lifelong Learning Programme).[47]

## 5.4 Multilingual Early Language Transmission (MELT)

The MELT project was established to promote regional and minority languages from an early age within a partnership of four language communities – Breton in Brittany, Frisian in Friesland, Swedish in Finland and Welsh in Wales. The project aims were to 'increase the skills of early years practitioners, provide young children with a strong educational foundation, provide information to parents on bilingualism, strengthen language communities and promote cultural and linguistic diversity'. The project was funded between November 2009 and October 2011 by the European Commission. Their final conference was in Brussels in October 2011.[48]

## 5.5 Mentrau Iaith

Mentrau Iaith are local language initiatives, that provide community support to increase and develop the use of Welsh language and is funded by the Welsh Government. They provide individuals, organisations and businesses with free advice and assistance to organise activities and better Welsh language awareness. [49]

The advice each Menter Iaith provides varies but can include advice on raising children bilingually, increasing Welsh language use in Public, Private and Third sector organisations and Welsh medium education. Their activities include creating opportunities for children, young people and Welsh learners to use their Welsh. This is done through partnership working. They also offer short translation work or contact translators to undertake work.[50]

A number of Mentrau Iaith exist within the region, these include:

- Menter Iaith Bro Dinefwr (Carmarthenshire)
- Menter Iaith Cwm Gwendraeth - (Carmarthenshire)

[47] NPLD Website. Accessed electronically via: http://www.npld.eu/
[48] MELT Website. Accessed electronically via: http://www.npld.eu/melt/
[49] Mentrau Iaith website. Accessed electronically via: http://www.mentrauiaith.org/
[50] Mentrau Iaith website. Accessed electronically via: http://www.mentrauiaith.org/

- Menter Iaith Gorllewin Sir Gar (West Carmarthenshire)
- Menter Iaith Ceredigion
- Menter Iaith Castell-nedd Port Talbot (Neath Port Talbot)
- Menter Iaith Sir Benfro (Pembrokeshire)
- Menter Iaith Brycheiniog a Maesyfed (South Powys)
- Menter Iaith Maldwyn (North Powys)
- Menter Abertawe (Swansea) [51]

## 5.6 Urdd Gobaith Cymru

The Urdd organise activity programmes for children and young people across Wales. These programmes are developed by 16 Development Officers. The Urdd was established to enable young people and children to socialise and learn through Welsh in 1922. The Urdd has 50,000 children and young people as members; this is 1 in 3 Welsh speakers between the age of 8 and 18. 10,000 volunteers are active in 900 Urdd branches. Activities are organised such as holidays (abroad and in the UK), clubs, competitions and trips to the four Urdd residential centres in Glan-llyn (Gwynedd), Llangrannog (Ceredigion), Cardiff Bay and Pentre Ifan (Pembrokeshire). The Urdd's activities also includes the organisation of the yearly National Urdd Eisteddfod, which is Europe's largest youth festival and includes 15,000 competitors in singing, dancing, acting, performing, art and design, and poetry competitions. The Urdd also produces three magazines Cip, iaw! and Bore Da and 10,000 copies are read in schools and homes across Wales each month. Humanitarian work such as the Urdd's Message of Peace and Goodwill, volunteering abroad and discovering other cultures are also undertaken by the Urdd. [52]

## 5.7 Merched y Wawr and Clybiau Gwawr

Merched y Wawr is an organisation that campaigns for Women's and Welsh language rights via such activities as establishing nurseries, supporting S4C, supporting the Welsh Language Act, commemorating the Princess Gwenllian, raising funds for Breast Cancer, supporting Lesotho community developments, supporting Welsh farmers' wives, producing audio media for the blind and protecting the environment through teaching. Welsh speaking women can join as part of a branch, club or as an individual member. Merched y Wawr is funded by The National Lottery (Heritage Lottery Fund) and membership fees fund the individual clubs – Clybiau Gwawr.[53]

## 5.8 Twf

Twf provides parents with advice on how to raise their children bilingually. Amser Twf is a free local support groups that Twf organises for parents with babies up to 12 months, which helps parents to learn nursery rhymes, baby massage, identify resources and practice Welsh. They also organise Family Fun Days and courses for parents to promote Cymraeg o'r Crud/Welsh from Birth in partnership with other early years' partners. Welsh from Birth courses are specifically for new parents in order to speak Welsh to the baby from day 1. Twf employ 3 officers in Carmarthenshire (north, south and Llanelli), 2 in Ceredigion (north and

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[51] Mentrau Iaith website. Accessed electronically via: http://www.mentrauiaith.org/
[52] Urdd website. Accessed electronically via: http://www.urdd.org/
[53] Merched y Wawr website. Accessed electronically via: http://www.merchedywawr.co.uk/

south), 1 in Neath Port Talbot, 1 in Pembrokeshire, 2 in Powys (Brecknockshire and Montgomeryshire) and 1 in Swansea. Twf is funded by the Welsh Government.[54]

## 5.9 Mudiad Meithrin

Mudiad Meithrin is the largest provider in the Third sector of Welsh early years education and care. The aim of the organisation is to provide every young child in Wales with Welsh education experiences. 200 staff are employed across Wales with an additional 1,500 staff working in Welsh medium playgroups. Advice and guidance to staff, volunteers and parents at playgroups is provided at a local county level by Development Officers. In the playgroups learning is conducted through play with emphasis on language development along with the child's personal, social and emotional development. Mudiad Meithrin is funded by Welsh Government, private sponsors and public donations.[55]

## 5.10 Welsh for Adults

Welsh for Adults helps ensure that Welsh flourishes through community based education for learners over 19 years old. Its purpose is to provide the opportunities to learn Welsh within the community and at work.[56] Welsh for Adults provide courses in Swansea, Neath Port-Talbot, Carmarthenshire and Pembrokeshire through their South West Wales Centre, which is based at Swansea University. They provide courses in Ceredigion and Powys through the Welsh for Adults Mid Wales Centre, which is based at Aberystwyth University. Welsh for Adults is funded by the Welsh Government.[57]

## 5.11 Wales Young Farmers Clubs (YFC)

Wales Young Farmers Clubs (YFC), which is affiliated with the National Federation (NFYFC), is a national youth voluntary organisation with approximately 6,000 in 160 clubs for young people predominantly living in rural areas. Wales YFC was set up in 1936 and seeks to meet the educational, training and social needs of its members, in order to encourage environmental awareness and involvement with their local community. The youth work undertaken by Wales YFC for its members includes support in decision making, vocational and life skills programmes and it also provides a societal framework. Members of Wales YFC have the opportunity to socialise with people of a similar age, decide how to manage their club, speak and be heard on important issues, care for their local community and develop their skills through new challenges. Each year in March members (approximately 500) participate in public speaking competitions through the medium of Welsh and English. Some of Wales YFC's funding is sourced from The NFU Mutual Charitable Trust. [58]

Carmarthenshire has 23 Welsh Young Farmers Clubs and clubs operate in English, Welsh and bilingually. Carmarthenshire competes in Welsh and English national competitions. Ceredigion has 20 Welsh YFCs and is a bilingual and rural county. Pembrokeshire has 13

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[54] Twf website. Accessed electronically via: http://twfcymru.com/
[55] Mudiad Meithrin website. Accessed electronically via: http://www.meithrin.co.uk/
[56] Raising our sights:
review of Welsh for Adults. Welsh Government. July 2013. Accessed electronically via:
http://wales.gov.uk/docs/dcells/publications/130712-review-welsh-for-adults-en.pdf
[57] Welsh for Adults website. Accessed electronically via: http://www.welshforadults.org/
[58] Young Farmers Wales website. Accessed electronically via: http://www.yfc-wales.org.uk/

Welsh Farmers Clubs and has the oldest Welsh YFC in Clunderwen, which was formed in 1939. It is also a bilingual county. Neath Port Talbot and Swansea (Gower) (Neath) are within the YFC region Glamorgan, which has 7 clubs. However Neath Port Talbot only have 1 YFC each, in Neath and Gower. Powys is made up of 3 YFC regions, which are Montgomery (19), Radnor (13) and Brecknock (13). In total these three regions have 45 clubs. Situated in the north of Powys, Montgomery YFC is bilingual and competes in both Welsh and English national competitions. Radnor is a predominantly English speaking YFC region with some bilingual members. Brecknock has 83 Welsh speakers out of 484 members.[59]

## 5.12 Estyn Llaw

The Estyn Llaw (Reach Out) scheme is administered by Iaith: Welsh Centre for Language Planning and was established in 2000. It offers support and guidance to voluntary/community groups to increase Welsh language use and encourage Welsh speakers to volunteer. Some of the services provided by Esrtyn Llaw include Welsh language training and development for the Third sector.[60]

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[59] Young Farmers Wales website. Accessed electronically via: http://www.yfc-wales.org.uk/
[60] Estyn Llaw website. Accessed electronically via: http://estynllaw.org/

# SECTION 6: WELSH LANGUAGE IN THE WORKPLACE

This section includes details of existing Welsh language policies and schemes within workplaces in the region.

## 6.1 Public Sector

The Public sector includes Local Authorities, Civil Service, Health Authorities, Fire and Rescue, Police and National Parks.

### 6.1.1 Local Authorities

Local authorities within the region are Carmarthenshire County Council, Ceredigion County Council, Neath Port Talbot County Borough Council, Pembrokeshire County Council, Powys County Council and the City and County of Swansea.

### 6.1.1.1 Carmarthenshire County Council

Carmarthenshire County Council supports the vision within the Welsh Government's Welsh language strategy 'A living language: A language for living' and recognises the important part that Welsh language plays in Wales' cultural identity. As in the Welsh Government strategy, Carmarthenshire County Council aim to treat Welsh and English equally in its provision of public services. Recognised by the council is the fact that allowing the public to express their views and needs in their preferred language is better, that it is good practice rather than a concession to enable their use of their preferred language and the council would be disadvantaging the public in denying their right to correspond in their preferred language.[61]

### 6.1.1.2 Ceredigion County Council

Ceredigion County Council aims to treat Welsh and English equally in its business with the public and its administration of justice. The council's Welsh language scheme details how it will treat the languages equally in its provision of public services.[62]

### 6.1.1.3 Neath Port Talbot County Borough Council

Neath Port Talbot's Welsh language scheme was developed under the Welsh Language Board and approved on 27th July 2007. This scheme replaces their previous scheme which was in place from March 1997. The council's scheme details how it aims to encourage parity between English and Welsh in its delivery of services and communication to the public.[63]

### 6.1.1.4 Pembrokeshire County Council

Pembrokeshire County Council's Welsh language scheme was prepared under the Welsh Language Act 1993. The scheme sets out that the council will treat the English and Welsh language equally in its public business, justice administration and its provision of public

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[61] Welsh Language. Carmarthenshire County Council website. Available electronically via: http://www.carmarthenshire.gov.uk/english/welsh/pages/home.aspx

[62] Welsh Language Scheme. Ceredigion County Council website. Available electronically via: http://www.ceredigion.gov.uk/index.cfm?articleid=245

[63] Welsh Language Scheme. Neath Port Talbot County Borough Website. Available electronically via: http://www.npt.gov.uk/default.aspx?page=3300

services. The council's Welsh language scheme was approved by the Welsh Language Board on 22nd October 2010.[64]

### 6.1.1.5 Powys County Council

Powys County Council has an Equalities and Welsh Language principle which includes delivering excellent services through meeting differing customer needs, being flexible, fair and customer focussed. This principle guides the council's public services. The council contribute to a prosperous, inclusive and bilingual Wales by ensuring their services promote equality and the Welsh language.[65]

Powys Council is proud of its wide Welsh language use, which is increasing in many areas. As such, the council is compelled to support and promote the language's use throughout Powys. Powys supports the Government's previous Welsh language action plan Iaith Pawb 2003. The council aims to increase the number of Welsh speakers in Powys by increasing the services provided in Welsh and encouraging the public to converse with the council in Welsh.

Powys County Council developed their Welsh language scheme 2010-2013, to fulfil the legal requirement for its creation in the Welsh Language Act 1993. The scheme details how Powys County Council aims to meet the requirements of the Language Act, which includes publishing bilingual documents, preserving a bilingual corporate identity, encourage Welsh use in public meetings, corresponding bilingually with the public, ensuring Welsh provision of third-party organisation services, delivering services bilingually and ensuring that Welsh language policies and services are mainstream.

Powys County Council receive help to implement the council's language scheme from their Welsh Unit (Performance, Partnerships and Communications directorate) which provides translations and advice on good practice. The Council also employ a Welsh Language Officer as a member of the Unit.[66] [67]

### 6.1.1.6 City and County of Swansea

Within Swansea, many people speak Welsh on a daily basis and one in six residents speaks Welsh. As such, the City and County of Swansea provide its services in English and Welsh and welcome the public to correspond with the council in their preferred language. The council produced a Welsh language scheme 2011-2014 to detail how they plan to deliver bilingual services. Part of the council's Equal Opportunities policy is to deal with people in their preferred language.[68]

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[64] Welsh Language Scheme. Pembrokeshire County Council website. Available electronically via: http://www.pembrokeshire.gov.uk/content.asp?id=5271&language

[65] Powys Strategic Equality Plan April 2012 - March 2016. Powys County Council. Available electronically via: http://static.powys.gov.uk/uploads/media/Powys_Strategic_Equality_Plan_2012-2016.pdf

[66] Welsh Language. Powys County Council website. Available electronically via: http://www.powys.gov.uk/

[67] Welsh Language Scheme 2010 – 2013. 2010. Powys County Council. Available electronically via: http://www.comisiynyddygymraeg.org/English/Publications%20List/Welsh%20Language%20Scheme%20-%20Powys%20County%20Council.pdf

[68] Welsh Language. City and County of Swansea. Available electronically via: http://www.swansea.gov.uk/cymraeg

### 6.1.2 Civil Service

The Civil Service based within the region includes the Welsh Government, Natural Resources Wales and the Driver and Vehicle Licensing Agency.

### 6.1.2.1 Welsh Government

Please see 3.1.2 for Welsh Government's Welsh language scheme.

### 6.1.2.2 National Assembly for Wales

Duties have been placed on the National Assembly for Wales Assembly Commission by the Official Languages Act 2012[69] to ensure that engagement with the Assembly can occur in either of the official languages (Welsh or English). Delivery of bilingual services by the Assembly Commission to Assembly Members and members of the public is set out in the Official Languages Scheme.[70] The Official Languages Scheme sets out the Assembly's wish to treat English and Welsh equally in order to enable the public and Assembly members to engage with the Assembly in either language. The Assembly's ambition is to encourage and facilitate the use of both languages in order for staff, Assembly members and the public to possess the choice of language with which they work and communicate, thus making the Assembly a truly bilingual institution. The scope of the scheme includes providing bilingual services to Assembly members and their staff, Assembly staff and the public. The Commission's bilingual services include providing simultaneous translation in plenary and committee proceedings, publishing documents bilingually, bilingual Assembly members and offering bespoke language tuition for staff. The Commission also uses machine translation technology, which is both cost-efficient and timely in translating written text. This is used to translate publications, such as the Record of Proceedings. This machine translation coupled with expert proof reading and quality assurance strengthens the Assembly's bilingual text provision. [71]

### 6.1.2.3 Natural Resources Wales (NRW)

Natural Resources Wales (NRW) has a completely bilingual website and a Welsh language scheme. The scheme sets out that NRW will treat Welsh and English equally. The scheme states that it will be in place from April 2013 until the Welsh Language Measure's statutory Standards are implemented. Within the scheme it is stated that NRW will contribute towards A Living Language, A Language for Living (2012) to achieve a bilingual Wales. NRW has a five year vision for the Welsh language including becoming a naturally bilingual organisation, encouraging their staff to take pride in the Welsh language, increasing the proportion of Welsh speaking and writing staff, increasing the use of Welsh in specialist areas i.e. environmental and scientific specialists and promoting Welsh when working with environmental partners. NRW encourage Welsh correspondence and replies will be issued

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[69] National Assembly for Wales (Official Languages) Act 2012. National Assembly for Wales. 2012. Available electronically via:
http://www.senedd.assemblywales.org/mgIssueHistoryHome.aspx?IId=3011

[70] Our Plan to deliver the Commission's Strategy for the Fourth Assembly. National Assembly for Wales Assembly Commission. February 2013. Available electronically via:
http://www.assemblywales.org/strategy-fourth-assembly-_e_.pdf

[71] Official Languages Scheme. National Assembly Wales Assembly Commission. July 2013. Available electronically via: http://www.assemblywales.org/bus-home/bus-business-fourth-assembly-laid-docs/gen-ld9401-e.pdf

within the same timescale as with English correspondence. Telephone communication is also welcomed in English and Welsh and all incoming calls will be answered bilingually. Public meetings and events will be bilingual and NRW will provide simultaneous translation. NRW will assess the need for Welsh or bilingual delivery at conferences, seminars, lectures, training courses, and other events by asking the participants about their preferred language in advance. Publicity, advertising, public exhibitions, recruitment, corporate identity, public image, publications, forms, signage and notices will all be bilingual. Grants and loans provided by NRW will have preset conditions with regards to Welsh language use. Welsh language considerations will be given when procuring services from third parties. Translation services are provided in-house by NRW and staff are encouraged to use their own Welsh language skills with assistance from the Cysgliad language software. New and amended policy and procedures will take NRW's Welsh language scheme into consideration. NRW aim to mainstream Welsh language use and training/support is provided to NRW staff who wish to develop their Welsh language skills. NRW encourage staff to work in their preferred language.[72]

### 6.1.2.4 Driver and Vehicle Licensing Agency (DVLA)

The DVLA states within their Welsh language scheme that they will treat Welsh and English equally in providing their public services. Its policies and procedures will be consistent with their Welsh language scheme. Welsh services will be provided by the DVLA wherever possible and the Welsh Language Unit Manager will ensure that language equality is applied to the DVLA's public services, keep staff and public informed of DVLA's commitment to language equality and will act as the main contact for Welsh language scheme enquiries and operations. Welsh customers can receive bilingual vehicle licence disks, vehicle registration certificates and driving licenses. DVLA welcomes communication in both English and Welsh. Written correspondence received in Welsh will action a Welsh reply and will not be delayed. Letter heads will be bilingual with an added statement to indicate that the DVLA welcomes correspondence in both languages. Welsh customers who phone the interactive automated telephone system will be offered a Welsh service. If there are no Welsh speaking operators available the customer will be offered a call back service. Advertising, publicity, public surveys, corporate identity, signs and press releases (to Welsh language media) in Wales will be bilingual. Publications will not be bilingual due to the limited number of publications produced which are aimed at specific audiences i.e. Annual report accounts and Business plan. The website contains some Welsh pages however is not fully bilingual. Recruitment will be advertised bilingually and posts' Welsh language skills requirement will be identified. DVLA has access to a high quality external translation service. The scheme will be reviewed every 3 years.[73]

### 6.1.2.5 HM Revenue and Customs (HMRC)

HMRC's Welsh language scheme states that it will treat English and Welsh equally in the conduct of its public business and communication in Wales. The scheme was prepared under the Welsh Language Act 1993 and received endorsement in March 2008 from the

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[72] Welsh Language Scheme. Natural Resources Wales. 2013. Available electronically via: http://naturalresourceswales.gov.uk/about-us/welsh-language-scheme/
[73] Welsh language scheme. DVLA. Available electronically via: https://www.gov.uk/government/organisations/driver-and-vehicle-licensing-agency/about/welsh-language-scheme

former Welsh Language Board. HMRC's scheme states that although their legislation is made in English in Parliament, the Welsh translation can be used to resolve uncertainties around the English text. Welsh written correspondence with HMRC will receive a Welsh reply within the same timescale as English correspondence. Callers who wish to speak Welsh to HMRC staff will be transferred to a suitably qualified Welsh speaker or if one is unavailable the caller will be offered a call back when a Welsh speaking staff member is available. When conducting surveys in Wales, HMRC will issue these bilingually. HMRC provides publicity campaigns, exhibitions, advertising, publications, forms, explanatory materials, corporate identity, signs, official notices, public notices, staff recruitment notices and press releases bilingually in Wales.[74]

### 6.1.3 Health Authorities

In Welsh Government's Health and Social Care Department there is a Welsh Language Policy Unit, which facilitates and encourages Local Health Boards, NHS Trusts and colleges to share good practice through the national strategic and networking groups. The unit encourages health care workers and students to work through the medium of Welsh daily and supports this by providing information and resources.[75] Each health board and ambulance service in the region has a Welsh language scheme.

### 6.1.3.1 National Health Service (NHS) Wales

The National Health Service (NHS) Wales utilised a bilingual website to advise patients.

### 6.1.3.2 Health Boards

**Hywel Dda University Health Board** covers the counties of Carmarthenshire, Ceredigion and Pembrokeshire. Hywel Dda's Welsh language scheme covers 2010 to 2013 and it was developed to ensure that the board complies with the Welsh Language Act 1993 in its delivery of health care services. The board recognises that the public will express their needs and views better in their preferred language and that allowing the public to use their preferred language is good practice rather than a concession. The board also recognises that to denying their patients the right to speak in their preferred language will disadvantage them. The board also produces an annual monitoring report to evaluate how the board is using and promoting the Welsh language through its services.[76]

**Abertawe Bromorgannwg University Health Board**'s first and current Welsh language scheme was issued on the 20th of April 2010 to be reviewed on the 20th April 2013. The board treats Welsh and English equally in its delivery of services under the Welsh Language Act 1993. The health board wishes to be proactive and offer a choice of language when receiving services. One of the scheme's visions is to increase, across all aspects of service delivery, the workforce's bilingual skills. The scheme sets out that the Health Board will ensure the provision of bilingual services by providing appropriate facilities and processes to the main service areas. The principles of the scheme include insights such as allowing

[74] HM Revenue and Customs Welsh Language Scheme 2008 – 2012. HMRC. 2008. Available electronically via: http://www.hmrc.gov.uk/cymraeg/welsh-language-scheme-english.pdf
[75] Welsh Language Policy Unit. NHS Wales website. Available electronically via: http://www.wales.nhs.uk/sites3/home.cfm?orgid=415
[76] Welsh Language Scheme 2010-2013. Hywel Dda University Health Board on NHS Wales website. Available electronically via: http://www.wales.nhs.uk/sitesplus/862/page/47406

people to communicate in their preferred language is more effective and comfortable for the individual, it is good practice to encourage the public to speak in their preferred language rather than a concession and service users have the right to communicate in their chosen language.[77]

**Powys Teaching Health Board** issued its first Welsh language scheme in February 2010 under the Welsh Language Act 1993. The board set in the scheme how it will treat Welsh and English on an equal basis when providing services. The aims set out in the scheme are to enable service users to use their preferred language when receiving services and encouraging others in the health sector to use Welsh. The scheme includes targets and language indicators which will be reported to the Welsh Language Board.[78]

### 6.1.3.3 Welsh Ambulance Services

The Welsh Ambulance Services NHS Trust has a Welsh language scheme, which was developed in accordance with the Welsh Language Act 1993 and approved by the Welsh Language Board. The scheme sets out that the Ambulance Service will treat Welsh and English equally. It recognises that the public may feel more comfortable describing their symptoms and views in their preferred language, which they identify as good practice to allow them to do so and not a concession. They recognise that to deny their patients this right would be to disadvantage them. [79]

### 6.1.4 Fire and Rescue

The Mid and West Wales Fire and Rescue Service provides their services to the counties of Carmarthenshire, Ceredigion, Neath Port Talbot, Pembrokeshire, Powys and Swansea. The Fire and Rescue Service updated their Welsh language scheme and on the 8th July 2010 it was approved by the Welsh Language Board. This is their most up to date Welsh language scheme. The scheme sets out that the Fire and Rescue Service will treat English and Welsh equally in accordance with the Welsh Language Act 1993. The scheme also links with other national and international legislation, including The Human Rights Act (1998), Section 120 of the Government of Wales Act (1998), Clause 32 of the Local Government Act (2000) and The European Charter for Regional and Minority Languages (2001). This scheme aligns with the objectives in Welsh Government's previous Welsh strategy Iaith Pawb (2003). The objectives include ensuring the increase of Welsh medium service provision by 2011 within public, private and voluntary organisations, increasing the percentage of Welsh speakers to 25.8% by 2011 and mainstreaming Welsh language issues in Local Government. [80]

The Service is very proud of the wide use of the Welsh language in its region and wishes to promote and encourage its use. The belief is held by the Service that by encouraging their

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[77] Welsh Language Scheme 2010. Abertawe Bro Morgannwg University Health Board on NHS Wales website. Available electronically via: http://www.wales.nhs.uk/sitesplus/863/document/158380

[78] Welsh Language Scheme. Powys Teaching Health Board. February 2010. Available electronically via: http://www.wales.nhs.uk/sitesplus/867/opendoc/155113

[79] Welsh Language Scheme. Welsh Ambulance Services NHS Trust. Available electronically via: http://www.ambulance.wales.nhs.uk/assets/documents/c076373e-9e13-4438-8b27-0e945823cda4634236822105867672.pdf

[80] Welsh Language Scheme 2010-2013. Mid and West Wales Fire and Rescue Service. July 2010. Available electronically via: http://www.mawwfire.gov.uk/SiteCollectionDocuments/English_Documents/Welsh_Language_Scheme_eng.pdf

customers to express their views in their preferred language the Service will learn from their customers. [81]

The Service acknowledges its role in sustaining and fostering the Welsh language as important. The Service is confident that over the lifetime of the scheme that their Welsh language provision will improve and that they will increase the use of Welsh in the day to day running of the service. They will achieve this by working with colleagues, communities and stakeholders across the region to ensure that Welsh will thrive as part of Welsh heritage and cultural identity. [82]

### 6.1.5 Police

In the region, **South Wales Police** cover the counties of Neath Port Talbot and Swansea. This force operates a bilingual website. South Wales Police language scheme, produced in accordance with the Welsh Language Act 1993, sets out that the police service will treat equally the languages of Welsh and English. They recognise Welsh as a language that is increasing in their service area and therefore the need to meet Welsh speakers expectations. The scheme sets out how the police service will meet these expectations by promoting and facilitating the use of Welsh both internally with staff and externally with service users. The scheme establishes the standards and targets that South Wales Police have set themselves to make this possible.[83]

The scheme is owned jointly by the Police Authority and Force and is endorsed by the Chair of South Wales Police Authority, therefore the success of the scheme is dependent on all staff. To support the two principles set out in the scheme, that is Welsh and English are to be treated equally and to improve public service provision in Welsh, all 4 Welsh police forces will adopt the minimum standards set out in the Welsh Language Strategy 2010. This is set by the Association of Chief Police Officers WALES (ACPO CYMRU). The minimum standards are to create an innovative Welsh language scheme, promote bilingual workplaces, encourage new staff to demonstrate basic Welsh linguistic courtesy, work towards providing recruitment and appointment processes language choice, encourage and support staff to learn Welsh or improve their skills, identify posts that require specific Welsh level and guarantee primary public interfaces language choice. Under the scheme the Police's 5 year plan aims include increasing the bilingual operations of the organisation, increasing the number of Welsh speaking staff and encouraging the use of these language skills in their service to the public, raising awareness of the scheme and its commitments to new and current staff, working towards attracting Welsh speakers to apply for positions, nurturing contact with Welsh speakers and Welsh language groups, ensuring that Human Resources acknowledge Welsh language skills equally with other necessary skills within job applications, seeking opportunities to promote and develop Welsh use with partners i.e.

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[81] Welsh Language Scheme 2010-2013. Mid and West Wales Fire and Rescue Service. July 2010. Available electronically via:
http://www.mawwfire.gov.uk/SiteCollectionDocuments/English_Documents/Welsh_Language_Scheme_eng.pdf
[82] Welsh Language Scheme 2010-2013. Mid and West Wales Fire and Rescue Service. July 2010. Available electronically via:
http://www.mawwfire.gov.uk/SiteCollectionDocuments/English_Documents/Welsh_Language_Scheme_eng.pdf
[83] South Wales Police website. Available electronically via:
http://www.southwalespoliceauthority.org.uk/

Home Office, HMIC and other Welsh police forces and acknowledging Equality and Diversity by making the most of every opportunity to define its commitment to the Welsh language.[84]

**Dyfed Powys Police** covers the counties of Carmarthenshire, Ceredigion, Pembrokeshire and Powys. This force operates a bilingual website. Dyfed-Powys Police Welsh language scheme for 2010-2013 was ratified by the Welsh Language Board in November 2010 and produced under the Welsh Language Act 1993. The scheme sets out that Dyfed Powys Police will treat English and Welsh equally in conducting the public business and administration of justice.[85]

A external, citizen focused approach for the Welsh speaking communities and internal equal opportunities for Welsh speaking staff is the commitment provided by Dyfed Powys Police Force and Authority. Similar to South Wales Police Dyfed Powys must adopt the minimum standards set out in the Welsh Language Strategy 2010. [86]

Dyfed-Powys Police created the Welsh Language Advisor role in June 2006, which has training and strategy represented in one role for an integrated approach. The role also represents the police force nationally on any language matters. The post includes steering Welsh language strategy over all the Police force, disseminating information to Departments and Line Managers, co-ordinating and organising the Welsh language action group and designing and delivering bespoke training for learners and fluent speakers to better Welsh language provision. Thus by the creation of the role it emphasises the commitment by Dyfed-Powys Police to use Welsh as a business language.[87]

### 6.1.6 National Parks

The **Brecon Beacons National Park** has a bilingual website and a Welsh language scheme. The Welsh language scheme, published on the 23rd of September 2013, was prepared under the Welsh Language Act 1993 and approved by the Welsh Language Commissioner. The national park stated that it will treat the Welsh and English languages equally in the conduct of public business. The national park wishes to encourage the public to have the confidence in using the services provided easily in Welsh and English. The services range from planning advice to educational activities. The aims of the scheme include enabling the use of services through Welsh or English according to the personal preference, ensuring the quality of Welsh medium services is high, promoting and supporting the Welsh language, adopting the clauses of the Welsh Language (Wales) Measure 2011, noting that the Welsh language has official status, recognising that Welsh speakers have the

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[84] Revised Welsh Language Scheme 2012 – 2015. South Wales Police and South Wales Police Authority. Available electronically via:
http://www.southwalespoliceauthority.org.uk/en/content/cms/equality/welsh_language/welsh_language.aspx

[85] Dyfed Powys Police website. Available electronically via: http://www.dyfed-powys.police.uk/

[86] Revised Welsh Language Scheme 2010-2013. Dyfed Powys Police Force and Authority. Available electronically via: http://www.dyfed-powys.police.uk/sites/default/files/documents/about_us/equality_and_diversity/welsh_language_scheme/cynllun-iaith-10-13.pdf

[87] Revised Welsh Language Scheme 2010-2013. Dyfed Powys Police Force and Authority. Available electronically via: http://www.dyfed-powys.police.uk/sites/default/files/documents/about_us/equality_and_diversity/welsh_language_scheme/cynllun-iaith-10-13.pdf

freedom to use the Welsh language with one another and contributing to the vision set out by Welsh Government of a truly bilingual Wales.[88]

The **Pembrokeshire Coast National Park** also has a bilingual website and its Welsh language scheme was published in April 2008. The scheme was prepared under the Welsh Language Act 1993 and states that the national park will treat Welsh and English equally in its conduct of public business. Iaith Pawb influenced the revisions in the scheme from the last scheme. The national park identified that they would like to contribute to meet Iaith Pawb's targets including increasing the number of Welsh speakers and the delivery of services within the Public, Private and Third sector through Welsh. The scheme identifies the areas where the Welsh language is spoken most. That is in the north of Pembrokeshire above the Landsker line, which historically separates the predominantly Welsh and predominately English speaking communities.[89]

## 6.2 Private Sector

Within the region the ten biggest Private sector employers are Admiral Group plc, Solo Service Group, Dawnus, Calsonic Kansei UK, First Cymru, Sinclair, CEM Day, Bluestone Resorts Group, Owens Road Services and Save Britain Money[90]. Out of these ten companies, one had its Welsh language scheme readily available online (First), one had a Welsh Language Policy Statement (Dawnus) and two noted the availability of Welsh speaking staff (Admiral and Calsonic Kansei). Further to this, examples of companies' Welsh language schemes are listed on the Welsh Language Commissioner's website. These include SWALEC, Scottish Power, The Bank of England and Hybu Cig Cymru. The National Training Federation Wales is also included as an example of the approach a training organisation has to the Welsh language.

### 6.2.1 Admiral Group plc

Admiral Group plc do not have a Welsh language scheme in place. However as the UK offices are located within Wales, in Cardiff, Swansea and Newport, Welsh speaking staff are employed. Welsh speaking staff are available to customers if requested.[91]

### 6.2.2 Dawnus

Dawnus has a Welsh Language Policy Statement, which is included in the staff handbook and given to all new staff that start working in the Welsh branches. Part of this policy ensures that staff are knowledgeable about the bilingual signage that Dawnus has adopted in Wales. Dawnus recognises that a large proportion of staff are Welsh speakers including the Managing Director (R.T.Evans). Dawnus engages with its local communities as set out in

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[88] Welsh Language Scheme. Brecon Beacons. September 2013. Available electronically via: http://www.beacons-npa.gov.uk/the-authority/document-library/our-policies-and-protocols/welsh-language-scheme/

[89] Welsh Language Scheme. Pembrokeshire Coast National Park. April 2008. Available electronically via: http://www.pembrokeshirecoast.org.uk/Files/files/Corporate%20Docs/2008WelshLanguageSchemeEnglishversion.pdf

[90] Top 100 Companies in South West Wales 2013. Evening Post. Available electronically via: http://content.yudu.com/Library/A2ftsj/Top100/resources/index.htm?referrerUrl=http%3A%2F%2Ffree.yudu.com%2Fitem%2Fdetails%2F1292262%2FTop-100

[91] Direct communication (telephone) with Admiral Group plc HR on 28/07/14

their Corporate Social Responsibility Policy Statement.[92] Presentations provided to school concerning building safety, for buildings that Dawnus have built, are offered in both Welsh and English.[93] Dawnus works with stakeholders and clients to identify any Welsh language requirements that may wish to be involved in individual projects. Dawnus states in its Welsh Language Policy that it fully supports the principles set out in the Welsh Language Act. Dawnus recognises that clients are best able to express their needs and views through their preferred language. Some of the limitations of the policy are technical materials such as drawings, technical specification, technical letters etc which are received and responded to in English. Dawnus aims to provide, wherever possible, Welsh language services.[94]

### 6.2.3 Calsonic Kansei Europe plc

Calsonic Kansei Europe plc does not have a Welsh language policy or scheme. However many of their employees speak Welsh as both a first and a second language.[95] The Holding Company, Research and Development and one of its production locations is in Llanelli.[96]

### 6.2.4 First Great Western

First Great Western (First) provides a bilingual south & west Wales website and has a Welsh Language Policy. Previous to the development of the policy First promoted Welsh language use in an ad-hoc manner. As First recognises that its customers may wish to contact and communicate with their business in Welsh and as it is a priority for them to provide excellent customer service through embracing the Welsh Language Act 1993 First developed a Welsh Language Policy. Through the policy it aims to strengthen and enhance realistic and consistent Welsh language service provision by upholding the same standards for Welsh and English service provision and by treating the two languages equally. The policy document states that it will introduce initiatives to promote and encourage Welsh language use. The policy forms an integral part of First's Business Plan. The aims of the policy are to raise staff awareness of the policy, conform to Welsh Language Board guidelines and improve the policy by liaising with the Welsh Language Board. The Customer Service Director is responsible for adherence to the policy. First works with professional translators and consultants to ensure high quality Welsh language service, as well as seeking advice from these professionals on any Welsh language issues. First state in the policy that they will work in partnership with local authorities, the National Assembly (currently Welsh Government) and other rail and transport providers in order to enhance Welsh language use. The policy will be considered when any new First policies are developed. First recognises the importance of a bilingual corporate identity however the current logo will remain the same. The company will produce bilingual documents, customer information literature, public policy documents, brochures, factsheets, posters, publicity literature and business cards (for Wales based staff). The policy states that all rail service information and telephone enquiries are provided by National Rail Enquiries Service, which has a dedicated Welsh language unit. On board train staff will be encouraged to use the 'Working Welsh' badges which will

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[92] Company Policies. Dawnus. Available electronically via:
http://www.dawnus.co.uk/en/content/cms/about-us/company%20policies/
[93] Direct communication (telephone) with Dawnus on 28/07/14
[94] Welsh Language Policy Statement. Company Policy. Dawnus. February 2014.
[95] Direct communication (email) with Calsonic Kansei Europe plc (Llanelli) on 15/07/14
[96] Contact Us. Calsonic Kansei Europe plc. Available electronically via:
http://www.ckeurope.com/contact-us/

complement the bilingual name badges. Customers of First can write to them in Welsh and receive a Welsh response within a reasonable time.

### 6.2.5 SWALEC

SWALEC's Welsh language scheme states that companies providing water and sewerage services for customers in Wales have to prepare a Welsh language scheme under the Welsh Language Act 1993. The scheme sets out that SWALEC will treat English and Welsh equally in the conduct of public business and in its delivery of services will attempt to offer as many of its services in Welsh as possible. SWALEC's staff will be provided with the knowledge of which services are provided in Welsh and how to access them. SWALEC's Guaranteed Standards Scheme applies to services irrespective of language, as such timescales and quality of service will be provided equally. SWALEC welcomes communication from the public in their preferred language and communication and bills will be issued in the customer's preferred language. As such SWALEC's most widely used customer contact functions have dedicated numbers which will be answered by Welsh speakers. If all Welsh speakers are unavailable they will be redirected to an English speaking operator who will ask whether they wish to continue the call in English, have a Welsh speaker return their call or submit the query in writing. The Welsh language telephone numbers will be published alongside the English numbers on SWALEC's bills and publications. SWALEC's advertising materials, press releases, official notices, public notices, recruitment notices and signs will be provided bilingually. However SWALEC's website is not a bilingual website and is provided mainly in English with Welsh publications uploaded when available. SWALEC will arrange briefing and training sessions to make staff aware of their Welsh language scheme. [97]

### 6.2.6 Scottish Power

Scottish Power's Welsh language scheme, which came into effect on the 15th April 2008, sets out how Scottish Power will treats Welsh and English equally. Policies prepared by Scottish Power will take into consideration the impact they may have on the Welsh language scheme. Scottish Power will ensure that their services are available in Welsh to the public and that the public are made aware of these Welsh medium services. Timescales and quality of services will be equal in Welsh and English. Correspondence with Scottish Power will be in the preferred language of the individual. Scottish Power's Welsh Language Panel will ensure that staff are aware of the scheme and of Welsh medium services. Scottish Power's automated telephone system will provide a choice of Welsh or English to callers from Wales. Surveys, market research, emergency announcements, public image, corporate identity, signs, publications, printed materials, press releases, advertising, publicity, official notices, public notices and staff recruitment advertising will be bilingual. Scottish Power will encourage and support members of staff who wish to learn or improve their spoken or written Welsh and priority will be given to staff who have regular contact with the Welsh

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[97] SWALEC Welsh Language Scheme for Water Customers. SWALEC. Available electronically via: http://www.swalec.co.uk/uploadedFiles/CoreMarketingSites/Assets/Documents/WelshLanguageSchemeInEnglish.pdf

speaking public or where a shortfall in the number of Welsh speaking staff has been identified. [98]

### 6.2.7 The Bank of England

The Bank of England's Welsh language scheme was approved on the 14th of October 2011 by the former Welsh Language Board. The scheme sets out that the Bank will treat English and Welsh equally in the conduct of its public business in Wales. [99] The scheme states that enquiries in Welsh will be answered in Welsh. "Non-technical publications and key banknote information leaflets aimed at the public will be available in Welsh. In addition, if the Bank releases public information (including press releases) during the resolution of a deposit-taking institution with branches in Wales, then that material will be made available in Welsh as soon as practicable." [100]

### 6.2.8 Hybu Cig Cymru

Hybu Cig Cymru (Meat Promotion Wales) states in their Welsh language scheme (2008) that they will treat English and Welsh equally. Their scheme outlines that their policies, legislation, services and initiatives will be consistent with their Welsh language scheme. Hybu Cig Cymru will where possible consultation documents will consider the impact on the Welsh language. Services will be available in Welsh and of equal quality to the English services offered. Grants and loans awarded by Hybu Cig Cymru will include conditions with regards to the Welsh Language. Correspondence with Hybu Cig Cymru will be bilingual until a preferred language is established. Hybu Cig Cymru switchboard staff will answer with a bilingual meeting, if the caller wishes to speak Welsh they will be transferred to a Welsh speaker where possible or alternatively a call back will be offered. Hybu Cig Cymru's public surveys, public address system announcements, publicity campaigns, exhibitions, advertising, publications, website, forms and explanatory materials, corporate identity, signs, official notices, public notices, recruitment notices and press releases will be bilingual.[101]

### 6.2.9 National Training Federation Wales (NTfW)

NTfW has a bilingual website and Bilingual Champion. Ryan Evans was appointed as NTFW Bilingual Champion following funding from the Welsh Government. The aim of the role is to help meet the targets set for Welsh medium and bilingual training in the Welsh Medium Education Strategy (April 2010). In response to national strategies to provide young people with viable Welsh medium learning pathways, the Bilingual Champion visits providers pan

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[98] Scottish Power Welsh Language Scheme. Scottish Power. Available electronically via:
http://www.comisiynyddygymraeg.org/English/Publications/Pages/PublicationDetails.aspx?PublicationId=498&PublicationSearchTerm=scottish power
[99] The Bank of England's Welsh language scheme. Bank of England. 2012. Available electronically via:
http://www.comisiynyddygymraeg.org/english/publications/pages/publicationdetails.aspx?publicationid=ba5b4753-6c17-49d3-9aff-95b2b27d2cca&year=2013
[100] Bank of England Equality Report 2012-2015. Bank of England. January 2012. Available electronically via:
http://www.bankofengland.co.uk/publications/Documents/other/equalityreport/equalityreport2012_2015.pdf
[101] Hybu Cig Cymru – Meat Promotion Wales Welsh Language Scheme: 2008. Hybu Cig Cymru. 2008. Available electronically via:
http://www.comisiynyddygymraeg.org/English/Publications/Pages/PublicationDetails.aspx?PublicationId=421&PublicationSearchTerm=meat&Category=Welsh Language Schemes

Wales to speak of their current provision and methods to improve future provision. Methods of improvement may include across the network sharing of resources and good practice. Work has been undertaken to identify the bilingual provision issues faced by Work-based Learning providers with regards to bilingual provision. As part of the Bilingual Champion role custom designed forms have been circulated to determine current provider resource. These resources could be courses, course materials, staffing and other resources. The Bilingual Champion will analyse the results and consider the best way to move forward to better Welsh and bilingual course uptake. To ensure compliance with the Welsh Language Standards the Bilingual Champion will work closely with providers. Collaboration with National Awarding Bodies and Sector Skills Councils will ensure that resource availability is improved. Collaboration will also occur between Further Education Institution's Bilingual Champions to coordinate work within the post-16 education sector.[102]

## 6.3 Third Sector

The Welsh Language Commissioner has identified the importance of the Third sector in promoting and facilitating the Welsh Language. As such, the Third sector forms part of the Commissioner's work programme. The document entitled 'The Welsh Language Commissioner's work programme relating to the Third Sector in Wales 2013-15' includes the following objectives:

- "See the Welsh language at the heart of Third sector policy in Wales
- Educate Third sector organisations on the implications of the Welsh Language (Wales) Measure 2011
- Encourage organisations to increase and align the provision of Welsh medium services in the Third sector
- Encourage increased use of Welsh medium services in the Third sector
- Encourage increased opportunities to volunteer and work through the medium of Welsh in the Third sector
- Raise awareness of the freedom to use the Welsh language resulting from the Measure."[103]

Some Third sector organisations under the Welsh Language Measure 2011 are required to implement standards. This includes the Welsh Council for Voluntary Action (WCVA) as they are named under the requirement criteria. As the County Voluntary Councils are funded by WCVA they may in turn be named under the criteria. In the region these are Carmarthenshire Association of Voluntary Services (CAVS), Ceredigion Association of Voluntary Services (CAVO), Neath Port Talbot Council for Voluntary Service (NPTCVS), Pembrokeshire Association of Voluntary Services (PAVS), Powys Association of Voluntary Organisations (PAVO) and Swansea Council for Voluntary Service (SCVS).[104]

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[102] Raising the Profile of Bilingual Training. NTfW. Available electronically via:
http://www.ntfw.org/projects/raising-the-profile-of-bilingual-training/
[103] The Welsh Language Commissioner's work programme relating to the third sector in Wales 2013-15. Welsh Language Commissioner. August 2013. Available electronically via:
http://www.comisiynyddygymraeg.org/English/Publications%20List/20130821%20PL%20S%20Welsh%20Language%20Commissioner%27s%20Third%20Sector%20Work%20Programme.pdf
[104] The Welsh Language Commissioner's work programme relating to the third sector in Wales 2013-15. Welsh Language Commissioner. August 2013. Available electronically via:

### 6.3.1 Welsh Council for Voluntary Action (WCVA)

The WCVA follows a Welsh language scheme that was approved by the Welsh Language Board in 2009 even though there was no requirement for Third sector organisations to follow a scheme. Following the dissolution of the Welsh Language Board and the establishment of the Welsh Language Commissioner, the scheme will be replaced by standards that the WCVA intend to follow once they are established.[105]

### 6.3.2 Carmarthenshire Association of Voluntary Services (CAVS)

CAVS has a bilingual website[106] and has a Welsh language scheme, which has been in place for a number of years.[107]

### 6.3.3 Ceredigion Association of Voluntary Organisations (CAVO)

CAVO has a bilingual website.[108]

### 6.3.4 Neath Port Talbot Council for Voluntary Service (NPTCVS)

NPTCVS provides Welsh information sheets available from their website.[109]

### 6.3.5 Pembrokeshire Association of Voluntary Services (PAVS)

PAVS' website is not fully bilingual; however some of the core content is bilingual.[110] PAVS states that it will treat Welsh and English equally in its provision of services. PAVS Welsh language scheme has been developed with guidance from the Welsh Language Commissioner under the Welsh Language Act 1993.[111] The scheme states that in accordance with PAVS funding guidelines provision of bilingual services must be offered. PAVS state in the scheme that it is good practice to offer services in the user's preferred language. Welsh language services will be integral in PAVS' activities. As such, resources will be identifies to offer services in English and Welsh whenever suitable, reasonable and practical. The scheme also outlines that whenever PAVS' develops new policies and initiatives the implications on language will be considered. The scheme also states that PAVS will ensure that all staff are aware of the scheme, that Welsh speaking staff wear the "Working Welsh" badges, training and guidance is given on the implementation of the scheme, bilingual workplaces are provided and high quality translation services are found to translate material quickly and accurately. Bilingual services offered by PAVS include a Welsh speaking Volunteer Officer, bilingual development support (through referral to CAVS

http://www.comisiynyddygymraeg.org/English/Publications%20List/20130821%20PL%20S%20Welsh%20Language%20Commissioner%27s%20Third%20Sector%20Work%20Programme.pdf

[105] WCVA Welsh Language Scheme. WCVA. Available electronically via:
http://www.wcva.org.uk/what-we-do/policy-and-influence/welsh-language

[106] CAVS website. Available electronically via: http://www.cavs.org.uk/

[107] CAVS Welsh Language Scheme. CAVS. 2009. Available electronically via:
http://www.comisiynyddygymraeg.org/English/Publications%20List/Welsh%20Language%20Scheme%20-%20Carmarthenshire%20Association%20of%20Voluntary%20Services%20(CAVS).pdf

[108] CAVO website. Available electronically via: http://www.cavo.org.uk

[109] Welsh Information Sheets. NPTCVS. Available electronically via: http://www.nptcvs.com/what-we-do/publications/welsh-information-sheets/

[110] PAVS website 'Cymraeg' page. PAVS. Available electronically via:
http://www.pavs.org.uk/cymraeg/index.htm

[111] Welsh Language Scheme Consultation. PAVS. Available electronically via:
http://www.pavs.org.uk/Consultations.htm

and CAVO) and bilingual support services (i.e. phone greetings are bilingual). PAVS welcomes communication from the public in Welsh and English. PAVS' corporate image, signage and publications will be bilingual. Under the scheme PAVS' intends to translate their website starting with the most popular and static pages.[112]

### 6.3.6 Powys Association of Voluntary Organisations (PAVO)

PAVO's website is bilingual.[113] PAVO states in their online Language Statement[114] and their Welsh language scheme[115] that they will treat English and Welsh on a basis of equality in its conduct of public business.

### 6.3.7 Swansea Council for Voluntary Service (SCVS)

SCVS currently does not have a bilingual website.[116] SCVS's Welsh language scheme was approved by the former Welsh Language Board in 2009. SCVS's scheme outlines how SCVS will treat Welsh and English equally in its delivery of services. The scheme establishes that people will not be treated less favourably on the grounds of their preferred language. SCVS wishes to promote the Welsh language and bilingualism in Swansea, along with the principal of equally set out in the Welsh Language Act 1993. The scheme outlines that SCVS will offer guidance to its members on the development of their own Welsh language scheme in partnership with the Welsh Language Board, Menter Iaith Abertawe and other relevant organisations. When forming new policies and procedures SCVS will consider their linguistic consequences in conforming with the scheme's commitments. Welsh language translation will be available when a minimum of 20% of participants request the service. SCVS has a bilingual corporate identity i.e. their logo/title displays Welsh and English with equal sizing of both languages. The scheme sets out that SCVS will have bilingual public displays including signs, exhibitions and posters. Publicly distributed leaflets, forms, reports and guidebooks will be published bilingually. Meeting and consultation reports will only be published bilingually when more than 20% of the audience request this service. SCVS welcomes communication in both Welsh and English.[117]

### 6.4 Educational Institutions

### 6.4.1 Further Education

**Coleg Sir Gâr** (Carmarthenshire College) will treat the English and Welsh languages on a basis of equality in providing education and training.[118] Coleg Sir Gâr has had a Welsh language scheme since May 2000. The current scheme considers how to increase the

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[112] Welsh Language Scheme. PAVS. January 2014. Available electronically via: http://www.pavs.org.uk/Consultations.htm
[113] PAVO website. Available electronically via: http://www.pavo.org.uk/
[114] Language Statement. PAVO. Available electronically via: http://www.pavo.org.uk/about-pavo/language-statement.html
[115] PAVO Welsh Language Scheme. PAVO. 2007. Available electronically via: http://www.comisiynyddygymraeg.org/English/Publications%20List/Welsh%20Language%20Scheme%20-%20Powys%20Association%20of%20Voluntary%20Organisations.pdf
[116] SCVS website. Available electronically via: http://www.scvs.org.uk/
[117] SCVS Welsh Language Scheme. SCVS. 2009.
[118] Coleg Sir Gâr website. Available electronically via: http://www.colegsirgar.ac.uk/

number of learners and assessments during the three-year implementation period (2010-2013).[119]

**Coleg Ceredigion** acknowledges the benefits of bilingualism to increase career options, extended cultural experiences and opening doors, both professionally and personally. As such the College benefits from a strong bilingual society. Students will be expected to participate in bilingual classroom activities.[120] Under Coleg Ceredigion's Welsh language scheme the College will treat English and Welsh equally in its conduct of public business. The scheme received Welsh Language Board approval on the 21st of February 2012 and was produced under the principles set out in the Welsh Language Act 1993. [121]

**Gower College Swansea** treats Welsh and English equally in the conduct of its public business.[122] The first and current Gower College Swansea Welsh language scheme 2012-2015 builds on the previous good practices and proactive measures set by the Gorseinon and Swansea College language schemes. The scheme incorporates the feedback received from the Welsh Language Commissioner on the previous schemes. The scheme notes that it had identified bilingual development areas to contribute towards Iaith Pawb (2003). The scheme will develop the Colleges Wales' National Bilingual Strategy for Further Education's three key elements, which are the development of a Welsh ethos, bilingual communication skills to augment English provision and post-14 learners Welsh-medium or bilingual provision.

The key strategic aim, from the College's Strategic Plan 2012-2015, which directs the College's promotion of the Welsh and bilingual provision is 'to ensure that learning experiences improve learners' skills, their understanding of the environment and the Welsh language and culture.'[123] The strategic objective to support this aim is 'to continue to develop a Welsh language ethos and curriculum in line with the Strategy on Bilingualism and Welsh Language Scheme.' [124]

**Neath Port Talbot College Group**'s (formerly Neath Port Talbot College and Coleg Powys) Welsh language scheme received approved on the 27th of September 2011. It directly replaced the previous scheme which was approved on the 13th of December 2004. The scheme outlines that the College treats English and Welsh equally in its delivery of public service. Monitoring reports of the scheme are produced annually for the Welsh Language Commissioner.[125] The scheme was produced under the Welsh Language Act 1993. [126]

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[119] Welsh Language Scheme 2010-2013. Coleg Sir Gâr. 2010. Available electronically via: http://www.colegsirgar.ac.uk/en/about-coleg-sir-gar/welsh-language-scheme
[120] Coleg Ceredigion website. Available electronically via: http://www.ceredigion.ac.uk/
[121] Welsh Language Scheme. Coleg Ceredigion. 2012. Available electronically via: http://www.ceredigion.ac.uk/website/wp-content/uploads/2012/03/Cynllun-Iaith-2011-S.pdf
[122] Gower College Swansea website. Available electronically via: http://www.gowercollegeswansea.ac.uk/
[123] Gower College Swansea's Welsh Language Scheme. Available electronically via: http://www.gowercollegeswansea.ac.uk/sites/default/files/ckfinder/files/Gower%20College%20Swansea%20Welsh%20Language%20Scheme_English.pdf
[124] Gower College Swansea's Welsh Language Scheme. Available electronically via: http://www.gowercollegeswansea.ac.uk/sites/default/files/ckfinder/files/Gower%20College%20Swansea%20Welsh%20Language%20Scheme_English.pdf
[125] Neath Port Talbot College Group website. Available electronically via: http://www.nptcgroup.ac.uk/

**Pembrokeshire College** has adopted the principle that it will treat English and Welsh equally in its conduct of public business.[127] Pembrokeshire College's current Welsh language scheme is in its third iteration covering 2011-2014 and is fully supported by the Governing Body. Pembrokeshire College's first scheme ran from 2003 and the second iteration ran from 2006. Its current scheme has been developed in context with the Welsh-medium Education Strategy (2010), Colegau Cymru's National Strategy for Bilingualism in Further Education, Estyn's Common Inspection Framework, Welsh Language Board guidelines, Sgiliaith recommendations (July 2010) to develop an action plan, Pembrokeshire College's strategic goals and objectives. The scheme outlines that the College will treat Welsh and English equally, become a leading bilingual educational institution, continue to development a broad, flexible, responsive and bilingual curriculum, ensure that the public can enact their right to communicate in their preferred language with the College and endorse its commitment to the Welsh Language Act 1993 by promoting a bilingual ethos and Welsh language use.[128]

### 6.4.2 Higher Education

**Aberystwyth University**'s Welsh language scheme establishes the maintenance and development of its bilingual services. The principle of equality, as set out in section 5 of the 1993 Welsh Language Act, is explained in the scheme and implemented by ensuring that the public may use their preferred language.[129]

Aberystwyth University's current Welsh language scheme was founded on the principles set out in the University's Language Policy and its old Welsh language scheme (December 2003). Monitoring and reviewing of the scheme will be carried out by the Welsh Language Strategy Committee, made up of the University's Council and Senate. The daily implementation of the scheme is carried out by the University's Centre for Welsh Language Services. The revised Welsh language scheme includes details of bilingual services, measures to provide bilingual services, responsibilities of implementing targets and details of implementation, reviewing and evaluation procedures. The University distributes the Welsh language scheme to all new or current staff. The aim of the scheme is to help the staff and users of the university to feel at ease using both languages to communicate with the University and use its services. The University acknowledges that it is good practice to enable this.[130]

The scheme sets out that the University must consider the linguistic implications when creating services, ventures, policies and procedures, using a language impact assessment tool. Decisions must be consistent with the scheme and this step will be in collaboration with the University's Executive Group. The University will not amend the scheme without the Welsh Language Commissioner's approval.[131]

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[126] Welsh Language Scheme (Final Revision) 2011. Neath Port Talbot College Group. Available electronically via:
http://www.nptcgroup.ac.uk/images/uploads/welsh%20language%20scheme%20final%202012.pdf
[127] Pembrokeshire College website. Available electronically via: http://www.pembrokeshire.ac.uk/
[128] Welsh Language Scheme 2012-2015. Pembrokeshire College. Available electronically via:
http://www.pembrokeshire.ac.uk/sites/default/files/public/files/welsh_language_scheme_12-15.pdf
[129] Aberystwyth University website. Available electronically via: http://www.aber.ac.uk/
[130] Revised Welsh Language. Aberystwyth University. February 2014. Available electronically via:
[131] Revised Welsh Language. Aberystwyth University. February 2014. Available electronically via:

**Swansea University** prepared a Welsh language scheme under Section 61(n) of the Welsh Language Act 1993. In conducting public business and education of students, the University will treat the English and Welsh languages equally. The University first created a Welsh language scheme in September 2004 and appointed a Welsh Language Policy Officer in August 2004. Their current scheme replaces the first scheme and was approved by the Welsh Language Board on 21 November 2011. The scheme was operational from September 2010 and reflects the University's ambition to be fully bilingual. As such enhancing bilingualism is one of the University's strategic goals (2009-14) and the University is also committed to promoting the uptake of Welsh language provision. The scheme sets out the plans, policies, targets and methods of monitoring the progress of the scheme. The scheme will be monitored and reviewed by the Welsh Language Scheme Monitoring Group.[132]

Ensuring the public receive services and communicate with the University in their chosen language is core to the scheme. Staff's awareness of the importance and advantages of being bilingual will be increased along with improvement of their language skill to address the low levels of Welsh amongst staff. [133]

**The University of Wales Trinity Saint David (UWTSD)** has a Welsh language scheme, which was approved by the Welsh Language Commissioner on the 6th of August 2014. This scheme was developed following the merger of the University of Wales Trinity St David and Swansea Metropolitan University. Prior to the merger the Carmarthen and Lampeter campuses followed the UWTSD Welsh Language Scheme and Welsh Medium Education Strategic Plan approved by the Welsh Language Board on the 3rd of February 2012[134] and the Swansea campus followed the Swansea Metropolitan University Welsh Language Scheme approved on the 25th of October 2010.[135]

UWTSD's current Welsh language scheme states that the University will treat the Welsh and English language equally. The scheme sets out that Welsh language is at the heart of the University's structure and as such the Welsh language is an essential requirement in the post of Vice-Chancellor and half of the University's Senior Directorate must speak Welsh. The University delivers many Welsh medium and bilingual services including translation, Welsh language improvement courses, progressive bilingual teaching courses and Welsh language and bilingualism advisory services.

The scheme notes that the University establishes the language preference of students and corresponds accordingly; if the preference of an individual is unknown correspondence will be bilingual. Telephone calls are answered bilingually by the switchboard and bilingual staff will notify the caller that he/she is bilingual. If the caller wishes to converse in Welsh they will be transferred to a Welsh speaker if available or offered a call back. The University's website, social media, corporate identity, information signs, publications, forms, explanatory

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[132] Welsh Language Scheme. Swansea University. Available electronically via:
http://www.aber.ac.uk/en/media/departmental/cwls/pdfs/REVISED-WELSH-LANGUAGE-SCHEME-2014.pdf
http://www.swansea.ac.uk/media/Swansea%20University%20Welsh%20Language%20Scheme.pdf
[133] Welsh Language Scheme. Swansea University. Available electronically via:
http://www.swansea.ac.uk/media/Swansea%20University%20Welsh%20Language%20Scheme.pdf
[134] UWTSD Welsh Language Scheme and Welsh Medium Education Strategic Plan. UWTSD. February 2012.
[135] A Welsh Language Scheme. Swansea Metropolitan University. October 2010.

material, press notices, publicity materials, official notices and recruitment notices are bilingual.

A Bilingual Skills Strategy is also described in the scheme, which aims to identify bilingual skills shortages amongst staff. Once the need for bilingual skills is identified the University states that it will address this by increasing the number of Welsh speakers in the workplace through continuously surveying the skills possessed and needed and through recruitment and training procedures. [136]

## 6.5 Careers Wales

Careers Wales' Welsh language scheme was subject to consultation, which ended in July 2014. [137] It was approved by the Welsh Language Commissioner in August 2014.[138] The scheme outlines how Careers Wales' will treat Welsh and English equally in its provision of services. Careers Wales' is also committed to ensuring that individual employees have the opportunity to use their preferred language in the workplace. Careers Wales' believes that it is good practice to offer the public services in their preferred language; As such the Careers Wales website is bilingual, bilingual careers information advice and guidance is offered and bilingual resources are provided i.e. badges and posters. Monitoring of the scheme will be carried out by the Senior Management Team. The scheme states that any new or altered policies and initiatives will take the scheme into account and promote Welsh when possible.[139]

## 6.6 Job Centre Plus

The Department for Work and Pensions' (DWP) Welsh language scheme was published in March 2010. The scheme was prepared under guidance by the former Welsh Language Board and the Welsh Language Act 1993. The DWP state, in their Welsh language scheme, that the Welsh and English language will be treated on a basis of equality in the conduct of public business and the administration of justice. Public business includes assisting working age people to find work, receive their entitled benefits and helping to fill employer vacancies.[140]

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[136] University of Wales Trinity Saint David's Welsh Language Scheme. UWTSD. August 2014. Available electronically via: http://www.uwtsd.ac.uk/media/uwtsd-website/content-assets/documents/strategies-policies/welsh-language-scheme.pdf

[137] Welsh Language Scheme Consultation. Careers Wales. Available electronically via: https://www.careerswales.com/en/your-career/features-1/welsh-language-scheme-consultation/

[138] Career Choices Dewis Gyrfa Welsh Language Scheme. Careers Wales. August 2014. Available electronically via: http://s3-eu-west-1.amazonaws.com/static.live.careerswales.boxuk.net/CCDG%20Welsh%20Language%20Scheme%208%202014.pdf

[139] Career Choices Dewis Gyrfa Welsh Language Scheme. Careers Wales. 2014. Available electronically via: https://www.careerswales.com/en/your-career/features-1/welsh-language-scheme-consultation/welsh-language-scheme-consultation/

[140] Welsh Language Scheme. DWP. March 2010. Available electronically via: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/25582/wls-english-250310.pdf
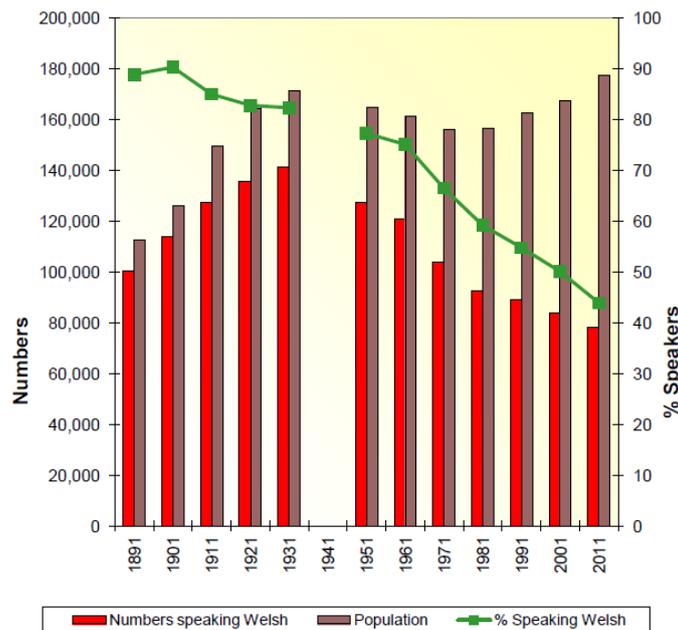
# SECTION 7: RESEARCH

## 7.1 Available Research

### 7.1.1 2011 Census: The Welsh Language in Carmarthenshire (Dylan Phillips, Carmarthenshire County Council)

Carmarthenshire County Council has produced a report into the Welsh language results of the 2011 Census by ward. The report highlights the limitations of the Census in relation to the Welsh language. The limitations outlined include the ability of the individual completing the survey to accurately assess their own and their family's Welsh language skill level (i.e. fluency), the lack of a process to measure speakers' fluency, the lack of a question on Welsh language use, the constant change of elements within the census, the change of ward boundaries and county boundaries.  It alludes to the fact that the census is only one source of Welsh language statistics and many others are available. However it states that the Census is the main source of Welsh language statistics used and continues to be an 'extremely useful tool when studying patterns of change'. [141]

**Figure 2: Patterns of increase in population and decrease in percentages speaking Welsh, Carmarthenshire 1891-2011**



2011 Census: The Welsh Language in Carmarthenshire, Carmarthenshire County Council, 2014[142]

The purpose of the report is to track, analyse and interpret the patterns of change in Welsh language since the 2001 census. Within the report there is a very informative graph (see Figure 2) on the increase in population and the decrease in percentage of Welsh speakers. As can be seen from Figure 2, the gap between the population number and numbers speaking Welsh is ever increasing. The report also highlights that in Carmarthenshire there

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[141] 2011 Census: The Welsh Language in Carmarthenshire. Dylan Phillips. Carmarthenshire County Council. 15 January 2014.
[142] 2011 Census: The Welsh Language in Carmarthenshire. Dylan Phillips. Carmarthenshire County Council. 15 January 2014.

has been an increase in the percentage of the population aged 65 and over, whereas there has been a decrease in the percentage of the population aged between 3 and 14. This is not due to fluctuating birth and death rates, as these have remained constant. The report rationalises the reason for the trend to be the in-migration of people born outside of Wales settling in the county. However the number settling in the county from other parts of Britain outweighs those from Europe. The report suggests that a study of the National Health Service Register should be conducted into the effects of immigration on the Welsh language. Within Carmarthenshire, which is considered one of the Welsh language's heartlands, for the first time the percentage of Welsh language speakers have dropped below half (43.9%) making them the minority. However it should be noted that Carmarthenshire in 2011 had the largest amount of Welsh speakers out of all of Wales' unitary authorities. The report identifies Llanelli and Carmarthen as important centres for attracting Welsh speakers due to employment opportunities. It also identifies the wards of Llannon (3,262), Gorslas (2,523) and Llandybie (2,207) as having the highest number of Welsh speakers in Carmarthenshire. [143]

From the perspective of Welsh language speaker percentages, there was no ward in Carmarthenshire that had over 70% Welsh speakers. There were 5 wards that had over 60% Welsh speakers (Pontyberem, Llannon, Gorslas, Cwarter Bach and Penygroes) and almost every ward in Llanelli had less than 30% Welsh speakers (except Bynea with 31% Welsh speakers). The report alludes to the fact that the increase in Carmarthen's population has increased its anglicisation. The report suggests that if the major employers within Carmarthen such as the local university, hospital and the council created a policy of enhancing Welsh in the workplace and stipulating that a percentage of their posts as Welsh language is essential, this would boost the Welsh language in the town. [144]

The report notes of Welsh speaker age distribution, highlighting that the highest percentages of Welsh speakers are within the 3 to 15 and 85 and older age groups. The report acknowledges the success of the education system within the county for supporting and producing Welsh speakers in the educational years of their lives (60% aged 5 to 9 and 60.1% aged 10 to 14 spoke Welsh in 2011). Within the report it explains that language shift seems to occur as speakers move further away in age from their school days and begin to shun the Welsh language. This is supported by the percentage of Welsh speakers between 25 to 49 years old (36.4%) falling below that of the county's average (43.9%). The report states that the number of Welsh speakers is likely to continue to decrease whilst older Welsh speakers are lost through death each year. It outlines that relying on older speakers to support the speaker percentage is unsustainable, thus more speakers need to be generated in the younger age bands. [145]

Language transmission is covered in the report and denotes how the language may be passed from one generation to another. It reviews the number of households where both, one or neither parent speaks Welsh. There were only 5 wards in Carmarthenshire where Welsh speaking households was over 50%. In ¾ of the Welsh speaking household (where

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[143] 2011 Census: The Welsh Language in Carmarthenshire. Dylan Phillips. Carmarthenshire County Council. 15 January 2014.

[144] 2011 Census: The Welsh Language in Carmarthenshire. Dylan Phillips. Carmarthenshire County Council. 15 January 2014.

[145] 2011 Census: The Welsh Language in Carmarthenshire. Dylan Phillips. Carmarthenshire County Council. 15 January 2014.

both or sole parents speak Welsh) children are brought up through the medium of Welsh. This is a testament to schemes such as TWF, which encourage Welsh speaking parents to raise their children through the medium of Welsh, and to the increase in the perception of Welsh as a useful and advantageous modern language. In mixed language households (where Welsh is only spoken by one parent) the transmission rate is 57.7% proving that it is more 'difficult to withstand the influences of English when only one parent speaks Welsh'.[146]

As for the range of skills in Carmarthenshire, the report cites that 58.1% have some knowledge of Welsh. Those that can understand Welsh only amount to 11.5%. Almost a quarter of Welsh speakers in Llanelli could not read or write Welsh, compared to 15.3% in Carmarthenshire. This oral-literacy divide is a way to identify areas going through language shift, since the parents without literacy skills are more likely to relinquish their language. Therefore focussing on areas such as Llanelli, the Amman Valley, Carmarthen, Llandovery, Laugharne and Whitland is needed. [147]

41.5% of Carmarthenshire's workforce was Welsh speaking in 2011, making Welsh speakers the minority in the workplace. Wholesale and Retail are the biggest employers of Welsh speakers with 14.9%, followed by Health and Social Work (14.2%) and Education (13.9%). Agriculture (56.8%) and Education (55.1%) are the only two sectors where Welsh speakers are in the majority. The report identifies a need in three sectors, which service the public, to promote bilingual skills. Those sectors are Public Administration, Wholesale and Retail Trade and Hospitality and Food Services. [148]

### 7.1.2 The Welsh Language in Carmarthenshire (Welsh Language Census Working Group)

Within Carmarthenshire in response to the decline in Welsh language speakers, Carmarthenshire County Council established the Welsh Language Census Working Group, which was set up to develop a strategy and recommendations on how to halt this decline and strengthen the language in the future. Thus they produced a report entitled The Welsh Language in Carmarthenshire. The report alludes to the fact that every 10 years Carmarthenshire loses approximately 10,000 young people who look to attend university or look for work elsewhere. Over half of these young people are Welsh speakers which may be a contributing factor to the decline in Welsh speakers. Another factor is the inward migration of people, mainly from England, choosing to settle in Carmarthenshire. This would then dilute the percentage of Welsh speakers and create a decrease. One of the challenges written about in the report is that only half of the children within Carmarthenshire have the opportunity within education to fully develop their language skills. The report sets out as a central principal that every pupil should have the opportunity to be fully bilingual by the time they leave school, in order to use their language skills in the community and future workplace. To achieve this principal the council will promote the economic and community advantages of bilingualism to parents and pupils by increasing the internal administrative use of Welsh over the next few years. The report also sets out that language transmission

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[146] 2011 Census: The Welsh Language in Carmarthenshire. Dylan Phillips. Carmarthenshire County Council. 15 January 2014.
[147] 2011 Census: The Welsh Language in Carmarthenshire. Dylan Phillips. Carmarthenshire County Council. 15 January 2014.
[148] 2011 Census: The Welsh Language in Carmarthenshire. Dylan Phillips. Carmarthenshire County Council. 15 January 2014.

from parent to child is an important factor in the future of the Welsh language and the Council will aim to raise the awareness of this fact to parents. The working group recognises the need to work with partners, such as health care, voluntary organisations, private organisations, Welsh Language Commissioner and Welsh Government, in order to fulfil the challenging recommendations of the report. It argues the need for urgent radical solutions to correct the critical situation the Welsh language is in, with great rewards if the challenges are met. One of the recommendations of the report is to mainstream Welsh within the Swansea Bay City Region economic development plans.[149]

Carmarthenshire County Council is responsible for preparing a 'Welsh in Education Strategic Plan'[150] in order to meet the seven national outcomes set out in Welsh Government's 'Welsh Medium Education Strategy'[151].

### 7.1.3 Welsh Language Skills Needs in Eight Sectors

The Welsh Government in partnership with IFF Research conducted a Welsh Language Skills Survey in 2014. The aim was to survey 4,000 employers across Wales about their Welsh language skill needs.

The survey looked at current Welsh language use in the workplace, the effect of Welsh language skills on business activity and future needs for Welsh language skills. The areas covered were skills gaps, training and qualifications.

The survey provided an opportunity for employers to voice their opinions and influence future decisions on areas such as Welsh medium education and training. It aimed to understand employer needs in terms of Welsh language skills, training and employment and to ensure that the views expressed in the final report were representative of all employers.

As part of the survey interviews were conducted with employers which took approximately 20-25 minutes to complete. All data was kept anonymous and answers were not reported in any way that would allow the individual companies to be identified.[152]

The report's headlines included:
- "Just over a third of employers in the eight sectors covered in the research regarded having staff with Welsh language skills at their establishment as *very* (18 per cent) or *fairly* important (17 per cent). This was higher among employers in Childcare, Agrifood and Social Care. In contrast around two-fifths (39 per cent) felt it *not at all* important to have staff with Welsh language skills at their site.

- Just under a third of all private sector employers felt that the Welsh language skills of their staff have some benefit to their bottom line, though relatively few (five per cent) considered it to have a very significant impact in this regard.

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[149] The Welsh Language in Carmarthenshire. Welsh Language Census Working Group. Carmarthenshire County Council. March 2014.
[150] Carmarthenshire's Welsh in Education Strategic Plan 2012-2015. Carmarthenshire County Council. http://www.carmarthenshire.gov.uk/english/education/documents/WESP%202012-15%20English.PDF
[151] Welsh-medium Education Strategy. Welsh Government. 23 April 2012 http://wales.gov.uk/splash?orig=/topics/educationandskills/publications/guidance/welshmededstrat/
[152] Welsh Language Skills Survey. Welsh Government. September 2013. Available electronically via: http://wales.gov.uk/topics/welshlanguage/research/welsh-lang-skills-survey/

- Two-thirds of employers (66 per cent) had any staff with Welsh language skills, and just over a third said that Welsh is used in their workplace (35 per cent).

- Employers estimated that almost a quarter of all staff had some level of Welsh language skills, and 14 per cent of all staff used Welsh at work. The latter was higher in Childcare, Creative and Agrifood (59, 39 and 25 per cent respectively).

- Over a quarter of establishments (28 per cent) believed that it would benefit them to have more staff able to communicate in Welsh, or more staff with a higher level of Welsh language skills.

- Overall, one in ten employers had had vacancies in the last 12 months where at least a basic level of Welsh language skills would have been desirable. This was much higher in Childcare (30 per cent) and Social care (19 per cent).

- Over the past 12 months, four per cent of establishments had funded or arranged training specifically designed to develop Welsh language skills.

- Four per cent of employers had sought information, advice or support on issues regarding Welsh language in the workplace in the last 2-3 years. More than two-fifths (45 per cent) of those that had *not* would *not* know where to go for this.

- Seven per cent of establishments expected their need for Welsh language skills to increase in the next 2-3 years. This was higher among Childcare, Social care, Creative and Hospitality employers (28, 15, 12 and 10 per cent respectively)."[153]

### 7.1.4 Welsh Language and Economic Development Task and Finish Group Report

An independent report was commissioned by the DEST Minister Edwina Hart AM on behalf of the Welsh Language and Economic Development Task and Finish Group. The report entitled 'Report of the Welsh Language and Economic Development Task and Finish Group to the Minister for Economy, Science and Transport' was published in January 2014.

The recommendations set out in the report are:
1. "There should be a strategy to encourage and facilitate the use of the Welsh language as a marketing tool and to promote the benefits that bilingualism can bring to business.
2. Consideration should be given to incentivise companies through the use of appropriate European and Welsh Government funds to encourage further developments in this direction.
3. The group recommends that businesses are encouraged to use the ".cymru" internet domain suffix when the opportunity arises.
4. Consideration should be given to how the resultant bilingualism skills base can be used to cater for usage within existing markets and to develop new markets.
5. Consideration should be given to extending the use of existing interventions such as the Brocer Iaith (Language Broker) model.
6. There should be greater resources for promoting innovation, entrepreneurship, and potential careers in business to Welsh speaking students and young people, in particular the geographical extension of Llwyddo'n Lleol should be considered.

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[153] Welsh language skills needs in eight sectors. Welsh Government. 2014. Available electronically via: http://wales.gov.uk/docs/caecd/research/2014/140429-welsh-language-skills-needs-eight-sectors-en.pdf

7. Businesses should be proactively provided with the opportunity to opt for Welsh language capabilities within existing Government funded training and skills programmes targeting young people.

8. Encouragement should be given to the formation of clusters and networks of businesses utilising the Welsh language.

9. Resources are provided to establish on-line networks that will maintain contact with Welsh speakers who leave Wales to study or for employment purposes. These networks will serve to encourage experienced Welsh speakers to return to Wales and also raise awareness of opportunities available.

10. Consideration should be given to the relative roles of Menter a Busnes and the Mentrau Iaith (Language Enterprises) in relation to the potential of giving the latter economic development responsibilities.

11. Wales should learn from experience and good practice in other bilingual communities such as the Basque country, Quebec, and Catalunya.

12. Over recent years the Welsh Language Broadcast Media Industry has experienced a decline. Consideration should be given to assessing the linguistic and economic impact of this change, and the consequences for the future of employment in the sector. Further consideration should be given to how Content Producers in Wales might be best supported to maximise opportunities in the wider digital content production market.

13. Welsh Government should examine the opportunities for, and threats to, the language in the city region(s) and larger urban areas from the point of view of economic development.

14. There should be a joint approach to economic development and the language, adopting an area based approach which would facilitate the designation of "special economic language zones".

15. Community development trust pilot projects should be funded in towns in, and near, the Anglesey and the Snowdonia Enterprise Zones, and the Teifi Valley towns.

16. The model provided by the Coleg Menai Apprenticeship Company is adapted to provide Welsh language apprenticeships in businesses in predominantly Welsh speaking areas.

17. The Welsh language should be a consideration in rolling out the Superfast Broadband programme in the immediate future so that those businesses in the remaining strongly Welsh speaking areas such as the Teifi Valley may enjoy the benefits currently available in areas in the north west of Wales.

18. Research should be undertaken to examine the effect of improving road and rail communications and public transport services between the strongly Welsh speaking areas and employment centres on the main transportation corridors.

19. The role of housing associations in promoting and facilitating community economic development should be further developed.

20. Evidence from the review suggests that there are differences between small enterprises and larger businesses in terms of their use of the Welsh language. Where a small business recognises that there are commercial advantages to increasing use of the Welsh language, there should be a range of practical support available to it.

21. The definition of community benefits emanating from the current approach to public sector procurement makes no reference to the consideration of the benefits accruing

to the Welsh language and Welsh speakers. The provisions relating to securing equality and diversity should be extended to provide for these interests.

22. As appropriate, public sector contracts put out to tender should require tenderers to demonstrate an ability to provide a service bilingually, particularly those delivered to the general public.

23. Businesses in receipt of a grant from the Welsh Government should be required to demonstrate an ability to provide a service bilingually. Any signage or other advertising material relating to a grant-aided project should be bilingual.

24. The Welsh Government provides resources to gather evidence on the impact of, and the links between, the Welsh language and the economy. This evidence is needed to persuade business of the benefits of operating bilingually.

25. An independent panel be established which would provide the Minister with advice on how the Welsh language can benefit from, and contribute to economic development, building upon the recommendations made in this report.

26. The Welsh Government's role is not to enforce the use of Welsh language on business but rather to support, signpost, and simplify its use.

27. The current arrangements for monitoring equality issues in the Department for Economy, Science and Transport be reviewed with a view to encompassing a more strategic approach to matters relating to the Welsh language, including from the viewpoint of the manner in which the Department interfaces with business."[154]

A consultation on the report's recommendations ended on **Wednesday 16th of April.** The Welsh Government's formal response is expected to be published later this year.[155]

### 7.1.5 Poverty and Ethnicity in Wales (Joseph Rowntree Foundation)

The Joseph Rowntree Foundation conducted research into poverty and ethnicity in Wales in October 2013. During their interviews they concluded that Welsh language skills did not have an impact on access to employment or services. However, they acknowledged that Welsh language skills could help individuals in finding work as the position may require the applicant to speak Welsh. The research acknowledged the ability to speak Welsh as an influencing factor on individual's feeling of inclusion within Welsh speaking communities.[156]

### 7.1.6 Welsh and the Labour Market (WISERD)

WISERD produced a mini project entitled Welsh and the Labour Market in December 2010.This research was conducted by Dr Robin Mann and Dr Stephen Drinkwater. Their research was based on the premise that labour market outcomes are different for Welsh speakers and non-Welsh speakers, which is backed by existing quantitative evidence. Their research questions included:

- "To what extent do Welsh speakers have an advantage in the labour market over non-Welsh speakers?

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[154] Report of the Welsh Language and Economic Development Task and Finish Group to the Minister for Economy, Science and Transport. Welsh Government. January 2014. Available electronically via: http://wales.gov.uk/docs/det/publications/140130wleden.pdf

[155] Welsh Language and Economic Development Task and Finish Group. Welsh Government. Available electronically via: http://new.wales.gov.uk/topics/businessandeconomy/policy/wled/

[156] Poverty and Ethnicity in Wales. Duncan Holtom, Ian Bottrill and Jack Watkins. Joseph Rowntree Foundation. October 2013. Available electronically via: http://www.jrf.org.uk/sites/files/jrf/poverty-ethnicity-wales-full.pdf

- How has this varied over time?
- What factors have driven these differences?"

They theorised that contributing factors may include educational attainment, bilingual employment policies (Welsh Language Act) and economic restructuring. The aim of the project was to expand on the contributing factors for the differences in the labour market outcomes than had been possible with previous studies by using a combination of quantitative (Annual Population Survey) and qualitative data. The qualitative data included WISERD's localities stakeholder interviews, which included an analysis of Public sector organisations valuation of Welsh speakers and further in-depth interviews with a small number of employers. The data also related to different employment sectors. The interviews suggest that the lack of confidence in speaking Welsh that some experience could be due to education and social class.[157] [158]

The report concluded that "Welsh speakers have a significant wage premium in the Public sector but that the pay gap narrows after taking account of differences in personal characteristics, especially educational qualifications.  In contrast, the average earnings of Welsh speakers are lower than those of non-Welsh speakers in the Private sector, which partly reflects the younger age profile of Welsh speakers working in this sector."[159]

### 7.1.7 Welsh Speakers and Welsh Language Provision within the Public Sector

WISERD produced a report titled 'Welsh Speakers and Welsh Language Provision within the Public Sector: A Report from the Stakeholder Interview Series' in July 2011. The research involved undertaking 120 in-depth interviews involving senior managers working across local authorities and public bodies in Wales. Two tiers of management were used in conducting the research. Tier 1 included Local Authority Senior Managers/Directors of departments. Tier 2 included public body and partnership Regional Managers/Directors. Two key areas were focussed on in the report; that is the provision of public services through the medium of Welsh and perceptions regarding the economic advantages of speaking Welsh. The report identified that whilst bilingual policies are national, some regions negotiate the policies in order to recruit. Perceived demand for Welsh services differs regionally. Within the second key area, of the economic advantage of speaking Welsh, different sectors value Welsh speakers differently i.e. providing cultural/local knowledge. The report identified a common view that young people did not see the advantages of speaking Welsh and that young, first language, Welsh speakers lacked the confidence in speaking Welsh in the workplace. This was identified as relating to education.[160]

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[157] Welsh and the Labour Market. WISERD. December 2010. Available electronically via: http://www.wiserd.ac.uk/research/phase-1-research-progs-08-11/knowing-localities/mini-projects/welsh-speakers-and-labour-market/

[158] Advantage for Welsh speakers in some parts of the Labour Market. WISERD. April 2013. Available electronically via: http://wiserd.ac.uk/news/media/press-releases/advantage-welsh-speakers-some-parts-labour-market/

[159] Advantage for Welsh speakers in some parts of the Labour Market. WISERD. April 2013. Available electronically via: http://wiserd.ac.uk/news/media/press-releases/advantage-welsh-speakers-some-parts-labour-market/

[160] Welsh Speakers and Welsh Language Provision within the Public Sector: A Report from the Stakeholder Interview Series. WISERD. July 2011. Available electronically via: http://www.wiserd.ac.uk/files/9213/6551/8894/WISERD_RRS_004.pdf

### 7.1.8 Employer Skills Survey 2013

The UK Commission for Employment and Skills (UKCES) conducted an employer survey in 2013 by undertaking 5,996 telephone interviews in Wales. It was the second time that UKCES conducted this survey, the first being in 2011. Establishments surveyed had 2 or more employees. One of the findings regarding the Welsh language was that 15% of all skill-shortage vacancies were due to a lack of written Welsh language skills, with 13% due to a lack of oral Welsh language skills. Written Welsh language skills formed 16% of skills which needed improving/updating in the next 12 months and was 18% for oral Welsh language skills. 28% of staff with skills gaps lacked oral Welsh language skills, with written skills closely following at 27%.[161]

### 7.1.9 Exploring Welsh Speakers' Language Use in Their Daily Lives

Beaufort Research can provide Welsh speaker surveys through their Welsh Speakers Omnibus Surveys in March and October.[162] In July 2013, Beaufort Research published the report 'Exploring Welsh speakers' language use in their daily lives', which was jointly commissioned by BBC Cymru Wales, S4C and the Welsh Government. It scoped Welsh language use in a range of everyday settings and to reported on the behaviour, attitudes and aspirations of Welsh speakers. The research was commissioned to identify what drives Welsh speakers' behaviours and perceptions around using Welsh and strategies to encourage its use. Three components formed the base of the research, which was a literature review, a quantitative survey (483 participants) and a qualitative study of behaviours and experiences (30 participants). One of the key enablers or triggers identified in the report to using Welsh included "both formal and informal opportunities to use Welsh in the workplace". The report also identified that "promoting widespread use of badges in the workplace or by members of staff in customer-facing roles would encourage more interaction in Welsh". The report also lists use of the badges as one of the small, cumulative changes that could create sustainable gains in Welsh language use over time.[163]

### 7.2 Commissioned Research

### 7.2.1 Workplace Welsh

A new website, www.workplacewelsh.org.uk, has been created by the Welsh Joint Education Committee (WJEC) to assist organisations in assessing their staff's Welsh language skill level and to help determine the Welsh language skill level required for new or future positions. The website is available to organisations within the Private, Public and Third sector.

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[161] Employer Skills Survey 2013 Wales slide pack. UKCES. Available electronically via:
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/316297/UKCESS_2013_Wales_Slide_Pack.pdf
[162] Welsh Speakers Omnibus. Beaufort Research. Available electronically via:
http://www.beaufortresearch.co.uk/index.php/site/omnibussurveys/welsh_speakers_omnibus/
[163] Exploring Welsh speakers' language use in their daily lives. Beaufort Research. July 2013.
Available electronically via: http://www.beaufortresearch.co.uk/BBQ01260eng.pdf

# SECTION 8: OBSERVATIONS

The observations of the report are themed in the areas of statistics, policy, Welsh Language Commissioner, Welsh language organisations, Welsh in the workplace and research.

## 8.1 Statistical Observations

- From 2001-2011 Welsh speakers had decreased by 3.5% in the south west and central Wales region.
- Welsh speakers in the 16-19 age range predominantly increased in this timeframe indicating an increase of workers with the ability to speak Welsh entering the labour market in the next few years.
- Carmarthenshire and Ceredigion had the highest numbers of Welsh medium primary schools (AY 12-13). Carmarthenshire had the highest combined numbers of Welsh medium and Bilingual A schools in the region (AY 12-13).
- The highest percentage of pupils taught through the medium of Welsh was in Ceredigion. In the county, 75.2% of primary school pupils and 32.5% of secondary school pupils were taught through the medium of Welsh (AY 12-13).

## 8.2 Policy Observations

- One of the six strategic areas, of the Welsh Government's Welsh language strategy, 'A living language: a language for living', is to increase opportunities to speak Welsh in the workplace. The action points relating to this strategic area include an action for the Welsh Language Commissioner to develop good practice guidance, establish standards, promote Welsh as a skill and develop opportunities for Welsh learning (through Welsh for Adults Centres), improve labour market intelligence into the demands for Welsh language skills in the workplace and demonstrate good practice.
- The Welsh Language Measure (2011) provides official status to the Welsh language and establishes the Welsh Language Commissioner's role.
- Proposed standards relating to the Welsh language were developed to undertake investigations and impose duties on councils, national park authorities and Welsh Ministers. These standards will gradually replace the individual organisations' Welsh language schemes.

## 8.3 Welsh Language Commissioner Observations

- The Commissioner may penalise organisations, by imposing a duty, that do not comply with the Welsh language standards and do not treat Welsh equally to English, once the standards are in place.
- The Commissioner reviewed the ERDF, ESF and RDP European Programmes (2014-2020) and recommended two categories of interventions, direct and supplementary. Direct interventions include new activities that integrate with current backbone projects. Supplementary interventions are activities that would add value to the general delivery of activities within programmes.
- The Welsh Language Tribunal was established to give organisations the ability to appeal a compliance notice, a standard or a penalty issued by the Commissioner.

### 8.4 Welsh Language Organisations Observations

- Welsh language organisations vary in their activities from campaigning for the language and promoting its use to Welsh medium social activities.
- Although MELT has finished as a project, Twf and Mudiad Meithrin provide similar services for early age Welsh language promotion.

### 8.5 Welsh in the Workplace Observations

- Many organisations may need to update their Welsh language schemes and Policies in line with the Welsh Language Strategy 'A living language: a language for living - 2012 to 2017'. Many schemes reference Iaith Pawb and the dissolved Welsh Language Board instead of the Welsh Language Commissioner.
- The Private sector should be encouraged to inform through their website any services that they provide in Welsh or Welsh language scheme's that they employ internally for staff.
- Not many large employers in the Private sector posses a Welsh language scheme or policy. However Dawnus has a Welsh language policy statement that is recent and could be taken as best practice. It is only a small statement but could be easily replicated by other businesses to show their commitment to the Welsh language.
- Some Third sector organisations under the Welsh Language Measure 2011 will be required to implement standards. The Third sector organisations that will need to implement standards will be named by the criteria that they receive £400,000 or more of public money. The Welsh Council for Voluntary Action (WCVA) is named under these criteria and will be required to implement standards. As the County Voluntary Councils are funded by WCVA they may in turn be named under the criteria.

### 8.6 Research Observations

- 2011 Census: The Welsh Language in Carmarthenshire reported that 41.5% of Carmarthenshire's workforce was Welsh speaking in 2011, making Welsh speakers the minority in the workplace. Wholesale and Retail are the biggest employers of Welsh speakers with 14.9%, followed by Health and Social Work (14.2%) and Education (13.9%). Agriculture (56.8%) and Education (55.1%) are the only two sectors where Welsh speakers are in the majority. The report identifies a need in three sectors, which service the public, to promote bilingual skills. Those sectors are Public Administration, Wholesale and Retail Trade and Hospitality and Food Services.
- The Welsh Language in Carmarthenshire report suggest mainstreaming Welsh within the Swansea Bay City Region economic development plans.
- The headlines of the 'Welsh language skills needs in eight sectors' report, by the Welsh Government, state that a 1/3 of employers regarded having staff with Welsh language skills at their establishment as *very* or *fairly* important, 39% felt it *not at all* important to have staff with Welsh language skills, 35% said that Welsh is used in their workplace, 28% believed that Welsh is of benefit, 4% sought information, advice or support on Welsh language in the last 2-3 years, 45% of those that had *not sought support* would *not* know where to go for it and 7% expected their need for Welsh language skills to increase in the next 2-3 years. This need was higher among

Childcare, Social care, Creative and Hospitality employers (28%, 15%, 12% and 10% respectively).

- The Welsh Language and Economic Development Task and Finish Group Report suggests that 'Welsh Government should examine the opportunities for, and threats to, the language in the city region(s) and larger urban areas from the point of view of economic development.' This should be considered in the Swansea Bay City Region economic development plan.

- The Poverty and Ethnicity in Wales report stated that Welsh language skills could help individuals in finding work as the position may require the applicant to speak Welsh.

- The Welsh and the Labour Market report concluded that there is a significant wage difference between Welsh speakers and non-Welsh speakers. However this pay gap narrows after accounting for different personal characteristics, especially educational qualifications. In the Private sector, Welsh speakers earn less than non-Welsh speakers, which may be due to the younger age profile of Welsh speakers in the Private sector.

- The Employer Skills Survey found that 15% of all skill-shortage vacancies were due to a lack of written Welsh language skills, with 13% due to a lack of oral Welsh language skills.

- Exploring Welsh speakers' language use in their daily lives found that promoting the use of Working Welsh badges would encourage more interaction in Welsh. The report also lists the use of the badges as one of the small, cumulative changes that could create sustainable gains in Welsh language use over time.

- Promotion of the Workplace Welsh website may assist employers to evaluate the current Welsh skills within their staff and their additional needs for Welsh skills when recruiting.